

# Re: Cannot request certificate on client computer

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-02/msg04232.html>

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- *From:* "John Lenz" <[lenz4@xxxxxxxxxxxxxxxx](mailto:lenz4@xxxxxxxxxxxxxxxx)>
  - *Date:* Tue, 27 Feb 2007 23:16:52 -0600
- 

Dave,

That is it. I have to break the old domain link on each client and re-connect both computer and user account on the server. It entails a re-setting of my desktop on each machine but now I know. I tried on the one PC and the certificate request now works.

Thanks for your help.

"John Lenz" <[lenz4@xxxxxxxxxxxxxxxx](mailto:lenz4@xxxxxxxxxxxxxxxx)> wrote in message <news:O9oGs1rWHHA.1000@xxxxxxxxxxxxxxxx>

We think alike. I have an old laptop that is an old domain member (same name) that hasn't been used in some time. I just started it up and joined the new domain. I got an info panel saying that the credentials needs updating & I should log off & re-logon. I will try to get a certificate in this old setting, then remove from domain & re-join & try again.

I'll let you know what happens. The key link is the log error message was for all the XP machines on the network that joined under the Win2K3 server not Win SBS.

"Dave Nickason [SBS MVP]" <[gwdibble@xxxxxxxxxxxxxxxx](mailto:gwdibble@xxxxxxxxxxxxxxxx)> wrote in message <news:eJEd%23KrWHHA.4132@xxxxxxxxxxxxxxxx>

I'd try reattaching one client PC first to see if it works, but that sounds like the issue. (I always try this type of thing on my own PC first to save evil looks and/or thrown staplers from my co-workers if something goes wrong).

"John Lenz" <[lenz4@xxxxxxxxxxxxxxxx](mailto:lenz4@xxxxxxxxxxxxxxxx)> wrote in message <news:ed7ZnoqWHHA.4028@xxxxxxxxxxxxxxxx>

Sorry, I should have looked at the log sooner. I get this error

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message  
in system:

the computer long... tried to connect to the server \\long2003  
using the  
trust relationship established by the longsoho domain.

However, the computer lost the correct security identifier  
(SID) when  
the domain was reconfigured. Re-establish the trust  
relationship.

This message was for all the WinXP machines in my small  
domain.

I re-loaded the SBS server from a server 2003-sp1 and kept  
the  
domainname for both. Could this be part of the trouble?  
Should I detach  
each machine from the domain and re-attach it?

Also this error from the xp machine I tried to get certificate  
from:

The session setup from computer LongSat failed to  
authenticate. The  
name(s) of the account(s) referenced in the security database  
is  
longsat\$. The following error occurred: access is denied

I do appreciate your help.

"Dave Nickason [SBS MVP]"  
<gwdibble@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in  
message  
[news:eN1EJLqWHHA.4076@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:eN1EJLqWHHA.4076@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

That article says that if you change the group  
membership you have to  
restart the server. FWIW, I don't have  
Enterprise Domain Controllers  
either. I only have Domain Computers and  
Domain Users in that security  
group.

What's showing in your system and  
application logs when you try to do  
request the cert? (I'd check both the server  
and the client PC).

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Between the last server restart and now, do you see any log entries that could be related at all? Look for schannel, certsvc, or crypt32. You could also check for any from IAS, ISA Server, or Microsoft Firewall to see if there's anything useful under those, but if you're not getting the cert in the first place, those probably won't matter.

Is this Standard or Premium? ISA strict RPC compliance can stop certificate auto-enrollment, although I'm not sure it would matter to a manually created request. I'm thinking this might be less of an actual cert issue and that the thing to troubleshoot is really why that wizard won't start.

You might browse the results if you google "wizard cannot be started because there are no trusted certificate authorities available" – there are quite a few potentially relevant hits there.

"John Lenz" <lenz4@xxxxxxxxxxxxxxxx>  
wrote in message  
[news:uZuY\\$4pWHHA.896@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:uZuY$4pWHHA.896@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Dave,

I went through the process, but no enterprise domain controller only enterprise admin. I added that member to dcom group. No change on request certificate error.

any other thoughts?

"Dave Nickason [SBS MVP]"  
<gwdibble@xxxxxxxxxxxxxxxxxxxxxxxx>  
wrote in message  
[news:OLCiykpWHHA.4764@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:OLCiykpWHHA.4764@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

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Any help  
here?

<http://www.jsifaq.com/SF/Tips/Tip.aspx?id=11038>

"John Lenz"

<lenz4@xxxxxxxxxxxxxxxx>

wrote in  
message

[news:OS\\$gaSpWHHA.4636@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](news:OS$gaSpWHHA.4636@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Dave,

This  
is  
still  
not  
working.

I  
can  
see  
the  
certificate  
on  
the  
server  
via  
the  
MMC.  
On  
the  
XP  
client,  
I  
cannot  
request  
a  
CA  
per  
earlier  
below.

Here  
is  
what  
I  
did.

1.  
On

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server  
un-install  
CA  
&  
IAS  
2.  
reboot  
3.  
Install  
IAS  
&  
CA  
according  
to  
pages  
372-388  
(friendly  
name  
LongSOHO;  
open  
external  
firewall  
ports  
to  
server  
address)  
4.  
reboot  
5.  
verified  
certificate  
LongSOHO  
Root  
CA  
on  
server  
(actually  
2  
instances  
of  
the  
certificate)  
6.  
Verified  
SBS  
server  
Certificate  
on  
SBS  
server  
in

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personal  
certificates  
(deleted  
2  
copies  
from  
previous  
day)  
7.  
On  
re-booted  
client  
machines  
attempted  
to  
request  
a  
certificate,  
it  
had  
same  
error  
panel.  
(  
my  
XP  
user  
account  
includes  
domain  
admin)  
8.  
Launched  
certsrv  
web  
panel  
on  
XP  
client:  
-  
installed  
trust  
CA  
-  
requested  
EFS  
certificate,  
installed  
(CSP  
-  
MS

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enhanced  
crypto  
provide  
v1.0,  
key  
size  
1024)CMC  
SHA-1)  
-  
requested  
user  
certificate,  
installed  
9.  
in  
MMC  
verified  
2  
certificates  
in  
current  
user  
and  
LongSOHO  
Root  
CA  
in  
current  
user  
10.  
built  
VPN  
connection  
per  
manual:  
-  
checked  
connect  
to  
these  
servers  
and  
selected  
LongSOHO  
Root  
CA  
-  
connection  
failed  
-  
Error

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781  
no  
valid  
certificate  
-  
viewed  
LongSOHO  
Root  
CA  
details  
on  
XP  
and  
they  
match  
server  
certificate  
details

Any  
suggestions  
as  
to  
why  
I  
cannot  
use  
MMC,  
can  
add  
via  
certsrv  
and  
still  
not  
connect?

"Dave  
Nickason  
[SBS  
MVP]"  
<gwdibble@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
wrote  
in  
message  
[news:u68YTwfWHHA.192@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:u68YTwfWHHA.192@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

You  
could  
try  
going

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to  
http://<sbsname>/certsrv.  
Click  
"Download  
a  
CA  
certificate,  
certificate  
chain,  
or  
CRL."  
On  
the  
next  
page,  
choose  
the  
CA  
you  
created  
on  
the  
SBS  
and  
click  
"Download  
CA  
Certificate."  
In  
the  
pop-up,  
click  
Open,  
then  
Install  
Certificate.  
Let  
it  
automatically  
choose  
where  
to  
install  
the  
cert.  
Once  
you've  
got  
the  
CA  
certificate

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installed,  
see  
if  
the  
wizard  
runs  
as  
described.

I  
haven't  
see  
the  
issue  
you're  
having,  
so  
I  
don't  
really  
have  
any  
first  
hand  
knowledge  
of  
what's  
going  
on.  
It  
just  
seems  
like  
this  
would  
be  
the  
next  
logical  
step.

"John  
Lenz"  
<lenz4@xxxxxxxxxxxxxxxx>  
wrote  
in  
message  
[news:uPpq%23bfWHHA.5092@xxxxxxxxxxxxxxxx](mailto:news:uPpq%23bfWHHA.5092@xxxxxxxxxxxxxxxx)

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The  
certificate  
does  
not  
appear  
on  
the  
client  
PC  
trusted  
root...  
certificates.

It  
does  
appear  
on  
the  
server  
trusted  
root...  
certificates

The  
client  
name  
is  
fully  
qualified.

Any  
thoughts?

"Dave  
Nickason  
[SBS  
MVP]"  
<gwdibble@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
wrote  
in  
message  
[news:%23FVGSUfWHHA.4404@xxxxxxxxx](mailto:news:%23FVGSUfWHHA.4404@xxxxxxxxx)

When  
you  
look  
on  
the  
client  
PC  
under

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Certificates  
(Local  
Computer)

->

Trusted  
Root  
Certification  
Authorities

->

Certificates,  
do

you

see

one

that

uses

the

name

you

gave

the

CA

when

you

installed

it

on

page

376?

Does

the

client

PC

have

the

proper

DNS

suffix

as

described

on

the

bottom

of

page

379

(computername.domainname.local)?

"John

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Lenz"  
<lenz4@xxxxxxxxxxxxxxxx>  
wrote  
in  
message  
[news:u6anA2eWHHA.896@xxxxxxxx](mailto:news:u6anA2eWHHA.896@xxxxxxxx)

I  
am  
following  
MS  
book  
on  
SBS  
2003  
R2  
administrators  
companion  
page  
378,  
Requesting  
computer  
and  
user  
certificates.

I  
installed  
CA  
on  
server.  
Client  
is  
correctly  
attached  
to  
domain  
as  
domain  
admin.

I  
launch  
MMC  
on  
client  
computer  
and  
add  
certificates  
(local

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computer)  
and  
certificates  
current  
user.

When  
I  
right-click  
personal  
on  
certificates  
(local  
computer)  
and  
request  
a  
certificate,  
I  
get  
error  
panel:

The  
wizard  
cannot  
be  
started  
because...

–There  
are  
no  
trusted  
certificate  
authorities  
available

–  
You  
do  
not  
have  
permissions  
to  
request  
certificates  
from  
available  
CAs

–  
The  
available

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CAs  
issue  
certificates  
for  
which  
you  
do  
not  
have  
permissions

When  
I  
created  
the  
local  
certificate  
on  
the  
server  
machine,  
the  
wizard  
went  
through  
just  
fine.

Where  
is  
the  
hang-up?

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