Error: An SSL Error Occurred (PrideDesktop)

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Reason for this error

If you try to access PrideDesktop on macOS using an old PrideDesktop client, you may get a message that says Error: An SSL error occurred. This usually occurs if you’re running an out of date version of the PrideDesktop client. You can fix this error using one of the solutions below.

Solution 1: Update your PrideDesktop client

1. Double-click the VMware Horizon Client icon in the Applications folder.

2. From the menu bar on the top of the screen, click VMware Horizon Client.

3. Click Check For Updates.

4. Follow the on-screen instructions for updating the VMware Horizon Client.

Warning

You must be running an up to date version of macOS to install the latest PrideDesktop client. Please check to make sure you are running macOS 10.13 or above before attempting to update.
Solution 2: Enable a new security protocol

If you're unable to use a newer client because you have an out of date version of macOS, follow the instructions below to enable a new security protocol which may resolve the issue.

1. Double-click the **VMware Horizon Client** icon in the **Applications** folder.

2. From the menu bar on the top of the screen, click **VMware Horizon Client**.

3. Click **Preferences**.

4. Click the **Security** button along the top of the window.
5. In the Security section, click the Advanced button on the bottom right corner of the window.

   Certificate checking mode:
   This mode determines how the client proceeds when it cannot verify that your connection to the server is secure. It is not recommended that you change this setting unless instructed to do so by your system administrator.
   - Never connect to untrusted servers
   - Warn before connecting to untrusted servers
   - Do not verify server identity certificates

   SSL Proxy mode:
   This sets the certificate checking mode to allow secondary connections via an SSL Proxy. This setting works with the Blast and tunnel connections, it does not work with PCoP.
   - Allow connection via an SSL Proxy

   Advanced...

6. Click the Enable TLSv1.2 checkbox so that it’s checked. Then click Confirm.

   You should only change the following settings if your system administrator instructs you to do so or if your Horizon Server does not support the current settings. Changes will take effect on your next connection. Contact your system administrator for more details.

   SSL Protocol:  
   - Enable TLSv1.1
   - Enable TLSv1.2

   Cipher String: 72619917265<28*17

   Restore Defaults Cancel Confirm

7. Click the red circle on the top left of the Preferences window to close it.

8. You should now be able to access PrideDesktop.