

Summary

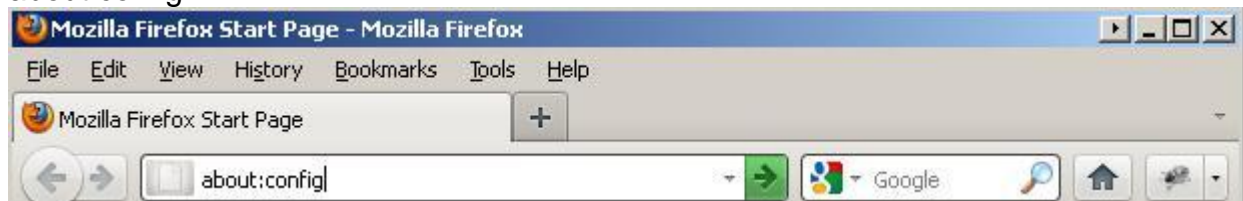
An issue has been identified with Firefox that when using Transport Layer Security (TLS), Firefox should be sending a response using SSL3, however Firefox instead returns a response using SSL2. As SSL2 is not enabled by default in Firefox, this results in Firefox displaying the following error:

Error code: ssl_error_internal_error_alert

Workaround

NOTE: This is not an issue with PowerSchool, it is an issue with how Firefox currently handles Transport Layer Security. The following instructions provide you with how to enable SSL2 in Firefox, however any modifications made to the Firefox configuration may not be supported by Mozilla.

1. In the Firefox address bar, type in the following and hit enter:
about:config



2. Accept the warning by selecting "I'll be careful, I promise!"



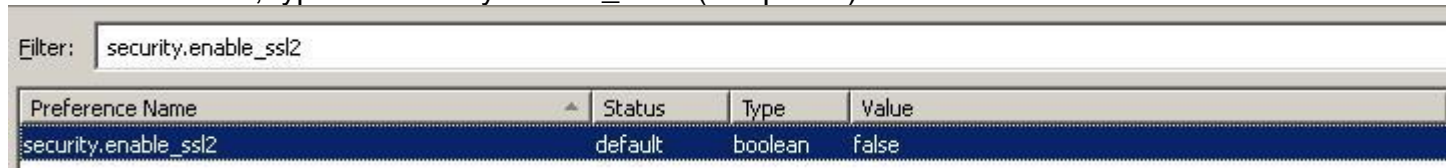
This might void your warranty!

Changing these advanced settings can be harmful to the stability, security, and performance of this application. You should only continue if you are sure of what you are doing.

Show this warning next time

I'll be careful, I promise!

3. In the filter box, type in "security.enable_ssl2" (no quotes)



4. Double click the preference returned in the results to change the value to "true"

You have now enabled the SSL2 protocol in Firefox, allowing Firefox to complete the TLS handshake.