"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).

**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](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/](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?](http://web.mit.edu/certificates/test/)

**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/certificates/test/](http://web.mit.edu/certificates/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?](http://web.mit.edu/certificates/test/)

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