

[SERVER] Cannot import certificate/key pairs, fails with "getaddrinfo: Name or service not known"

On this page

- [Symptoms](#)
- [Cause](#)
- [Workaround](#)
- [Resolution](#)
- [Related](#)

Symptoms

Certificate/key pairs cannot be imported in the server any more, and the certificate check output looks like this:

```
== Setup =====
==== setting up work directory... ok
==== setting up environment... ok
==== starting server.../tmp/certificates_check_o2g5S6 /data/bin
/data/bin
ok
==== waiting for server to be up.... ok
== Test 1: connection and certificate validation =====
getaddrinfo: Name or service not known
Using default temp DH parameters
ACCEPT
0 items in the session cache
0 client connects (SSL_connect())
0 client renegotiates (SSL_connect())
0 client connects that finished
0 server accepts (SSL_accept())
0 server renegotiates (SSL_accept())
0 server accepts that finished
0 session cache hits
0 session cache misses
0 session cache timeouts
0 callback cache hits
0 cache full overflows (128 allowed)
socket: Connection refused
connect:errno=22
openssl s_client exited with code 1
==== Test 1 FAILED
== Test 2: data transfer =====
curl: (7) couldn't connect to host
curl exited with code 7
cmp: EOF on /tmp/certificates_check_o2g5S6/test_1.out
==== Test 2 FAILED
== Cleanup =====
==== stopping server... ok
data transfer error
==== stopping background jobs... ok
==== removing work directory... ok
```

Cause

An OpenSSL function used to check for certificate validity erroneously requires IPv6 to be enabled on the loopback interface. Check whether IPv6 is enabled by running the `ip addr ls` command; if IPv6 is enabled, the output will look like this:

```
1: lo:  mtu 16436 qdisc noqueue state UNKNOWN
    link/loopback 00:00:00:00:00:00 brd 00:00:00:00:00:00
    inet 127.0.0.1/8 scope host lo
        inet6 ::1/128 scope host
            valid_lft forever preferred_lft forever
...
```

On the other hand, if IPv6 is disabled, the output of `ip addr ls` will look like this:

```
1: lo: mtu 16436 qdisc noqueue state UNKNOWN
    link/loopback 00:00:00:00:00:00 brd 00:00:00:00:00:00
    inet 127.0.0.1/8 scope host lo
    ...
```

In this case, certificate validation will always fail, and you will need to apply the workaround.

Workaround

Re-enable IPv6 on the server and reboot it.

Resolution

None yet.

Related

- [Bug 839031 – openssl s_server doesn't work on IPv4-only systems](#)