Troubleshooting Certificates in Firefox

Certificate access not working, even after obtaining a new certificate.

- You may need to delete an expired certificate.
- Before deleting a certificate, make sure that you have not used your certificate to encrypt email. Most users are not using certificates for email encryption.
- Have I used my personal certificate for email encryption? How can I tell?

Secure Connection Failed

- **Solution:** Install the MIT CA (Certificate Authority).
- **Detailed solution:** "Secure Connection Failed"

This Connection is Untrusted

- **Solution:** Install the MIT CA (Certificate Authority).
- **Detailed solution:** "This Connection is Untrusted"
SSL Error Handshake Failure

- **Solution:** Obtain an MIT Personal Certificate.
- **Detailed solution:** [SSL Error Handshake Failure Alert]

Secure Connection Failed

An error occurred during a connection to help.mit.edu.

SSL peer was unable to negotiate an acceptable set of security parameters.

(Error code: ssl_error_handshake_failure_alert)

- The page you are trying to view cannot be shown because the authenticity of the received data could not be verified.
- Please contact the web site owners to inform them of this problem.
  Alternatively, use the command found in the help menu to report this broken site.

Prompted Multiple Times to Select a Certificate

- **Solution:** This can occur when Firefox is not set to automatically choose a certificate.

Error About Expired Certificates Even After Renewal

- **Solution:** You may be set to automatically use an expired one. You can resolve this by deleting the old certificates.
- **Detailed solution:** Error About Expired Certificates Even After Renewal

Secure Connection Failed

An error occurred during a connection to calendar.mit.edu:444.

SSL peer rejected your certificate as expired.

(Error code: ssl_error_expired_cert_alert)

The page you are trying to view cannot be shown because the authenticity of the received data could not be verified.

- Please contact the web site owners to inform them of this problem.
• **Detailed solution:** Prompted Multiple Times to Select a Certificate

![Certificate Select Dialog]

**An unexpected error has occurred**

• **Detailed solution:** "An unexpected error has occurred"

![Error Dialog]

**Master Password for the Software Security Device**

• **Solution:** This password is used by Firefox to secure the certificates stored for the browser. It is usually set upon getting a certificate for the first time. If you do not remember the password, you can reset this password.

• **Detailed solution:** Master Password for the Software Security Device

![Password Dialog]

**Error -12227 When Accessing Certificate Secured Websites**

• **Solution:** This error is caused by not having a MIT Personal Certificate. You can resolve this problem by installing your personal certificate.

• **Detailed solution:** Error -12227 When Accessing Certificate Secured Websites
Error -12192 When Accessing Certificate Secured Websites

- **Solution**: This error is caused by having multiple personal certificates, or a corrupt personal certificate. Ensure your certificate is properly installed.
- **Detailed solution**: Error -12192 When Accessing Certificate Secured Websites

See Certificates Landing Page