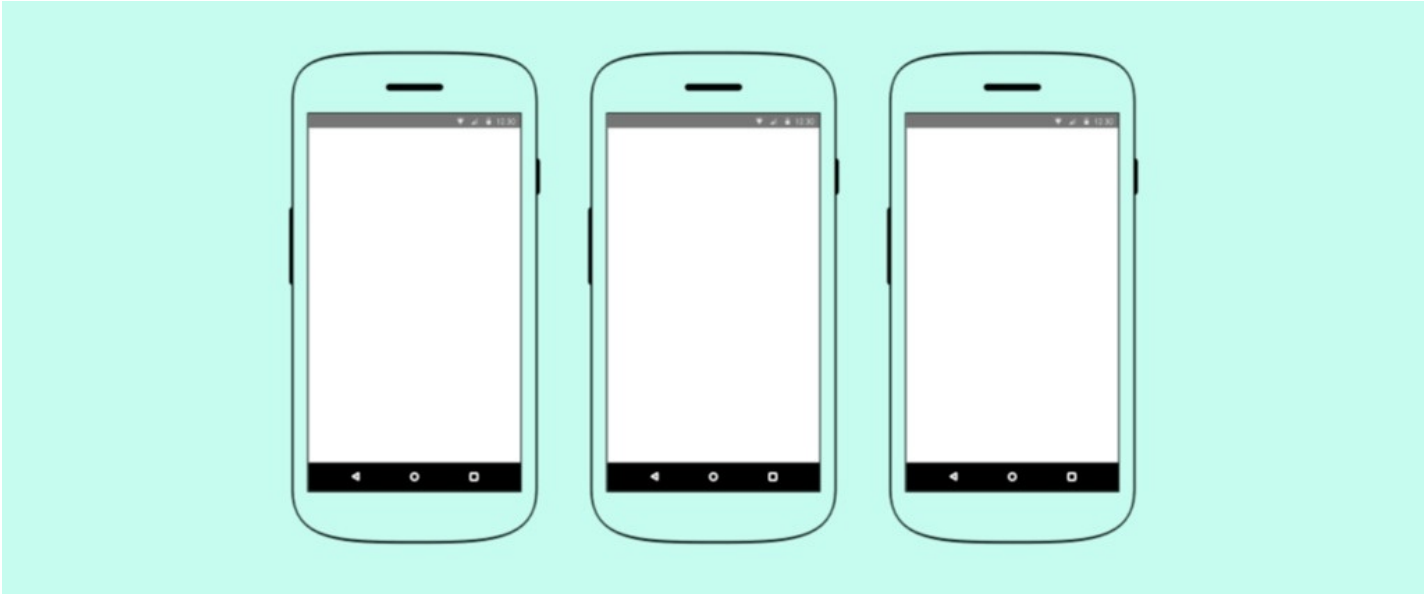
Link to article: https://discover.claromentis.com/knowledgebase/articles/1055/android-app-showing-blank-page



Android app showing blank page

Symptoms

The Android app shows a blank page, but the site works fine on iOS, desktop, and mobile browsers.

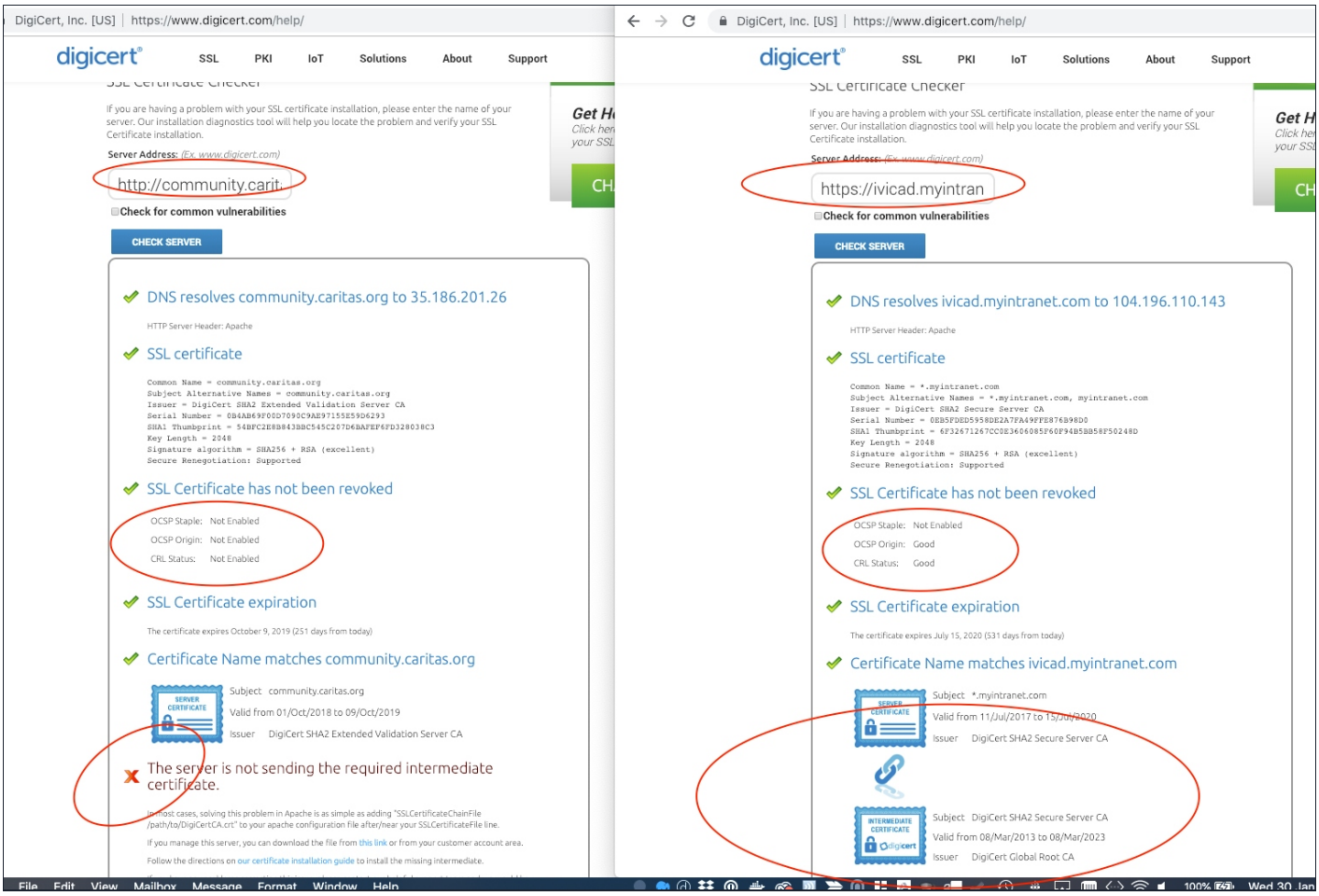
Cause

It is known that Android is more sensitive to SSL Certificates, and whilst it is OK to access the URL above in the browser, it may not be fine in the mobile app.

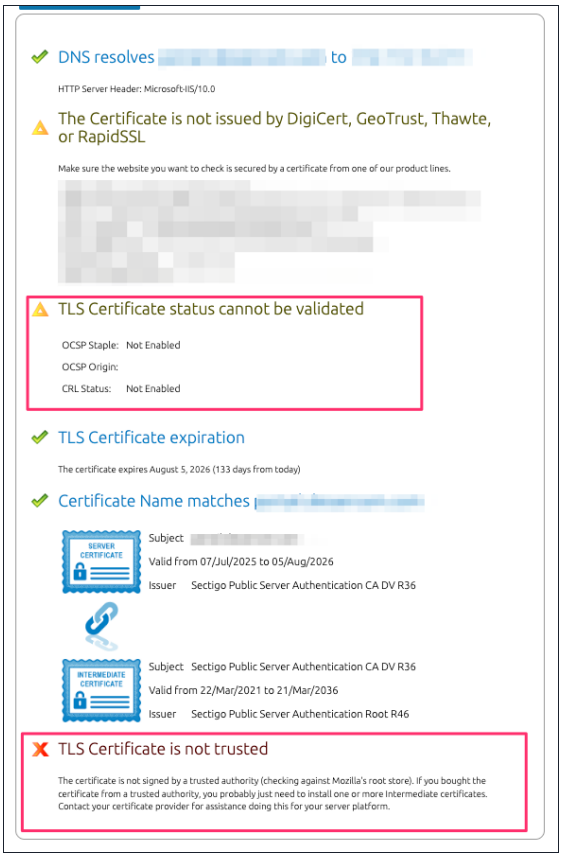
□ SSL Certificate needs to be in an A+ rating

Here is an example of a screenshot comparing a correct SSL configuration (Right) and an incorrect one (Left) through the SSL Diagnostic tool.

https://digicert.com/help



☐ TLS Certificate Status must be validated/trusted



Solution

Missing intermediate certificate
Install the missing chain certificate(s) on your web server to bridge the gap between your site certificate and the trusted root authority.

TLS Certificate Not Trusted
Ensure the certificate is valid, properly installed, and issued by a trusted authority.

Common solutions include updating your system date, installing missing intermediate certificates, renewing expired certificates, or ensuring the domain name matches the certificate.

How to fix

Server-Side Fixes (For Website Owners)

- Install Intermediate Certificates: Ensure the entire certificate chain (Root CA -> Intermediate CA -> Server Certificate) is installed on the server.
- Verify Domain Match: Confirm the domain name in the certificate exactly matches the URL, including www and non-www versions.
- Renew Expired Certificate: Check the expiration date and renew if necessary.
- Use **Trusted CAs**: Replace self-signed certificates with those from trusted authorities like Let's Encrypt, DigiCert, or Comodo.
- Check **Chain of Trust**: Use online tools like SSL Labs to test your site and identify missing links in the certificate chain

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Last modified on 31 March 2026 by Hannah Door

Created on 24 March 2026 by Michael Christian