Troubleshooting Certificates in Internet Explorer

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- This article presents a list of certificate-related errors that can occur in Internet Explorer 7 and 8, on Windows XP, Windows Vista and Windows 7, and links to their solutions.

- On this page:
  - "Your browser failed to generate a key"
  - No certificate installed
  - "There is a problem with this website's security certificate"
  - "An unexpected error has occurred"

Click on the images to go to related articles.

"Your browser failed to generate a key"

Get an MIT Certificate

Steps: 1. 2. 3.

"No certificate installed"

If you don't see your name listed, in the Choose a digital certificate dialog, obtain an MIT personal certificate

"There is a problem with this website's security certificate"

"An unexpected error has occurred"
An unexpected error has occurred. This is often caused by a problem with your MIT personal certificate. See the documentation for instructions to Resolve Certificate Issues to Access SAPweb.

For further assistance:
MIT campus employees can email the Computing Help Desk or call 617-253-1101.
Lincoln Lab employees can email the Lincoln Lab Help Desk or call 781-981-4357.

Not what you're looking for?
See Certificates Landing Page or go to http://ist.mit.edu/certificates/