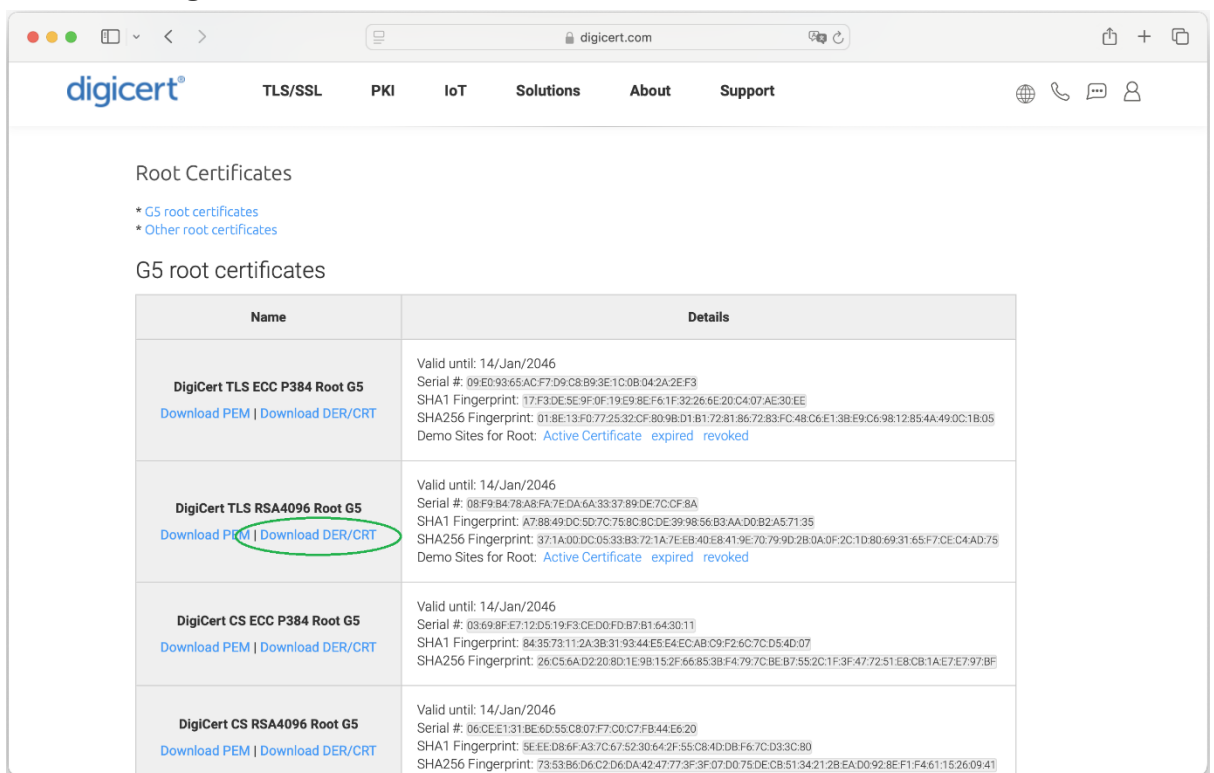


Resolution to fix untrusted server connection when remote accessing VPC.

If you are using devices which the SSL certificate store is not up-to-date, you may need to install and trust the VPC certificate to your device. For example, it may happen on macOS version 14 or before.

Please refer to the step below on how to install and trust the VPC certification to device running on macOS.

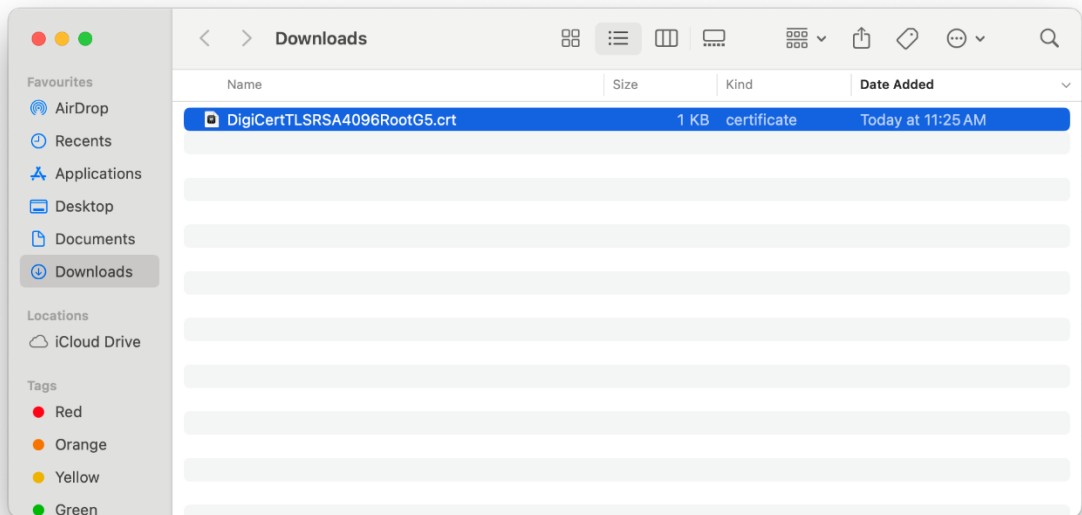
1. Go to <https://www.digicert.com/kb/digicert-root-certificates.htm#roots>
2. Download **DigiCert TLS RSA4096 Root G5 DER/CRT**



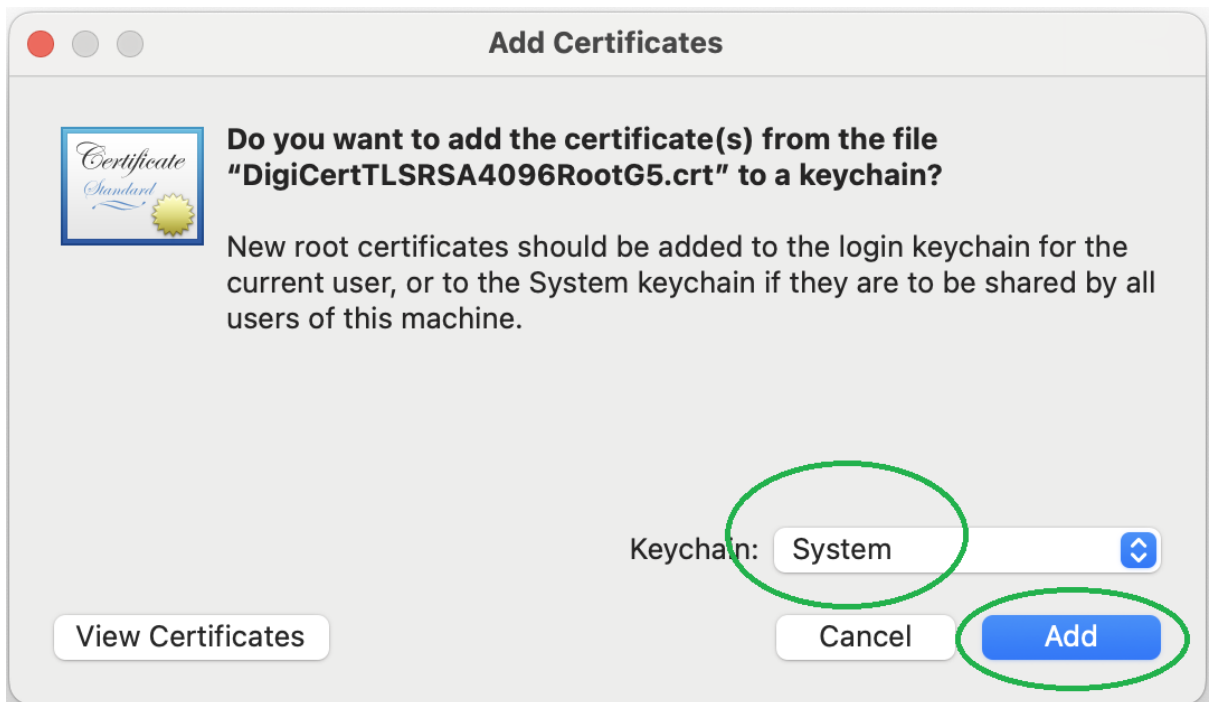
The screenshot shows the DigiCert website's 'Root Certificates' page. Under the 'G5 root certificates' section, there is a table with four rows. The second row, 'DigiCert TLS RSA4096 Root G5', has its 'Download DER/CRT' link circled in green. The table provides details for each certificate, including validity dates, serial numbers, and fingerprints.

Name	Details
DigiCert TLS ECC P384 Root G5 Download PEM Download DER/CRT	Valid until: 14/Jan/2046 Serial #: 09E09365ACF7D9C8B93E1C0B042A2EF3 SHA1 Fingerprint: 17F3DE5E9F0F19E98EF61F32266E20C407AE30EE SHA256 Fingerprint: 018E13F0772532CF809BD1B17281867283FC48C6E13BE9C69812854A490C1B05 Demo Sites for Root: Active Certificate expired revoked
DigiCert TLS RSA4096 Root G5 Download PEM Download DER/CRT	Valid until: 14/Jan/2046 Serial #: 08F9B478A8FA7EDA6A333789DE7C0F8A SHA1 Fingerprint: A78849DC5D7C758C8CDE399856B3AAD0B2A57135 SHA256 Fingerprint: 371A00DC0533B3721A7EB40E8419E70799D2B0A0F2C1D80693165F7CEC4AD75 Demo Sites for Root: Active Certificate expired revoked
DigiCert CS ECC P384 Root G5 Download PEM Download DER/CRT	Valid until: 14/Jan/2046 Serial #: 03698FE712D519F3CED0FD87B1643011 SHA1 Fingerprint: 843573112A3B319344E5E4ECAB09F26C7CD54D07 SHA256 Fingerprint: 26C56AD2208D1E98152F668538F4797CBEB7552C1F3F477251E8CB1AE7E797BF
DigiCert CS RSA4096 Root G5 Download PEM Download DER/CRT	Valid until: 14/Jan/2046 Serial #: 06CEE131BE6D55C807F7C0C7FB44E620 SHA1 Fingerprint: 5EEED86FA37C675230642F55CB40DBF67CD33C80 SHA256 Fingerprint: 7353B6D6C2D6DA4247773F3F07D075DECB51342128EAD0928E1F46115260941

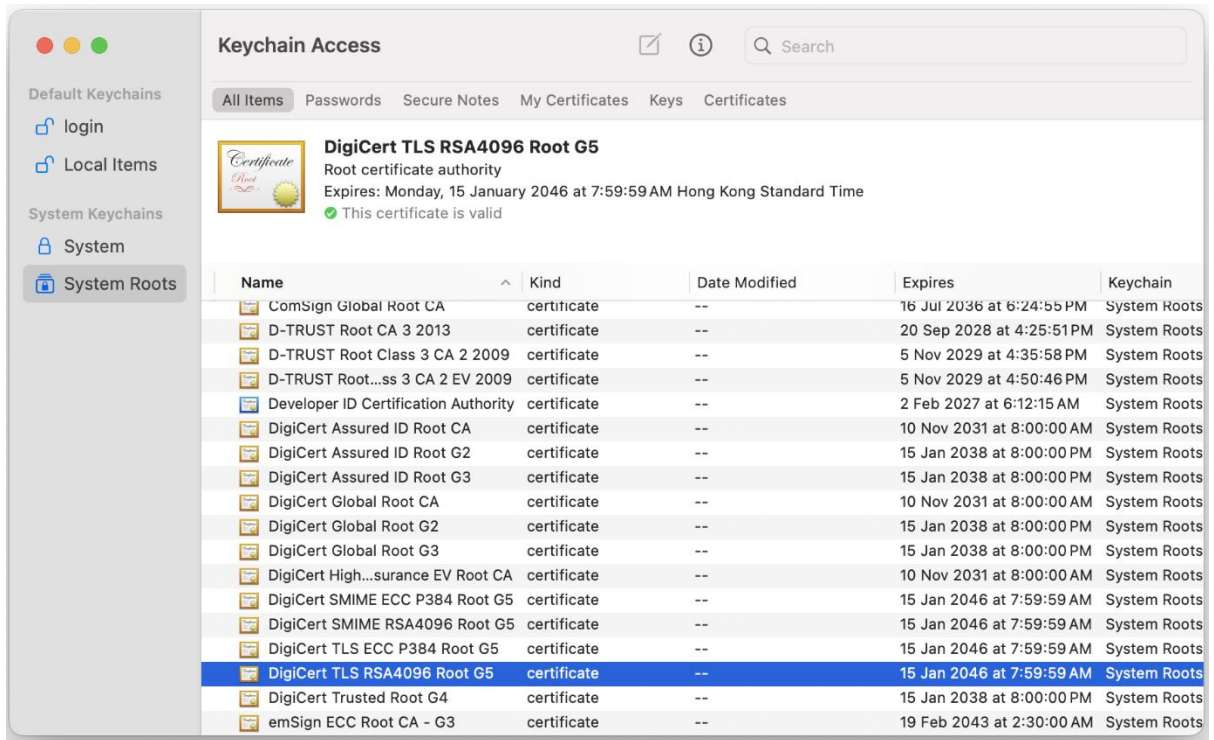
3. Install the certificate by double click



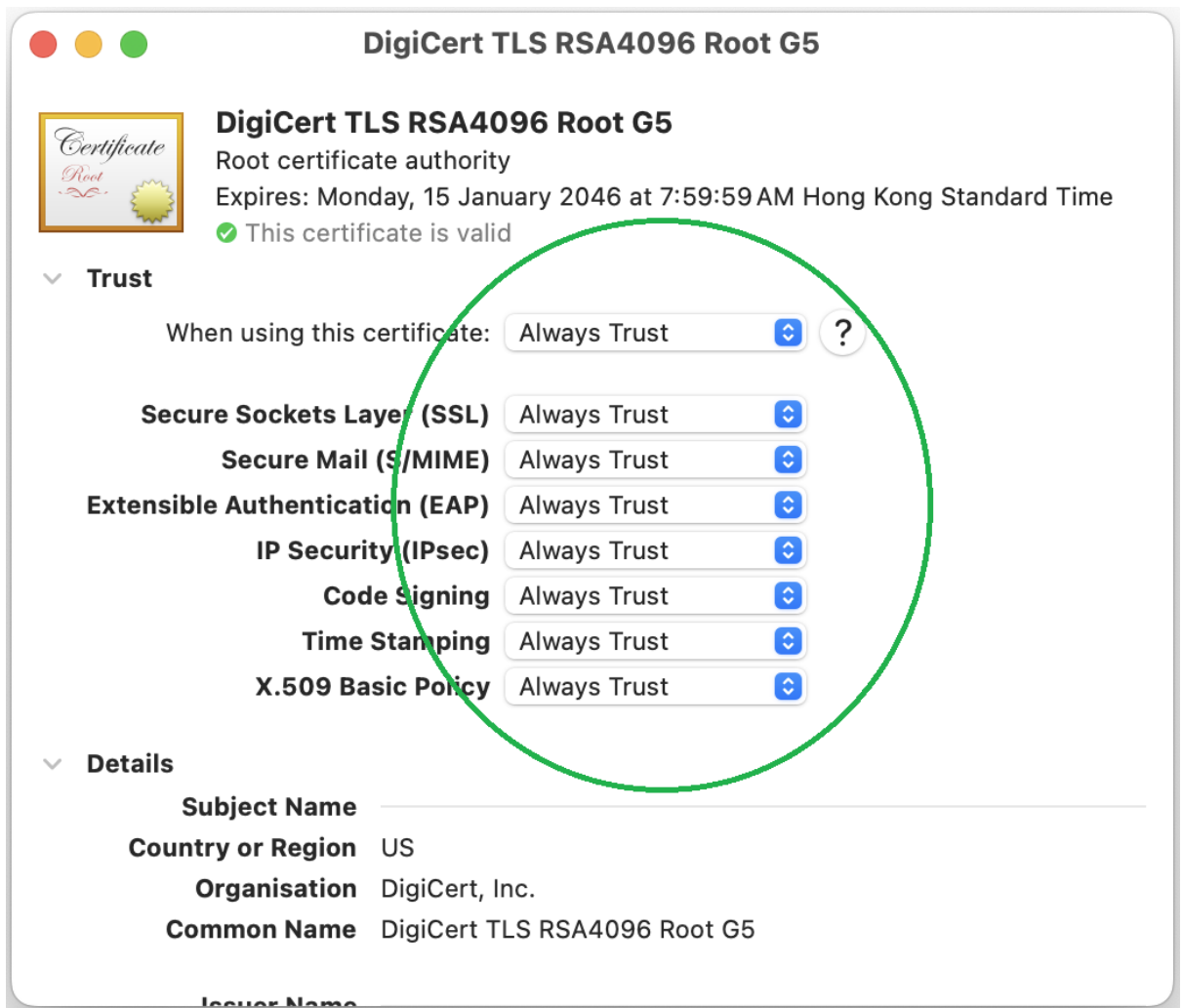
4. Add the certificate to System



5. Open Keychain Access and search the certificate DigiCert TLS RSA4096 Root G5



6. Double click the certificate and trust all



7. The installation has been completed. Please retry the VPC remote access by visiting <https://go.vpc.hku.hk> (for staff) or <https://go.vlab.hku.hk> (for students).