Troubleshooting Certificates in Internet Explorer

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.