

Loading TLS Certificate triggers "The file is too big" error

Last Modified on 05/08/2025 6:15 pm EDT

Symptom

When attempting to load the TLS Certificate, the following error is shown:

The file is too big!

This is due to the encryption certificates already existing on the ISC. You cannot load a certificate over an existing certificate.

Resolution

To install the encryption certificates onto the ISC, do the following:

1. Browse to **C:\Program Files (x86)\OnGuard\Certificates**.
2. Right-click on each of the four Mercury certificates and click on **Install Certificate**. You will see an "Import Successful" message after each certificate is imported.
3. Stop the Communications Server.
4. Take the ISC offline in System Administration.
5. Select the ISC to which you are adding the encryption certificates.
6. Navigate to the **Options** tab.
7. Click Modify and select **TLS Encryption** and then click [OK].
8. Navigate to the **Location** tab and select **Configuration Web Page**.
9. Navigate to **Host Communications**.
10. In the **Data Security** drop down, select **TLS Encryption**, and then click [Accept].
11. Click [Apply Settings].
12. Click [Apply, Reboot].
13. Turn on the Communications Server.
14. Bring the ISC back online.

The ISC should now be communicating.

Applies To

All ISCs
All versions of OnGuard

Additional Information
