

Troubleshooting Certificates in Firefox

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NOTICE: [CertAid](#) now supports Firefox 90+ for certificate installation. If you are looking for manual instructions on installing certificates, see [Install and Delete MIT Personal Certificate in Firefox](#).

This page lists common Firefox problems when installing certificates along with their solutions. If your problem is not listed below, contact the MIT Computing Help Desk at 617.253.1101.

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Certificate access not working, even after obtaining a new certificate.

- You may need to delete an expired certificate.
- Before deleting a certificate, make sure that you have not used your certificate to encrypt email. Most users are not using certificates for email encryption.
- [Have I used my personal certificate for email encryption? How can I tell?](#)

Secure Connection Failed

- **Solution:** Install the MIT CA (Certificate Authority).
- **Detailed solution:** ["Secure Connection Failed"](#)



Secure Connection Failed

kb.mit.edu uses an invalid security certificate.

The certificate is not trusted because the issuer certificate is unknown.

(Error code: sec_error_unknown_issuer)

- This could be a problem with the server's configuration, or it could be someone trying to impersonate the server.
- If you have connected to this server successfully in the past, the error may be temporary, and you can try again later.

[Or you can add an exception...](#)

This Connection is Untrusted

- **Solution:** Install the MIT CA (Certificate Authority).

- **Detailed solution:** ["This Connection is Untrusted"](#)



This Connection is Untrusted

You have asked Firefox to connect securely to `insidemit-apps.mit.edu`, but we can't confirm that your connection is secure.

Normally, when you try to connect securely, sites will present trusted identification to prove that you are going to the right place. However, this site's identity can't be verified.

What Should I Do?

If you usually connect to this site without problems, this error could mean that someone is trying to impersonate the site, and you shouldn't continue.

[Get me out of here!](#)

- ▶ **Technical Details**
- ▶ **I Understand the Risks**

SSL Error Handshake Failure

- **Solution:** Obtain an MIT Personal Certificate.
- **Detailed solution:** [\[SSL Error Handshake Failure Alert\]](#)



Secure Connection Failed

An error occurred during a connection to `help.mit.edu`.

SSL peer was unable to negotiate an acceptable set of security parameters.

(Error code: `ssl_error_handshake_failure_alert`)

- The page you are trying to view can not be shown because the authenticity of the received data could not be verified.
- Please contact the web site owners to inform them of this problem. Alternatively, use the command found in the help menu to report this broken site.

[Try Again](#)

Error About Expired Certificates Even After Renewal

- **Solution:** You may be set to automatically use an expired one. You can resolve this by deleting the old certificates.
- **Detailed solution:** [Error About Expired Certificates Even After Renewal](#)



Secure Connection Failed

An error occurred during a connection to calendar.mit.edu:444.

SSL peer rejected your certificate as expired.

(Error code: ssl_error_expired_cert_alert)

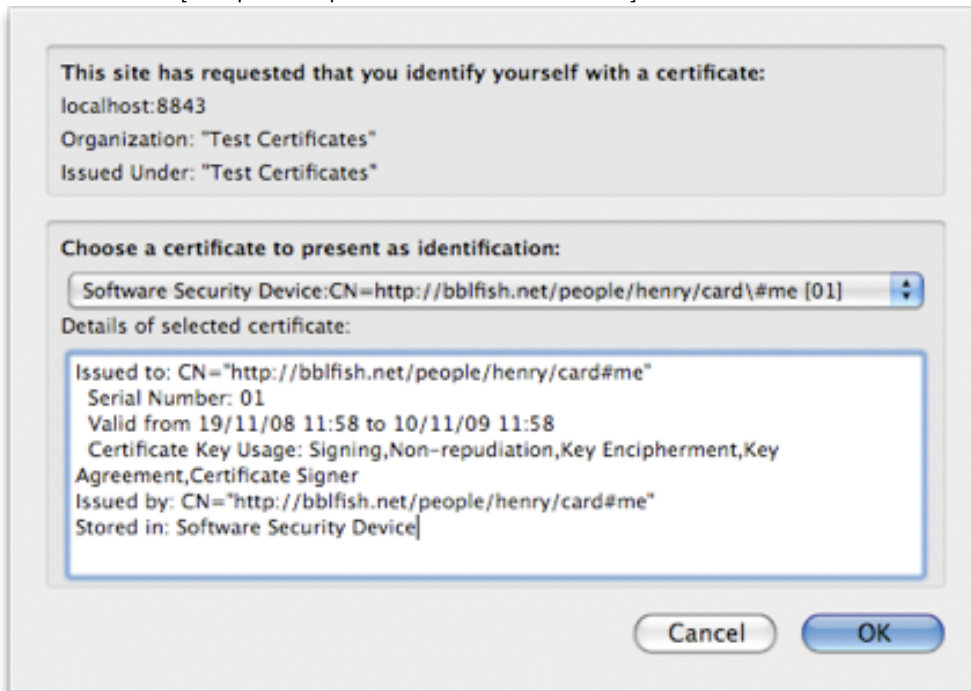
The page you are trying to view can not be shown because the authenticity of the received data could not be verified.

- Please contact the web site owners to inform them of this problem.

Try Again

Prompted Multiple Times to Select a Certificate

- **Solution:** This can occur when Firefox is not set to automatically choose a certificate.
- **Detailed solution:** [Prompted Multiple Times to Select a Certificate]



Master Password for the Software Security Device

- **Solution:** This password is used by Firefox to secure the certificates stored for the browser. It is usually set upon getting a certificate for the first time. If you do not remember the password, you can reset this password.
- **Detailed solution:** [Master Password for the Software Security Device](#)



Error -12227 When Accessing Certificate Secured Websites

- **Solution:** This error is caused by not having a MIT Personal Certificate. You can resolve this problem by installing your personal certificate.
- **Detailed solution:** [Error -12227 When Accessing Certificate Secured Websites](#)



Error -12192 When Accessing Certificate Secured Websites

- **Solution:** This error is caused by having multiple personal certificates, or a corrupt personal certificate. Ensure your certificate is properly installed.
- **Detailed solution:** [Error -12192 When Accessing Certificate Secured Websites](#)

 Not what you're looking for?

See Also

- [Certificates Landing Page](#)