"Connection was interrupted" - Firefox Error Message

The following error message is seen by Mozilla Firefox users attempting to access certificate-required pages such as WebSIS/MITPAY, Atlas (Building Services tab, Money Matters tab, Benefits tab, and eCAT3).

The connection was interrupted

The connection to xxxxx.mit.edu was interrupted while the page was loading.

Solution

There are several possible causes for encountering this error message in Mozilla Firefox:

1. Verify that you have a working personal certificate.
   - To get certificates in Mozilla Firefox, please go to http://ca.mit.edu. For more detailed instructions, please see [istcontrib: Installing and Renewing Certificates in Firefox].
   - Test your certificate at: http://web.mit.edu/certificates/test/
2. Be sure to close all browser windows and quit or exit your browser after acquiring the personal certificate, before trying to access a certificate protected page.
3. Clear the browser cache and site preferences, then close all browser windows and exit or quit the browser.
   - To clear browser cache and site preferences for Mozilla Firefox, please see How do I clear the browser cache for Mozilla Firefox?

Prefab email for IS&T helpdesk staff

Thanks for contacting the IS&T Help Desk. The "connection was interrupted" error message is often resolved by

1.) ensuring that you have a valid, non-expired, MIT personal certificate. You can test your certificate at: http://web.mit.edu/certificate/test/.
2.) ensuring that you have quit and restarted Firefox after obtaining your certificate.
3.) clearing the browser cache and site preferences in Firefox. Instructions are available at: How do I clear the browser cache for Mozilla Firefox?

I hope this helps. Please let us know if you have any additional questions, or if the above resolves the issue for you.