

"This connection is untrusted" - Firefox error message

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Solution

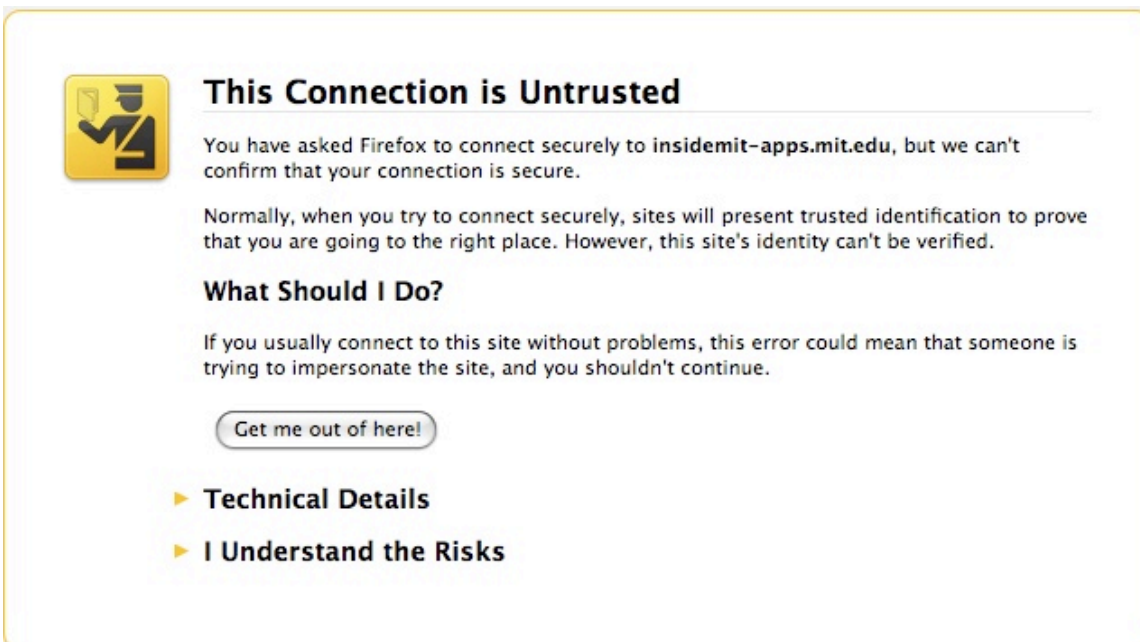
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Error Messages

I am receiving the following error message in Firefox:



After selecting **Cancel** to close the warning message, another error message is displayed:



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 certificate authority (MIT CA) 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 CA (Certificate Authority) has been installed in the browser.

- Make sure that you've typed the full name for the web server, for example, "wikis.mit.edu", as opposed to "wikis".
- Note that the MIT CA needs to be installed separately for each web browser that you use.
- 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 **Cancel** to close the warning in the popup box. You may need to press **Cancel** multiple times.
2. Select **I Understand the Risks**
Result: An **Add Exception** button appears



This Connection is Untrusted

You have asked Firefox to connect securely to **insidemit-apps.mit.edu**, but we can't confirm that your connection is secure.

Normally, when you try to connect securely, sites will present trusted identification to prove that you are going to the right place. However, this site's identity can't be verified.

What Should I Do?

If you usually connect to this site without problems, this error could mean that someone is trying to impersonate the site, and you shouldn't continue.

Get me out of here!

► Technical Details

▼ I Understand the Risks

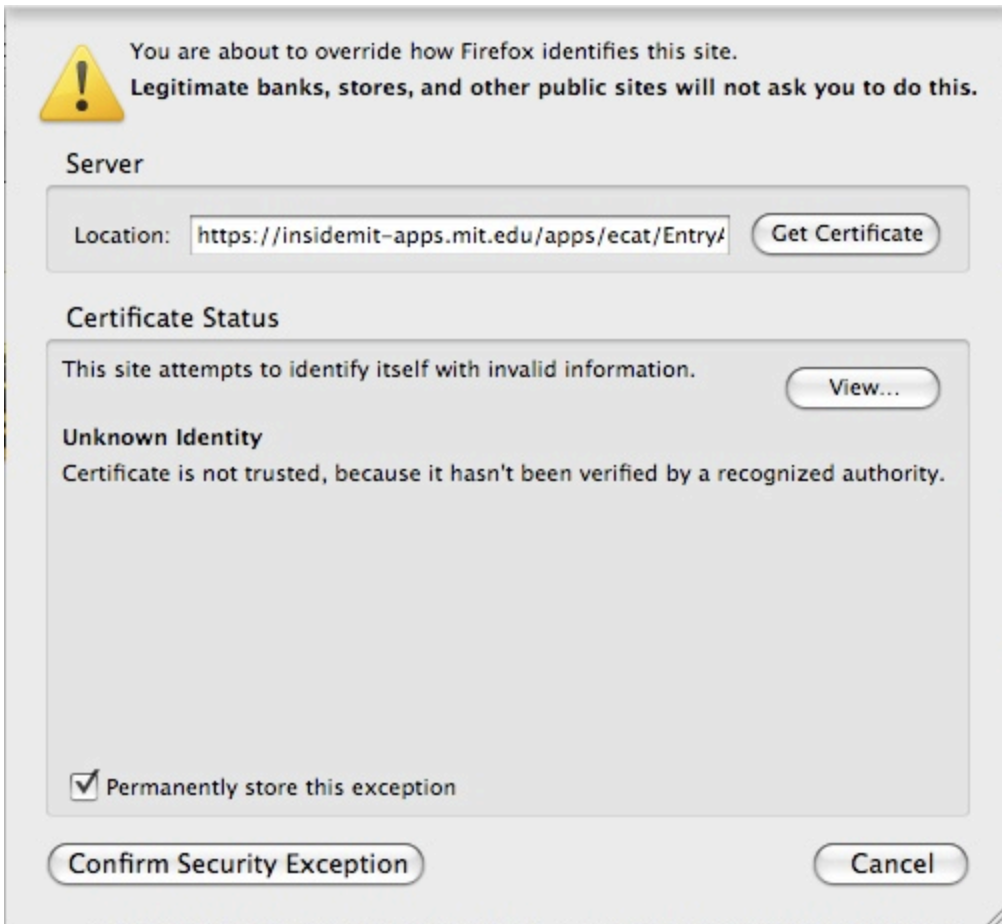
If you understand what's going on, you can tell Firefox to start trusting this site's identification. **Even if you trust the site, this error could mean that someone is tampering with your connection.**

Don't add an exception unless you know there's a good reason why this site doesn't use trusted identification.

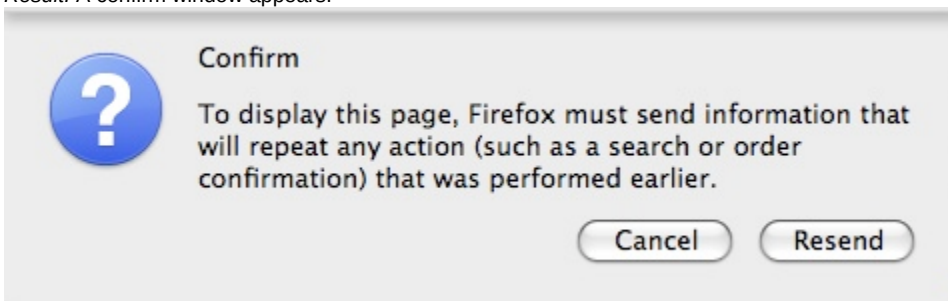
Add Exception...

3. Select **Add Exception**

Result: A message appears, "You are about to override how Firefox handles certificates"



4. Press **Get Certificate**.
5. Press **Confirm Security Exception**
Result: A confirm window appears.



6. Press **Resend**.
Result: The site you are attempting to access should now be displayed.

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 > **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**.



Not what you're looking for?

See [Troubleshooting Certificates in Firefox](#) or go to [Certificates Landing Page](#)