Troubleshooting Certificates in Safari for Mac OS X

This article helps you troubleshoot various certificate related problems in Safari on Mac OS X.

Whenever troubleshooting a certificate related problem, the first step is to check that your certificates are installed and that you have only one valid certificate.

If the above instructions do not resolve your problem, check the following to try to find your specific error message. Click on the error message or error screenshot to go to the article.

1. [Safari can't verify the website "url.mit.edu"]

   ![Safari can't verify the identity of the website "help.mit.edu". The certificate for this website was signed by an unknown certifying authority. You might be connecting to a website that is pretending to be "help.mit.edu", which could put your confidential information at risk. Would you like to connect to the website anyway?]

   [Show Certificate] [Cancel] [Continue]

2. Certificates are installed and valid but still not working

   The page requires a client certificate

   The page you are attempting to access requires your browser to have a Secure Sockets Layer (SSL) client certificate that the Web server will recognize. The client certificate is used for identifying you as a valid user of the resource.

   Please try the following:
   - Contact the Web site administrator if you believe you should be able to view this directory or page without a client certificate, or to obtain a client certificate.
   - If you already have a client certificate, use your Web browser's security features to ensure that your client certificate is installed properly. (Some Web browsers refer to client certificates as browser or personal certificates.)

   HTTP Error 403.7 - Forbidden; SSL client certificate is required.
   Internet Information Services (IIS)

   Technical Information (for support personnel)
   - Go to Microsoft Product Support Services and perform a title search for the words HTTP and 403.
   - Open IIS Help, which is accessible in IIS Manager (inetmgr), and search for topics titled About Certificates, Using Certificate Trust Lists, Enabling Client Certificates, and About Custom Error Messages.

3. Never-Ending Prompts to Select a Certificate

   ![The website "help.mit.edu" requires a client certificate. This website requires a certificate to validate your identity. Select the certificate to use when you connect to this website, and then click Continue.]

   [Eduardo A Gutierrez (Massachusetts Institute of Technology)]

   [Show Certificate] [Cancel] [Continue]

4. "Your Browser Failed to Generate a Private Key"
Get an MIT Certificate

Steps: 1. 2. 3.

Your browser failed to generate a key