Product Group: Software
Product: Phoenix Web Service for @ptitude Observer
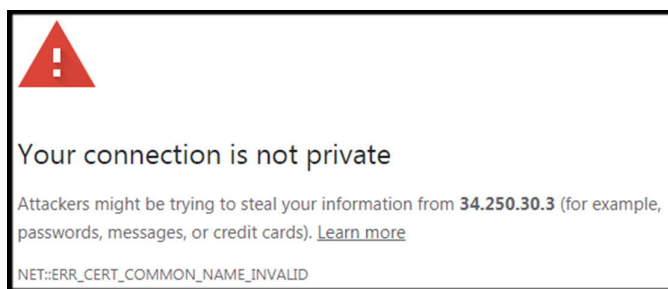**Version:** A

Abstract

Describes the correct address to use when connecting to the Phoenix Web Service using https.

Overview

When connecting to the Phoenix Web Service using https the server will be validated by the client. The address used must therefore be an address that is covered by the server certificate.

For example, if connecting to the EMEA cloud using its IP address (34.250.30.3), the validation will fail as the certificate for the EMEA cloud specifies only the domain name; emeaservices.cmcrdc.com.

> ⚠️
>
> **Your connection is not private**
>
> Attackers might be trying to steal your information from **34.250.30.3** (for example, passwords, messages, or credit cards). Learn more
>
> NET::ERR_CERT_COMMON_NAME_INVALID

Chrome error when attempting to connect to Phoenix web API on EMEA cloud over https using the IP

Solution

The client must use an address that is covered by the certificate installed on the server.

Example

The correct addresses for the SKF EMEA and NLAM clouds are:

> **emeaservices.cmcrdc.com** for the SKF EMEA cloud (not 34.250.30.3)
> **service.cmcrdc.com** for the SKF NLAM cloud (not 34.226.0.162)

Contacting SKF Technical Support Group

For further assistance please open a support case using the Technical Support groups self-help portal at http://www.skf.com/cm/tsg. Once your support case is submitted, a technician will contact you to begin working on your issue.

For urgent issues we are available at these times by phone:

- Monday through Friday, 5:00 a.m. to 4 p.m. Pacific Time -
  Phone: +1 800 523 7514 within the US or +1 858 496 3627 outside the US

- Monday through Friday, 8:00 a.m. to 4:00 p.m. Central European Time - Phone: +46 31 337 65 00.