

# Clean Access **Error Messages**

Recently, the user installed critical updates including IE 7.0.  
User was receiving the following error message when logging on to Clean Access:

## **Network Error**

**SSL certificate REV failed [12057]**

Opened Internet Explorer => **Tools** => **Internet Options**

Click on the **Advanced** Tab

Scroll down to **Security**

**Uncheck** Check for server certificate revocation

**Uncheck** Use SSL 3.0

Click **Apply**

User was able to log on successfully.

User had Google toolbar and Google desktop installed. Removed them and reboot and the clean access log in screen popped up. But after putting in my credentials, I received the following error:

## **Network Error**

**The attempt to connect to the server failed [12029]**

First, checked to see if there were any **DNS** entries - there were not.  
AOL security was installed and there was a **firewall** on. Turned it off and then reboot and logged on successfully.