"A client certificate was invalid or not provided." - Mac error message

Are you receiving this error after renewing or installing MIT certificates on your Mac?

Solution

1) Open Finder and type in Keychain Access. Open the application.

2) Select "Login" from the list to the left, and click on the lock icon (using either a right click or Command + Click) for each keychain profile you want to install Cert Aid on. The lock icon will assume a locked position.
3) Run Cert Aid again and enter the password for each keychain profile.
4) Restart your browser(s), and you should be able to sign in using your certificates.

What do I do if a browser or App is prompting for a password after updating my certificate?

See the article here for details.

Still Need Help?

If the troubleshooting steps above didn't solve your problem, send an email to the IS&T Service Desk or call us at 617 253-1101.

Additional escalation information for Help Staff can be found here:

- [hd:Certificates Recon]