

Ultra G2 Not Connecting Due To Wrong TLS Setting

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Symptom

When configuring a TLS 1.3 cluster for an iSTAR Ultra G2 GCM, if the GCM is configured incorrectly an error such as:

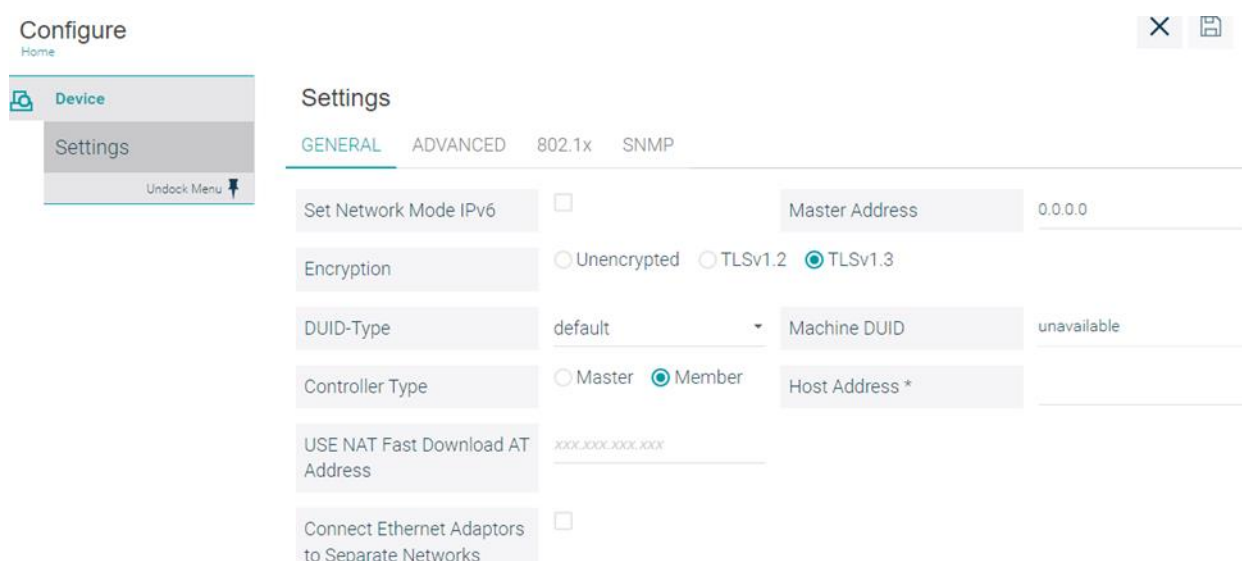
Configuration Error: 'Ultra G2 is configured as an iSTAR UltraG2 but actual hardware type detected is iSTAR Ultra Encrypted'

Cause

This is caused by the GCM being configured for TLS 1.2.

Solution

Log into the web interface of the controller and go to the Configure section and change the Encryption type to TLS v1.3



The screenshot shows the 'Configure' web interface for a device. The 'Settings' page is open, with the 'GENERAL' tab selected. The 'Encryption' setting is set to 'TLSv1.3'. Other settings include 'Set Network Mode IPv6' (unchecked), 'DUID-Type' (default), 'Controller Type' (Member), and 'Host Address *' (empty). The 'Machine DUID' is 'unavailable'. The 'USE NAT Fast Download AT Address' is 'xxxx.xxx.xxx.xxx' and 'Connect Ethernet Adaptors to Separate Networks' is unchecked.

If you have any questions regarding this **Knowledge** article, please contact Technical Support.

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