Error Messages, IT and System Issues

What should I do if my system is down?

If you receive a 404 Error, or cannot log into the system and receive an error page instead, please see the SuperControl status page below for the latest updates on System Performance:

https://www.supercontrolstatus.co.uk/ On this page you can subscribe to receive system alerts which is handy so you know the real time situation and receive updates the moment they are posted.

From time to time you may receive a denial of access from Incapsula:

https://help.supercontrol.co.uk/m/73864/l/934113-why-am-i-receiving-an-access-deniedmessage-from-incapsula

Why am I receiving an "Access denied" message from Incapsula?

Our WAF system blocks your application due to suspicious behaviour.

This can be related with two things:

First thing: Your application doesn't have proper security (WAF etc.) and someone can scan your webpage to find a weak point.

Now is time to take action and protect your web page with the WAF. On the market is a lot of the solutions. One of them are standalone but this will be no needed to you. In your case we propose a cloud WAF one of the proposal below:

https://www.cloudflare.com/plans/ but you can pick one that you think is best for your business.

Second thing: If you have WAF but still get the block screen ask your developer about any code changes as there can be a wrong request which can be treated like a potential attack.

If you want to get confirmation or you are unsure, please deliver the incident ID. Below we mark where to find this:

Technical terms used in the instructions:

WAF - Web application firewall. Security system protects the application from attacks and suspicious actions.

Whitelist - Function on WAF that allows use of SuperControl without any security restrictions.

Standalone - Physical or virtual machine/environment where the customer/owner is fully responsible for working and configuration.

Cloud - Hosted on the "share" physical infrastructure but only the owner has access to this account for configuration.

rry, there has been an er ease visit the <u>SuperContr</u>	rror reaching the SuperControl Online Booking System. tol system status page for updates on any major system issues.	SUPERCONTROL
secure.supercontrol.c owner has denied your a	o.uk access to the site.	ana ka
Incapsula Incident ID	198002490219500677-836017179475709850	
Your IP Address		
Proxy ID		<u> </u>
Server IP	X.X.X.66	
Error Code	15	
Error Name	Security error (code 15)	
Error Description	This request was blocked by the security rules	
Incident Time	2018-6-26 8:20 UTC	

Once we receive this the support team will help solve this issue. We know this can highly impact your business and in 99% we can resolve this type of the problems in 2 hours.

Why am I seeing on Google Maps "Referrer Not Allowed error and maps are not loading on my website"?

Step 1:

You need to whitelist our domain.

Within Google Maps API Console - you need to find your key and click edit.

=	Google Cloud Platform	Þ.,			٩		20 0 \$			
2	Google Maps	← Maps Javas	Script API 🔹 🛚	ISABLE						
Φ	Overview	Metrics Quotas	Aetrica Quotas Credentials							
\equiv	APIs	Use one of these creden	tials to access this API, or create	new credentials by						
th	Metrics	visiting Credentials in the	e API Manager.							
÷	Support	API keys								
-		Name	Creation date Y	Restrictions	Кау					
		API key	Apr 26, 2019	HTTP referrers		10	/ •			
		AP1 key	Oct 5, 2018	HTTP referrers		5	/ •			
		AP1 key	Dec 8, 2016	HTTP referrers		0	/ 1			

Under Website Restrictions, click Add an item:

≡	Google Cloud Platform	\$			
API	APIs & Services	÷	Restrict and rename API key	C REGENERATE KEY	DELETE
¢	Dashboard				
***	Library		API key		
04	Credentials				
			Key restrictions Restrictions help prevent unauthorized use and quota	theft. Learn more 🕑	
			Application restrictions		
			An application restriction controls which websites	IP addresses, or application	s can use your
			None	i key.	
			 HTTP referrers (web sites) 		
			 IP addresses (web servers, cron jobs, etc.) 		
			Android apps Inc		
			O los apps		
			Website restrictions Restrict key usage requests to the specified websites.		
			🛕 If left blank, your API key will accept re	quests from any website.	
					~
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			ADD AN ITEM		

You should then enter the following and click Done.

.supercontrol.co.uk/		
<pre>*.supercontrol.co.uk/*</pre>		
	New item Referer * *.supercontrol.co.uk/*	• ^
		CANCEL DONE

Please also ensure Application Restrictions is set to HTTP Referrers.

Application restrictions

An application restriction controls which websites, IP addresses, or applications can use your API key. You can set one application restriction per key.

0	None	
۲	HTTP referrers (web sites)	
0	IP addresses (web servers, cr	on jobs, etc.)
$^{\circ}$	Android apps	
\bigcirc	iOS apps	

For more information, you can follow this guide.

https://developers.google.com/maps/documentation/javascript/get-api-key#restrict_key_

Step 2:

Once the above has been completed, ensure that within your SuperControl account you have entered your Google API key. This can be added via Admin menu > Website integration > Additional content.

This will then resolve the Referer Not Allowed error.

macOS / Mac OS X Invalid SSL

Occasionaly older MacOS / Mac OS X systems may not have the required SSL certificate chains needed to access SuperControl and will result in an SSL error indicating that your connection to this site is not secure.

The easiest solution is to <u>upgrade your OS X installation</u> - this usually resolves the issue and ensures your Mac has all the latest security updates. If this is not possible then the following instructions should enable you to use SuperControl in a secure way without having to forceably accept the certificate.

Applies to:

- OS X El Capitan 10.11
- macOS Sierra 10.12
- macOS High Sierra 10.13
- macOS Mojave 10.14
- macOS Catalina 10.15

Components affected:

- Safari
- Google Chrome
- Mozilla FireFox
- Apple Keychain Access

Prerequisites:

A

- Basic Mac knowledge, downloading and opening files
- Basic Keychain Access knowledge

To resolve this issue please follow the steps below.

Care should be taken when following these steps. Should you have any questions please raise a support ticket.

In Safari the following error will be shown:

?	Safari can't verify the identit "secure.supercontrol.co.uk" The certificate for this website is website that is pretending to be your confidential information at r anyway? Show Certificate	y of the website invalid. You might be connecting "secure.supercontrol.co.uk", whi isk. Would you like to connect to Cancel	g to a ch could put the website Continue	
Or on later ve	ersions of Safari:	secure.supercontrol.co.uk	Ċ	• • • • +
	This Connect This website may be impersonal financial information. You should	tion Is Not Private	to steal your person	al or

Selecting Show Certificate / Show Details will indicate that the SSL Certificate is invalid:

	Safari can't verify the identity of the website "secure.supercontrol.co.uk". The certificate for this website is invalid. You might be connecting to a website that is pretending to be "secure.supercontrol.co.uk", which could put your confidential information at risk. Would you like to connect to the website anyway?						
Always trust	"secure.supercontrol.co.uk" when connecting to "secure.supercontrol.co.uk"						
🔯 USERTru	st RSA Certification Authority						
🛏 🔯 Sect	igo RSA Extended Validation Secure Server CA						
→ 🔯	secure.supercontrol.co.uk						
	0						
Secure.supercontrol.co.uk Issued by: Sectigo RSA Extended Validation Secure Server CA Expires: Wednesday, 23 February 2022 at 23:59:59 Greenwich Mean Time							
▶ Trust							
▶ Details							
?	Hide Certificate Cancel Continue						

Software update

Ensure all <u>software updates</u> are installed for your version of macOS / OS X via Software Update.

		Featured Top Charts Purchased Updates	Search
Installir	ng Updates		UPDATE ALL 🔻
X	Software Update	Safari 11.1.2 Installing — Calculating The Safari 11.1.2 update is recommended for all OS X EI Capitan users and contains bug fixes and security improvements. More	INSTALLING
Undate	s Installed in the Last 30 Dave	Use of this software is subject to the original Software License Agreement(s) that accompanied the software be	ing updated.
X	iTunes Device Support Update Version Installed Jul 29, 2020	This update ensures proper updating and restoring for iOS devices using iTunes for Mac.	
X	Mac App Store Update for OS Version Installed Jul 29, 2020	CEI Capitan This update enhances the compatibility of the Mac App Store with future software updates, and is recommended for all users.	d
X	Security Update 2018-004 Version 10.11.6 Installed Jul 29, 2020	Security Update 2018-004 is recommended for all users and improves the security of OS X. For more information on the security content of this update see http://support.apple.com/kb/HT201222.	
X	Remote Desktop Client Update Version 3.9.3 Installed Jul 29, 2020	The 3.9 update is recommended for all Apple Remote Desktop clients and addresses several issues related to overall reliability, usability and compatibility. For detailed information on this update, please visit this website: http://support.apple.com/kb/HT201068.	

Download and install certificate chain

Visit https://support.sectigo.com/Com_KnowledgeDetailPage?Id=kA01N000000rfBO

If you receive a SSL error click Show Details and visit this website and confirm that you wish to visit this website. You may be prompted to enter your password to allow this.

•••		support.sectigo.com	C	0 4	1 0 +
	This website may information. You s	connection Is Not Private be impersonating "support.sectigo.com" to steal hould go back to the previous page.	your persona	l or financial Go Back	
	Safari warns you v 59 days ago. This your connection, July 29, 2020. If ti To learn more, you <u>this website</u> .	when a website has an expired certificate. This we may happen if the website is misconfigured, an a or your system clock is incorrect. Your system clo his is not right, <u>fixing the clock</u> may address this v u can <u>view the certificate</u> If you understand the ri	ebsite's certifi ittacker has cr ick is set to W warning. isks involved,	cate expired ompromised fednesday, you can <u>visit</u>	

Scroll down to Extended Validation and select [Download] Sectigo RSA EV Bundle [Intermediate + Cross Signed].



When redirected, click on the Download link at the top of this page:



Once downloaded - click on the newly downloaded file to open it:



This should open up Keychain Access where you can add the new certificate bundle - accept the defaults and click add.

	Add Certificates							
Certificate	Do you want to add the certificate(s) from the file "SectigoRSAEVBundle.pem" to a keychain?							
View Costifica	Keychain:	login						

Reloading SuperControl in your browser should now accept the SSL certificate an no errors will be shown.

	Safari is using an encrypted connection to secure.supercontrol.co.uk. Encryption with a digital certificate keeps information private as it's sent to or from the https website secure.supercontrol.co.uk.
🖾 AAA Cert	tificate Services
→ 🛅 USE	RTrust RSA Certification Authority
ь 🔤	Sectigo RSA Extended Validation Secure Server CA
4	secure.supercontrol.co.uk
	0
Certificate	secure.supercontrol.co.uk Issued by: Sectigo RSA Extended Validation Secure Server CA Expires: Wednesday, 23 February 2022 at 23:59:59 Greenwich Mean Time
▶ Trust	
▶ Details	
?	Hide Certificate OK

All browsers will now recognise the SSL certificate used by SuperControl - no further action is required for Google Chrome or Mozilla FireFox.

Optional steps

For additional compatiability you can also download the following certificate bundles following the steps above to add these to your system:

- [Download] Sectigo RSA DV Bundle [Intermediate + Cross Signed]
- [Download] Sectigo RSA OV Bundle [Intermediate + Cross Signed]
- [Download] SHA-2 Root : USERTrust RSA Certification Authority

Optional - delete untrusted USERTrust RSA Certification Authority from Keychain Access

In the Keychain Access app search all items for USERTrust:

•	•	Keychain Access							
	Click to unlock the	e System Roots ke	Q USERTrust	8					
	Keychains login Local Items System System Roots		USERTrust RSA Certificatio Root certificate authority Expires: Monday, 18 January 2039 This root certificate is not trust	n Authority 8 at 23:59:59 Gree ed	enwich Mean Time				
		Name		^ Kind	Date Modified	Expires			
		USERTru	st RSA Certification Authority	certificate		31 Dec 2028,	23:59:59		
		USERTru	ist RSA Certification Authority	certificate		18 Jan 2038,	23:59:59		
	Category								
R	All Items								
/	Passwords Secure Notes								
1	My Certificates								
Ŷ	Keys								
2	Certificates								
							Þ		
		+ i Cop	y J	2 i	tems				

Right click and select delete.

New Certificate Preference...

Copy "USERTrust RSA Certification Authority" Delete "USERTrust RSA Certification Authority"

Export "USERTrust RSA Certification Authority" ...

Get Info

Evaluate "USERTrust RSA Certification Authority"...

Archive

SectigoRSA.zip