

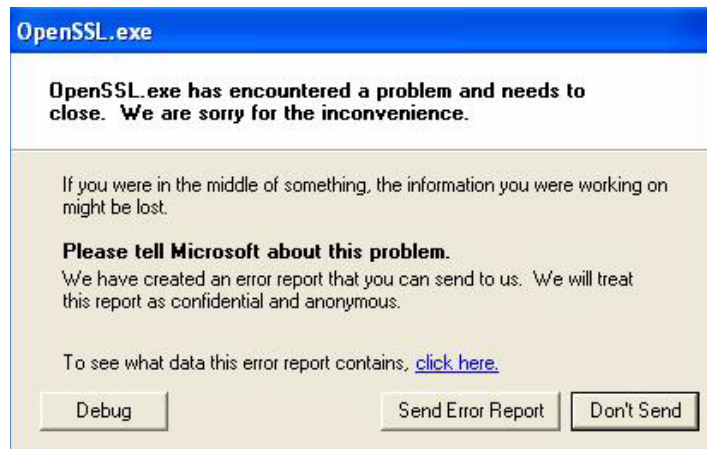
OpenSSL.exe Error Message Appears When Installing or Starting Bridgit™ Software Services



Applies to: Bridgit™ software 2.x and 3.0–3.2 and Windows® operating systems

Issue

When you install or start Bridgit software services, an *OpenSSL.exe* error message appears and the services don't start.



Cause

An *OpenSSL.exe* error message appears, because Bridgit software is unable to generate a 30-year Secure Socket Layer (SSL) certificate.

Solution

Install [Bridgit software 3.3](#). Your license for Bridgit software 2.x or 3.0–3.2 is compatible with version 3.3.

Background

Bridgit software incorporates the OpenSSL library and SSL 3.0 data encryption. When you install or start Bridgit software 2.x or 3.0–3.2, it generates an SSL certificate that is valid for 30 years. See [document 112438](#) for more information.

If you install or start versions 2.x or 3.0–3.2 after January 27, 2008, the OpenSSL library is unable to generate a 30-year SSL certificate, because most servers run 32-bit operating systems and are unable to represent dates greater than January 19, 2038. This is known as the year Y2K38 problem.

When you install or start Bridgit software 3.3, it generates a self-signed SSL certificate that is valid for five years. This five-year expiry period resolves the year Y2K38 problem.

NOTE: Bridgit software 1.x is not affected by the year Y2K38 problem.

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