

## ShopSite Knowledgebase

### **IE error: "An error occurred in the secure channel support"**

When placing a test order with Internet Explorer, you get the following error message when the cart tries to go secure:

Internet Explorer cannot open the Internet site https://

An error occurred in the secure channel support

Solution ID: S03118

The following is Microsoft's description of the problem, found at:

<http://support.microsoft.com/support/kb/articles/q198/9/70.asp>

#### **SYMPTOMS**

When you try to connect to a secure Web site, you may receive the following error message:

Internet Explorer cannot open the Internet site https://

An error occurred in the secure channel support

#### **CAUSE**

This error message can occur if the server uses a certificate with a nonstandard length. The nonstandard length results in a

nonstandard public key length, which Internet Explorer does not support. Internet Explorer supports only public keys with

standard lengths (such as 512 bits, 1024 bits, 2048 bits, and so on).

#### **RESOLUTION**

To be compatible with Internet Explorer, the site using the nonstandard public key length should generate a new certificate

request using a standard length (such as 512, 1024, or 2048 bits). The site then needs to obtain a new corresponding

certificate.

As a possible workaround, re-register the Rsabase.dll file by clicking Start, clicking Run, typing "regsvr32 rsabase.dll"

(without the quotation marks) in the Open box, and then clicking OK.

<https://support.shopsite.com/KBase/questions/2019/>