Certificate Renewal Troubleshooting

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This page contains some useful documentation regarding common problems some may encounter when renewing certificates.

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  - Firefox
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  - Mobile Devices
- Browser Failed to Generate a Private Key
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Certificate Removal

These pages contain instructions on how to remove any expired or duplicate certificates that may cause errors on certificate authenticated websites. Use these instructions to check for and remove any duplicate certificates or check that you have certificates installed.

Firefox

Mozilla Firefox Certificate Deletion and Renewal

Mac OS X: Safari and Chrome

Safari or Chrome on Mac OS X

Windows Vista/XP: Internet Explorer

Internet Explorer Certificate Deletion and Renewal

Mobile Devices

iPhone or iPod Touch

Browser Failed to Generate a Private Key

These pages contain fixes for the generic error

```
Your browser failed to properly generate a key. Some browsers require additional extensions to be loaded prior to creating certificates
```

Select your web browser and the description that is specific to what you are experiencing

- Internet Explorer 7: Simply getting the error message or seeing a yellow bar beneath the URL bar regarding installing ActiveX. You are NOT getting a VBScript Error
- Internet Explorer 7: You are getting VBScript Error
- Safari: You are getting the error message in Safari

CertAid for Safari

See: Installing and Managing Certificates for Mac using CertAid 2.x