

# "Connection was interrupted" - Firefox Error Message

## "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).



### The connection was interrupted

The connection to mitsis-ssso.mit.edu was interrupted while the page was loading.

- The site could be temporarily unavailable or too busy. Try again in a few moments.
- If you are unable to load any pages, check your computer's network connection.
- If your computer or network is protected by a firewall or proxy, make sure that Firefox is permitted to access the Web.

[Try Again](#)

*The connection was interrupted*

*The connection to xxxxx.mit.edu was interrupted while the page was loading.*

## 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>. For more detailed instructions, please see [istcontrib: Installing and Renewing Certificates in Firefox].
  - Test your certificate at: <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?](#).

## 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/certificate/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?](#)

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