Knowledge Base

Driver download page shows SSL error?

original release: *2024-03-18* | ID: *KB00327EN*

Sometimes our customers contact us having problems downloading driver software for our products via download.esi-audio.com . The web browser shows an SSL error, often a message like 'ERR_SSL_PROTOCOL_ERROR' or 'This site can't provide a secure connection' appears.

This error usually appears if you have installed some web / browser protection software that prevents the download of executable binary files (for instance programs like Malwarebytes, Kidsafe, ESET, etc.) or some other restrictive firewall. Our driver installers naturally need to be executable files (otherwise you would not be able to install them on your system).

Please remove or disable any such software on your computer before downloading the file or download the file on another computer before you transfer it to your actual system.

If this does not solve the problem, it is also possible that the system date / time on your computer is not correct or that there are problems with SSL/TLS websites (i.e. websites where the URL starts with https://) - however, in that case you will have problems on many other websites as well.

Copyright © 1998-2026 ESI Audiotechnik GmbH - All rights reserved.