IXOS Error Security Alert - This page requires a secure connection which includes server authentication. The Certificate Issuer for this site is untrusted or unknown.

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Question

You receive an IXOS error message: "Security Alert: This page requires a secure connection which includes server authentication. The Certificate Issuer for this site is untrusted or unknown. Do you wish to proceed?"

After clicking OK several times, you see a popup window, with a long string of error messages, including:

- An error occurred while decompressing and displaying an image.
- Reading from callback failed.
- HttpSendRequest failed

Solution

Solution is to install the MIT Certificate Authority into Internet Explorer.
Instructions are here: http://kb.mit.edu/confluence/x/chdS. Scroll down to the section for Get MIT Certifite Authority.