"Secure Connection Failed" - Firefox error message

On this page:

**Question**

I receive an error "Secure Connection Failed", when trying to access an MIT certificate-protected page, or when trying to obtain an MIT personal certificate.

**Solution: Install the MIT Certificate Authority**

The error messages you are receiving are related to Firefox not recognizing MIT's certificate authority. In most cases, installing the MIT CA (Certificate Authority) will resolve the issue.

1. Download the MIT CA (Certificate Authority).
2. Select **Trust this CA to identify websites**, and press **OK**.
3. The CA should now be installed in Firefox. Try again to access the site.

If the error persists after installing the MIT Certificate Authority
This error should not occur for IS&T sites after the MIT Certificate Authority (CA) has been installed in the browser.

1. Make sure that you've typed the full name for the web server, for example, "wikis.mit.edu", as opposed to "wikis".
2. Note that the MIT CA needs to be installed separately for each web browser that you use.
3. If you continue to get the error, contact the administrators for the site. They can let you know whether the following steps are needed for accessing the site:

   **Note:** Follow these instructions only if you trust the administrator of the site.

1. Select the link: **Or you can add an exception.**

   ![Secure Connection Failed](image)

   **Secure Connection Failed**

   *localhost* uses an invalid security certificate.
   The certificate is not trusted because the issuer certificate is unknown.
   (Error code: sec_error_unknown_issuer)

   - This could be a problem with the server's configuration, or it could be someone trying to impersonate the server.
   - If you have connected to this server successfully in the past, the error may be temporary, and you can try again later.

   ![Add Exception](image)

   You should not add an exception if you are using an internet connection that you do not trust completely or if you are not used to seeing a warning for this server.

   ![Get Certificate](image)

2. Select the **Add Exception** button.

   ![Add Security Exception](image)

   **Add Security Exception**

   You are about to override how Firefox identifies this site.
   Legitimate banks, stores, and other public sites will not ask you to do this.

   ![Server](image)

   ![Location](image)

   ![Get Certificate](image)

   ![Certificate Status](image)

3. Select the **Get Certificate** button.
3. Select the **Confirm Security Exception** button.

4. **User Identification Request**

   This site has requested that you identify yourself with a certificate:
   
   `https://kb.mit.edu/wiki`
   
   Organization: "Massachusetts Institute of Technology"
   
   Issued Under: "Massachusetts Institute of Technology"

   **Choose a certificate to present as identification:**
   
   Micro:Helpline's Massachusetts Institute of Technology ID [23:20:5A]
   
   Details of selected certificate:
   
   Issued to: E-mailhelp@MIT.EDU CN=Micro Helpline, OU=Client CA
   
   
   Certificate Key Usage: Signing,Non-repudiation,Key Encipherment
   
   Email: mhel@mit.edu
   
   Issued by: OU=Client CA v1, O=Massachusetts Institute of Technology, ST=Massachusetts, C=US

   **Still having trouble?**

   This error can also occur when the MIT Certificate Authority is installed, but is not set to "identify websites." This setting is initially set when they install the CA, but also can be edited after the CA is installed. To edit the setting for the CA:

   1. Go to **Preferences** (Mac) or **Options** (Windows).
   2. Go to the **Advanced** tab > **Certificates** (in older versions of Firefox, this will be called Encryption) > **View Certificates**.
3. In the next window, go to **Authorities** and find the MIT CA.
4. Highlight the MIT CA and select **Edit**.
5. Check the box to allow the CA to **identify websites**.

**Still having trouble?**
See [Troubleshooting Certificates in Firefox](https://support.mozilla.org/en-US/kb/troubleshooting-certificates-in-firefox) or go to [Certificates Landing Page](https://support.mozilla.org/en-US/kb/certificates-landing-page)