My custom error page is not working on my web site. Why?

Q: My custom error page is not working on my web site. Why?

Context

- Users do not see a custom error page display although one has been created.
- The problem may be occurring because the site is certificate protected and the custom 404.html and 403.html pages, which have been created, are stored within the certificate protected directory or a subdirectory below it.

Answer

- Instructions for setting up custom error messages for web sites can be found here.
- The custom 404.html and 403.html error pages need to be stored in a directory above the certificate-protected directory and the .htaccess.mit file will need to point to this directory to find them in order for it to work.