

## 1 Connection type or permission problems

### Server is configured to connect with PSK to agent but agent accepts only unencrypted connections

In server or proxy log (with *mbed TLS (PolarSSL)* 1.3.11)

```
Get value from agent failed: ssl_handshake(): SSL - The connection indicated an EOF
```

In server or proxy log (with *GnuTLS* 3.3.16)

```
Get value from agent failed: zbx_tls_connect(): gnutls_handshake() failed: \ -110 The TLS connection was non-properly terminated.
```

In server or proxy log (with *OpenSSL* 1.0.2c)

```
Get value from agent failed: TCP connection successful, cannot establish TLS to [[127.0.0.1]:10050]: \ Connection closed by peer. Check allowed connection types and access rights
```

### One side connects with certificate but other side accepts only PSK or vice versa

In any log (with *mbed TLS (PolarSSL)*):

```
failed to accept an incoming connection: from 127.0.0.1: ssl_handshake():\ SSL - The server has no ciphersuites in common with the client
```

In any log (with *GnuTLS*):

```
failed to accept an incoming connection: from 127.0.0.1: zbx_tls_accept(): gnutls_handshake() failed:\ -21 Could not negotiate a supported cipher suite.
```

In any log (with *OpenSSL* 1.0.2c):

```
failed to accept an incoming connection: from 127.0.0.1: TLS handshake returned error code 1:\ file .\ssl\s3_srvr.c line 1411: error:1408A0C1:SSL routines:ssl3_get_client_hello:no shared cipher:\ TLS write fatal alert "handshake failure"
```

### Attempting to use Zabbix sender compiled with TLS support to send data to Zabbix server/proxy compiled without TLS

### In connecting-side log:

Linux:

```
...In zbx_tls_init_child()
...OpenSSL library (version OpenSSL 1.1.1 11 Sep 2018) initialized
...
...In zbx_tls_connect(): psk_identity:"PSK test sender"
...End of zbx_tls_connect():FAIL error:'connection closed by peer'
...send value error: TCP successful, cannot establish TLS to
[[localhost]:10051]: connection closed by peer
```

Windows:

```
...OpenSSL library (version OpenSSL 1.1.1a 20 Nov 2018) initialized
...
...In zbx_tls_connect(): psk_identity:"PSK test sender"
...zbx_psk_client_cb() requested PSK identity "PSK test sender"
...End of zbx_tls_connect():FAIL error:'SSL_connect() I/O error:
[0x00000000] The operation completed successfully.'
...send value error: TCP successful, cannot establish TLS to
[[192.168.1.2]:10051]: SSL_connect() I/O error: [0x00000000] The operation
completed successfully.
```

### In accepting-side log:

```
...failed to accept an incoming connection: from 127.0.0.1: support for TLS
was not compiled in
```

## One side connects with PSK but other side uses LibreSSL or has been compiled without encryption support

LibreSSL does not support PSK.

### In connecting-side log:

```
...TCP successful, cannot establish TLS to [[192.168.1.2]:10050]:
SSL_connect() I/O error: [0] Success
```

### In accepting-side log:

```
...failed to accept an incoming connection: from 192.168.1.2: support for
PSK was not compiled in
```

## In Zabbix frontend

```
Get value from agent failed: TCP successful, cannot establish TLS to
[[192.168.1.2]:10050]: SSL_connect() I/O error: [0] Success
```

## One side connects with PSK but other side uses OpenSSL with PSK support disabled

### In connecting-side log:

```
...TCP successful, cannot establish TLS to [[192.168.1.2]:10050]:
SSL_connect() set result code to SSL_ERROR_SSL: file
../ssl/record/rec_layer_s3.c line 1536: error:14094410:SSL
routines:ssl3_read_bytes:sslv3 alert handshake failure: SSL alert number 40:
TLS read fatal alert "handshake failure"
```

### In accepting-side log:

```
...failed to accept an incoming connection: from 192.168.1.2: TLS handshake
set result code to 1: file ssl/statem/statem_srvr.c line 1422:
error:1417A0C1:SSL routines:tls_post_process_client_hello:no shared cipher:
TLS write fatal alert "handshake failure"
```

From:  
<https://www.zabbix.com/documentation/3.0/> - Zabbix Documentation 3.0

Permanent link:  
[https://www.zabbix.com/documentation/3.0/manual/encryption/troubleshooting/connection\\_permission\\_problems?rev=1554394586](https://www.zabbix.com/documentation/3.0/manual/encryption/troubleshooting/connection_permission_problems?rev=1554394586)

Last update: 2019/04/04 16:16

