

How To Solve an Invalid Signature Error

Found in: Windows 21.7.6

Problem:

Invalid signature error.

Background:

Windows certificate updates needed.

Possible causes:

- This group policy setting[https://admx.help/?Category=Windows_10_2016&Policy=Microsoft.Policies.InternetCommunicationManagement::CertMgr_DisableAutoRootUpdates] blocks auth root updates.
- Access to the auth root update URL is blocked by the corporate firewall. Access to `ctldl.windowsupdate.com` must be unblocked for the facility to work.

Required Certificates:

Currently, the Agent requires these root certificates:

- **Microsoft Azure Code Signing (ACS) root** - To install, we recommend you have patches newer than those mentioned here[<https://support.microsoft.com/en-gb/topic/kb5022661-windows-support-for-the-azure-code-signing-program-4b505a31-fa1e-4ea6-85dd-6630229e8ef4>],
- **DigiCert root** - To install, ensure you are synchronized with the latest certificate trust lists and certificate revocation lists.

Configure a network share to grab certificate updates in firewalled and offline scenarios (see Microsoft instructions[[https://docs.microsoft.com/en-us/previous-versions/windows/it-pro/windows-server-2012-r2-and-2012/dn265983\(v=ws.11\)](https://docs.microsoft.com/en-us/previous-versions/windows/it-pro/windows-server-2012-r2-and-2012/dn265983(v=ws.11))]).

Alternate Solution:

Update certificates from the auth root update site on Windows 10. Run:

```
certutil -verifyCTL -f AuthRootWU  
certutil -verifyCTL -f DisallowedWU  
certutil -verifyCTL -f PinRulesWU
```



If these commands do not work due to a firewall, create an SST file on one computer:

```
certutil -generateSSTFromWU C:\roots.sst
```



and then in PowerShell, import this file on the firewalled computer:

```
Import-Certificate -FilePath C:\roots.sst -CertStoreLocation Cert:\LocalMachine\Root
```



To manually install digital certificates:

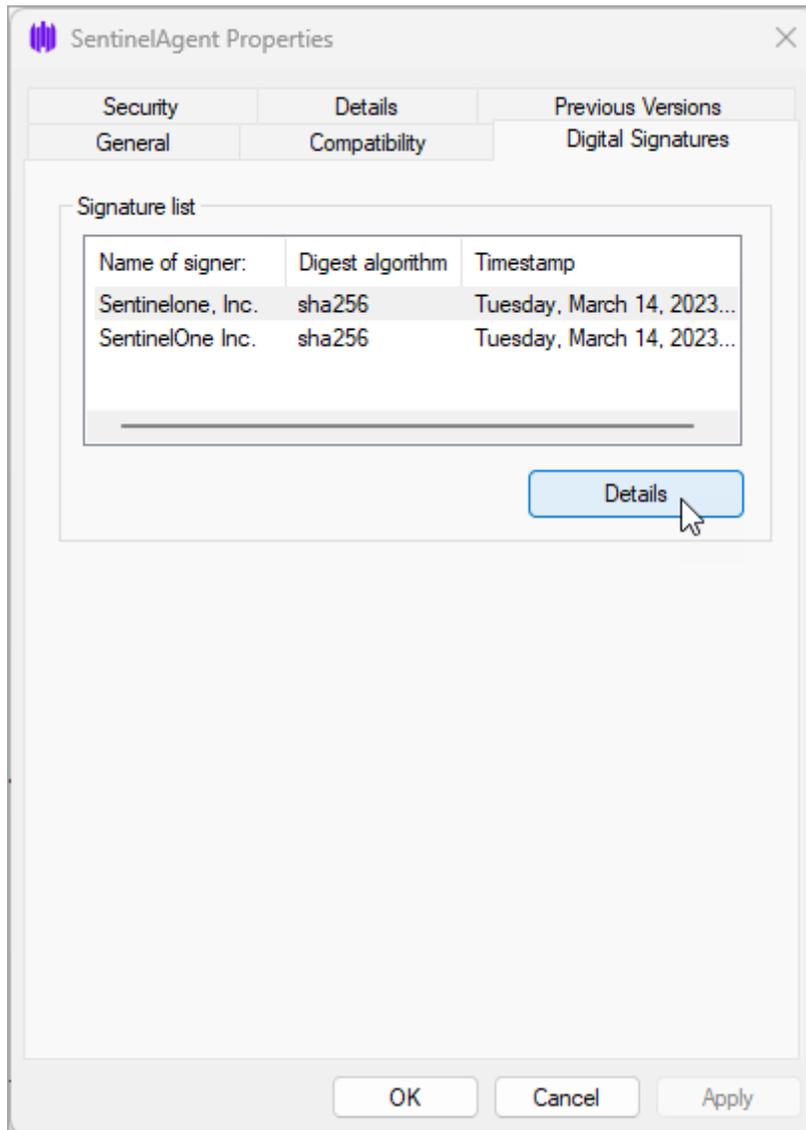
If you cannot update the certificates explained in the previous methods, you can manually import them from the signed files to your local endpoint's trusted root certificate authority store.

Important

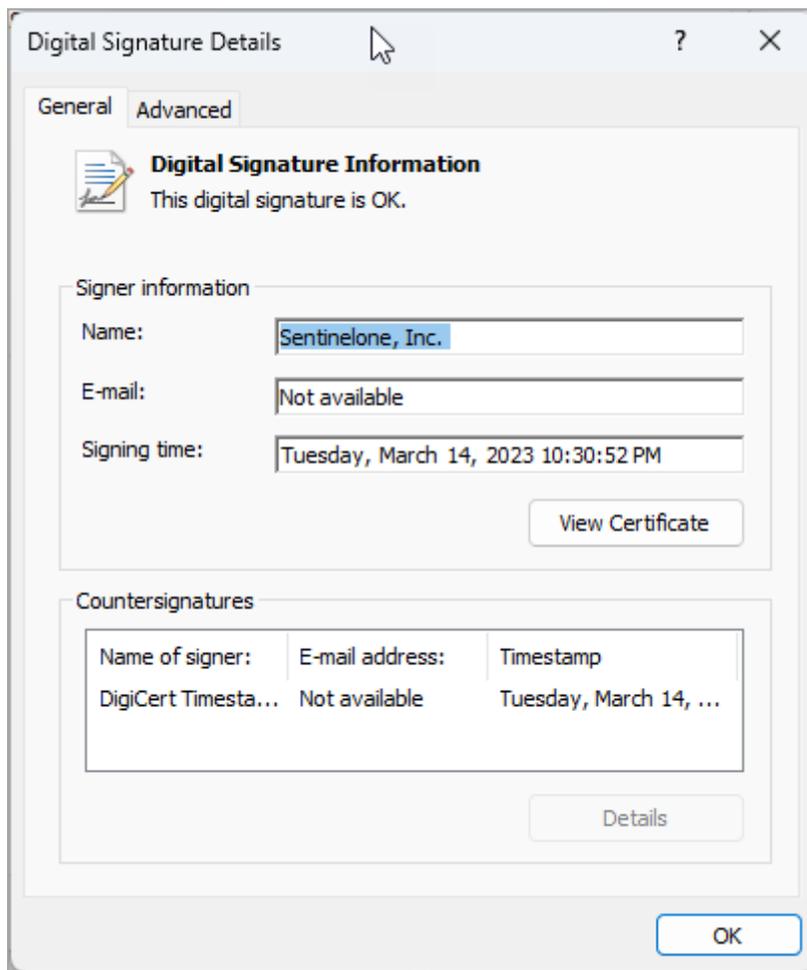
Installing the root certificates manually only addresses signing issues with the Agent and its installer. The Agent relies on the OS having populated roots for signature validation on software the user runs. If you do not deploy Microsoft's CTL updates, known-malicious certificates that were revoked are not revoked on your system.

- 1 Right click `SentinelAgent.exe` .

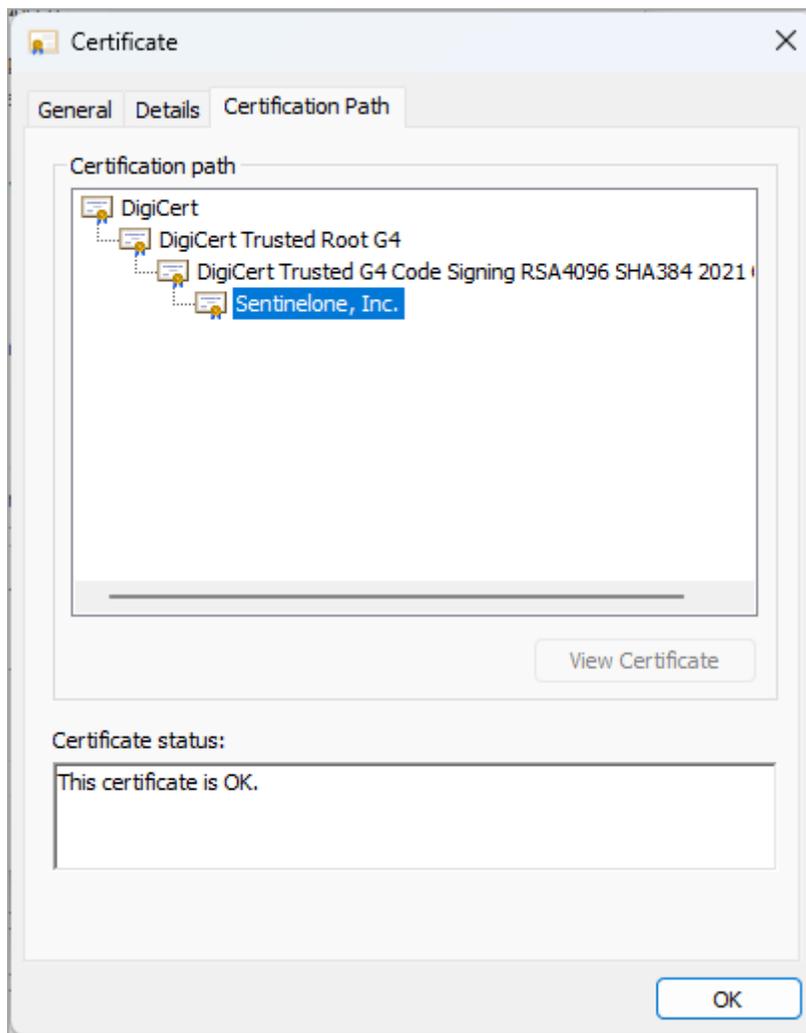
- 2 Open **Properties**.
- 3 Click the **Digital Signatures** tab.



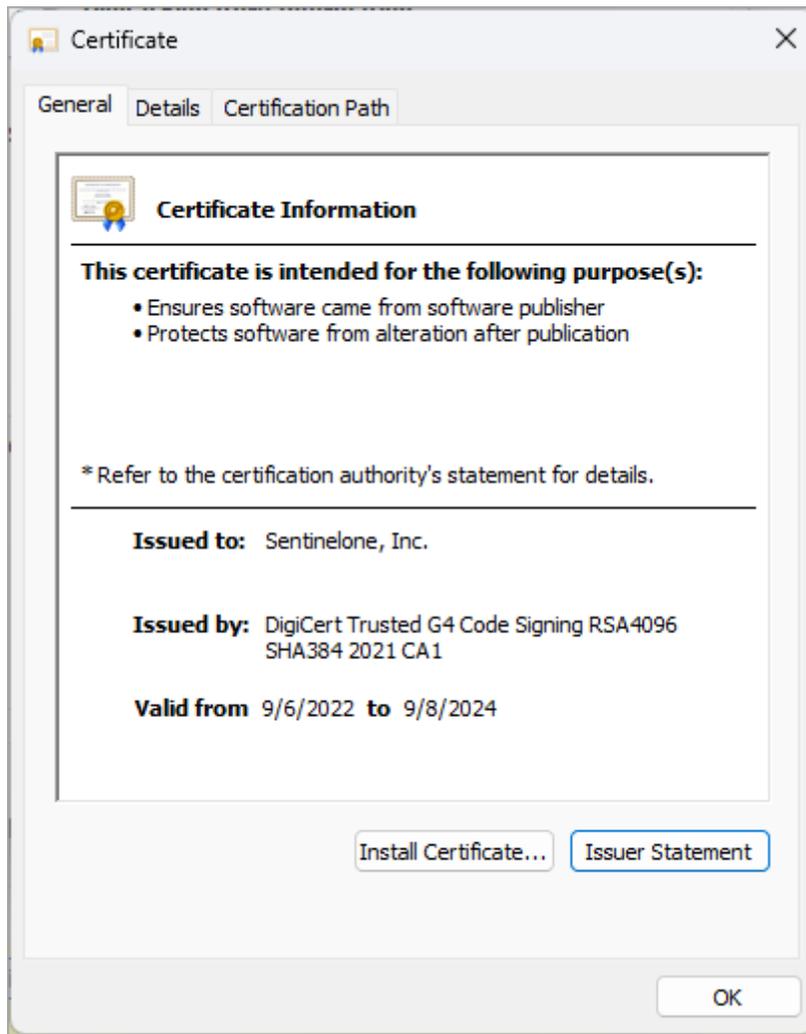
- 4 Select each one of the two signatures it currently has, and click **Details > View Certificate**.



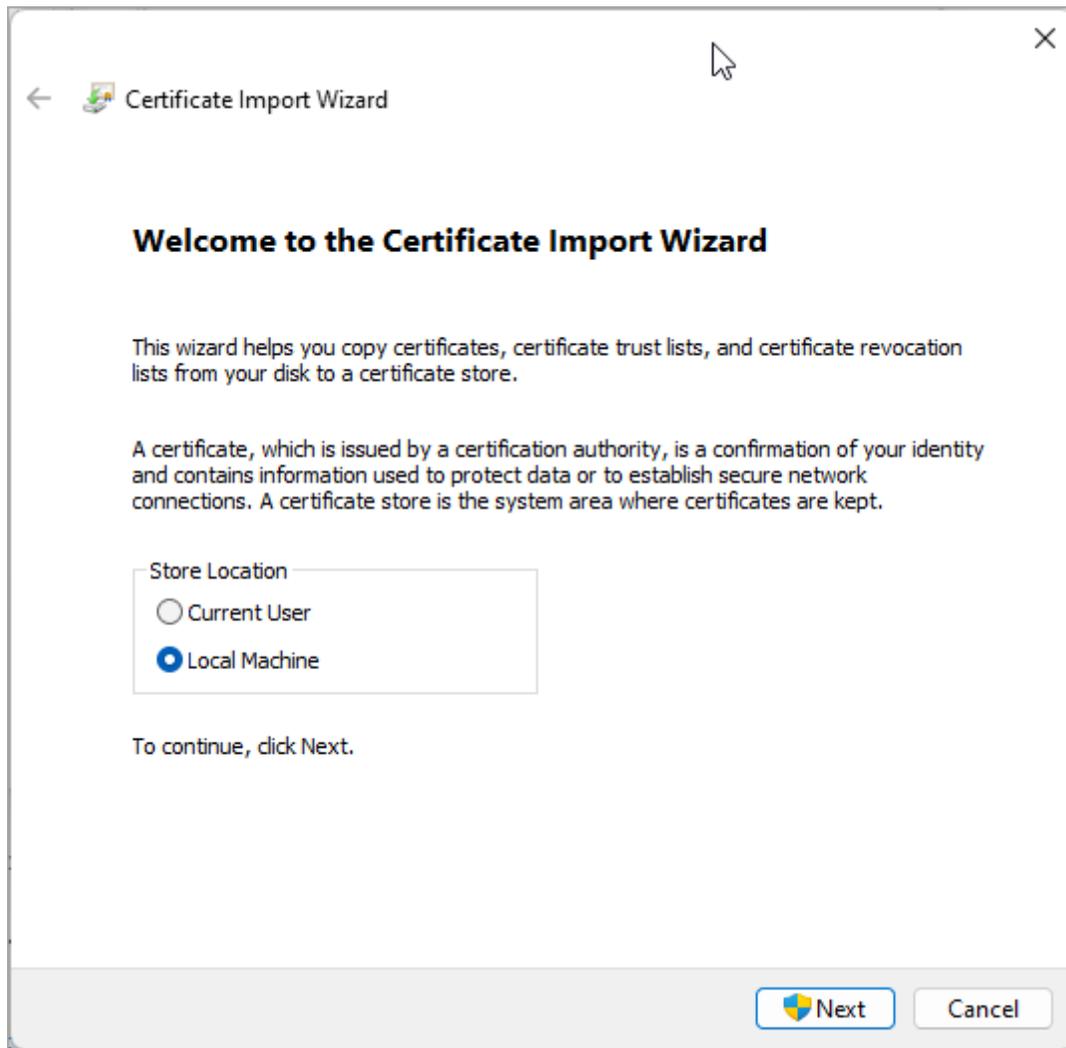
- 5 Click the **Certification Path** tab to see the exact chain of certificates that is used.



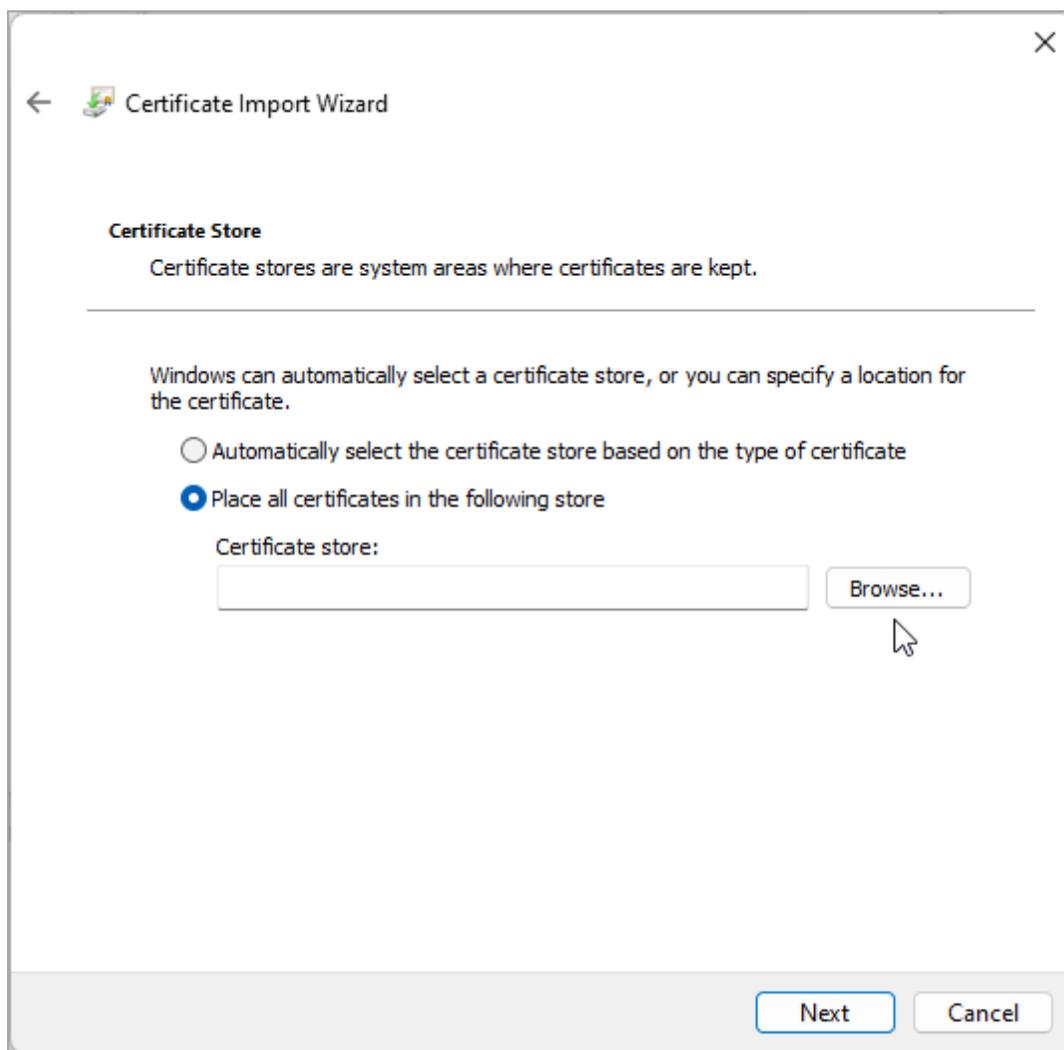
- 6 Click the **General** tab and **Install certificate**.



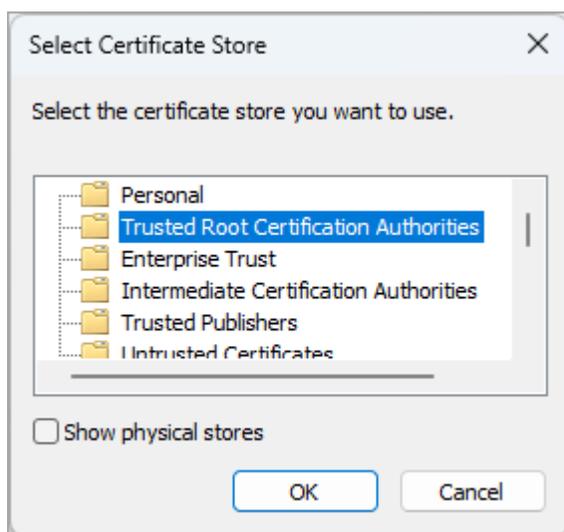
- 7 Select **Local Machine** as the location.

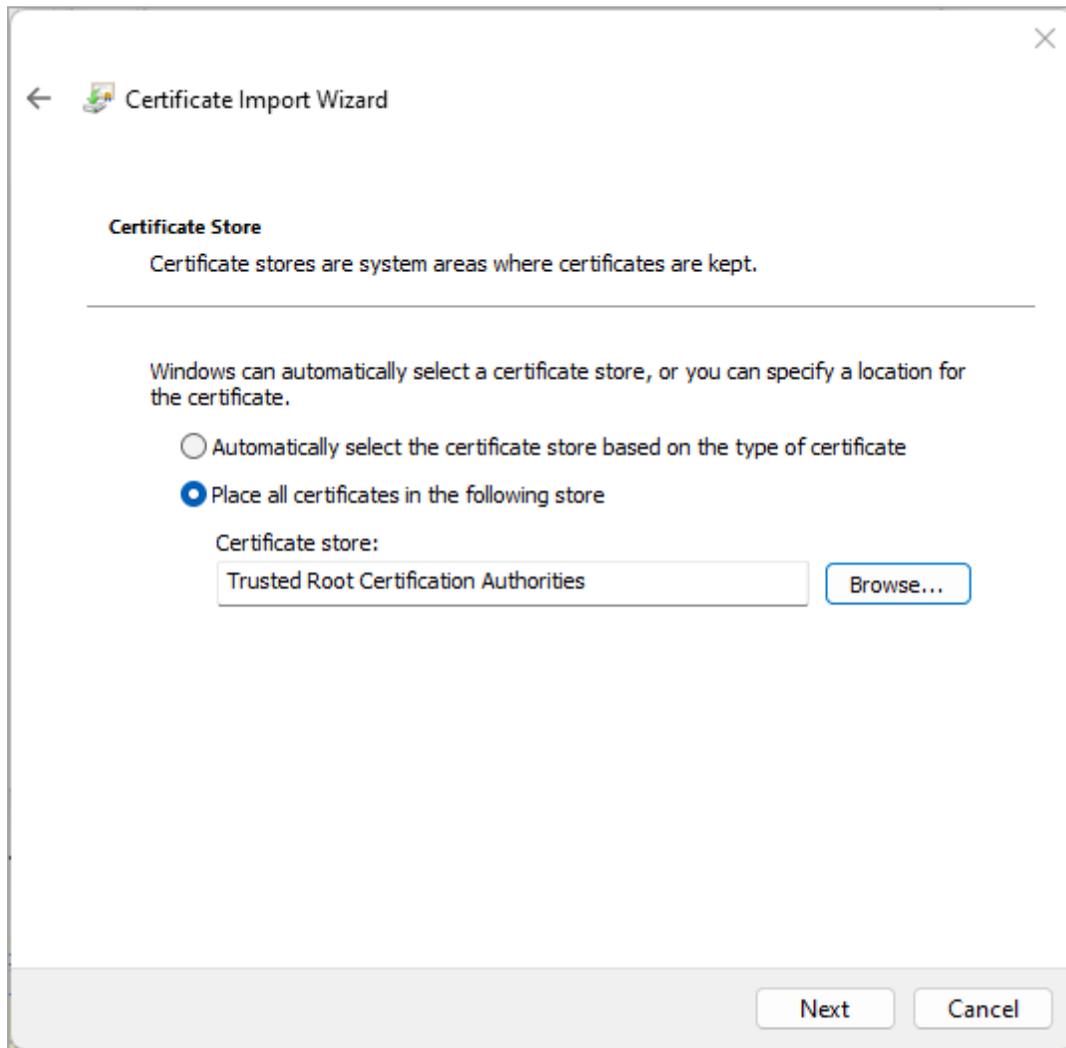


- 8 Select **Please all certificates in the following store** and click **Browse**.

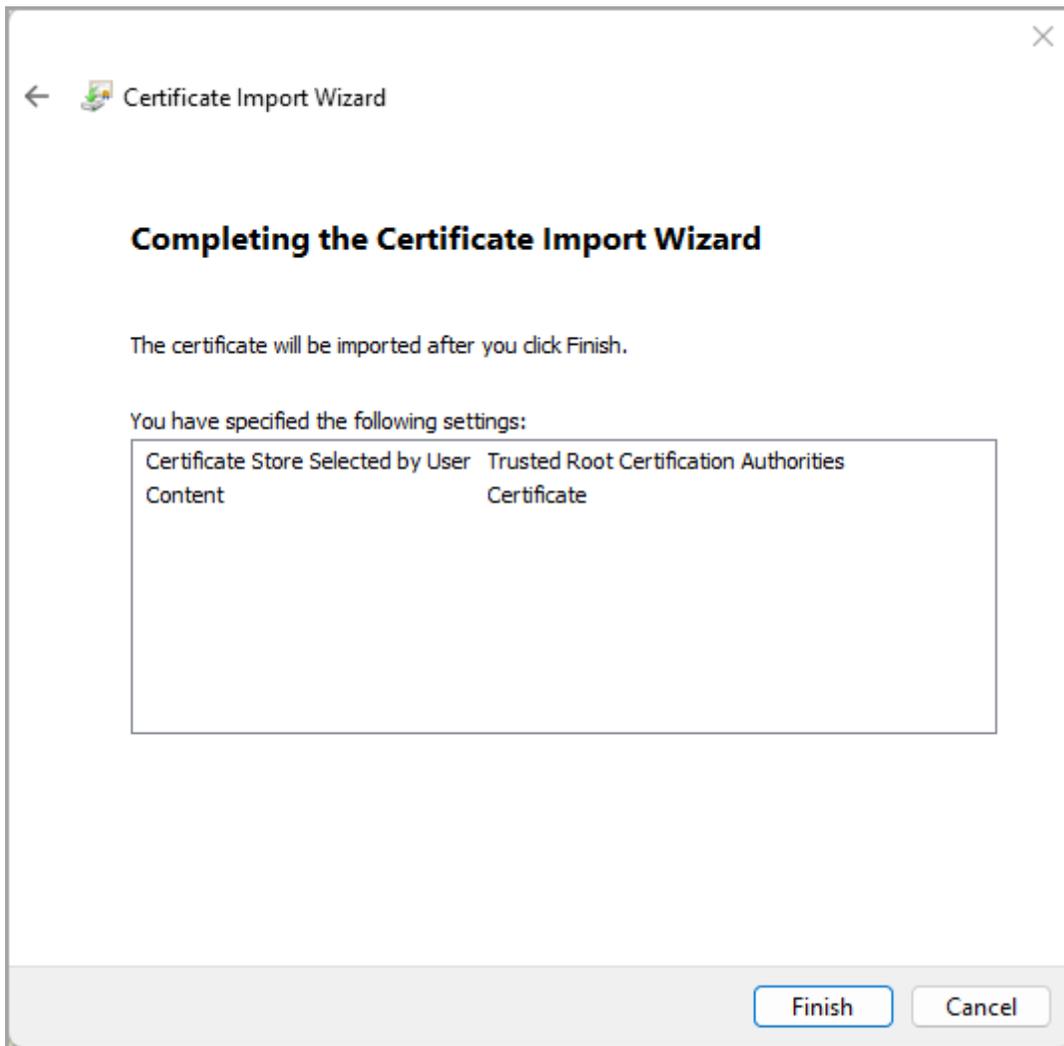


- 9 Select **Trusted Root Certification Authorities** as the location for the certificate, and click **OK**.





10 Click **Finish**.



Was this helpful?

Yes

No