

# **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 Certificate Authority.