

Kapplets: "Failed to authenticate using provided credentials" or "OAuth Authentication failed"

000022885 | Troubleshooting | Last updated 2026-09-01 | Kofax RPA

Issue

When login to Kapplets the following error appears: "Failed to authenticate using provided credentials".

or in versions 11.3 or later: "OAuth Authentication failed"

Kapplet log indicated below error when trying to login:

Caused by: org.springframework.web.client.ResourceAccessException: I/O error on GET request for "https://<Servername>:<port>/ManagementConsole[...]": sun.security.validator.ValidatorException: PKIX path building failed: sun.security.provider.certpath.SunCertPathBuilderException: **unable to find valid certification path to requested target**; nested exception is javax.net.ssl.SSLHandshakeException: sun.security.validator.ValidatorException: PKIX path building failed: sun.security.provider.certpath.SunCertPathBuilderException: unable to find valid certification path to requested target
at ...

Cause

Customer implemented SSL for Tomcat, but not in Java security.

Solution

Add the certificate to Java security cacerts and keystore (Java_Home\Lib\security). Example commands:

- 1 cd "C:\Program Files\Java\jre1.8.0_xxx\bin"
- 2 keytool -exportcert -keystore "<p12/pfx file>" -storepass <privatekey of p12/pfx> -storetype PKCS12 -alias <domain of cert e.g. RPA.kofax.com> -file "outputcert.cer"
Note: the alias in this command has to be the alias from the p12/pfx. To find out what this is run
keytool -list -v <path to p12/pfx file>
- 3 keytool -importcert -file "outputcert.cer" -keystore "C:\Program Files\Java\jre1.8.0_xxx\lib\security\cacerts" -alias "kapplets" -storepass <password>

Level of Complexity

Moderate

Applies to

Product	Version	Build	Environment	Hardware
RPA	11.0+			

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