Troubleshooting Certificates in Firefox

Troubleshooting Certificates in Firefox

> ⚠ **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.

On this page:

Certificate access not working, even after obtaining a new certificate.
Secure Connection Failed
This Connection is Untrusted
SSL Error Handshake Failure
Error About Expired Certificates Even After Renewal
Prompted Multiple Times to Select a Certificate
Master Password for the Software Security Device
Error -12227 When Accessing Certificate Secured Websites
Error -12192 When Accessing Certificate Secured Websites
See Also

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

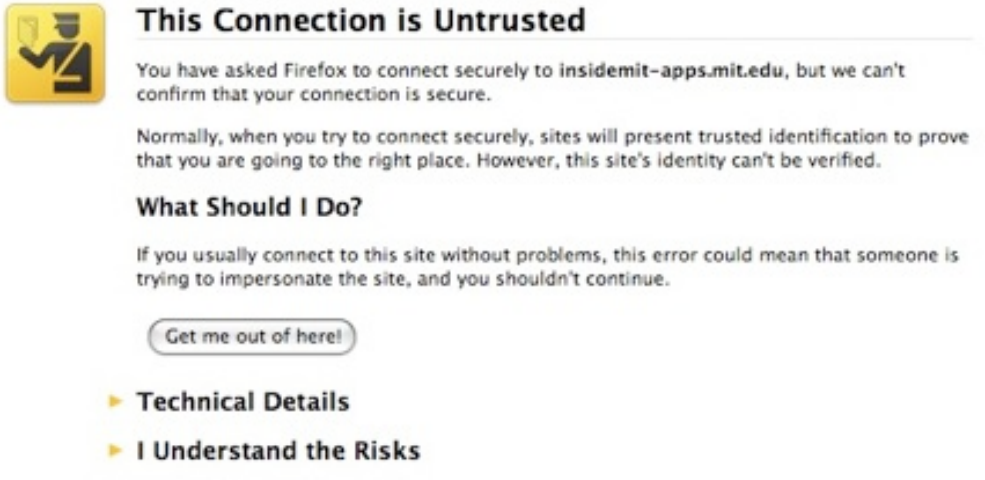
- **Solution:** Install the MIT CA (Certificate Authority).
- **Detailed solution:** "Secure Connection Failed"



This Connection is Untrusted

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

- **Detailed solution:** "This Connection is Untrusted"



SSL Error Handshake Failure

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



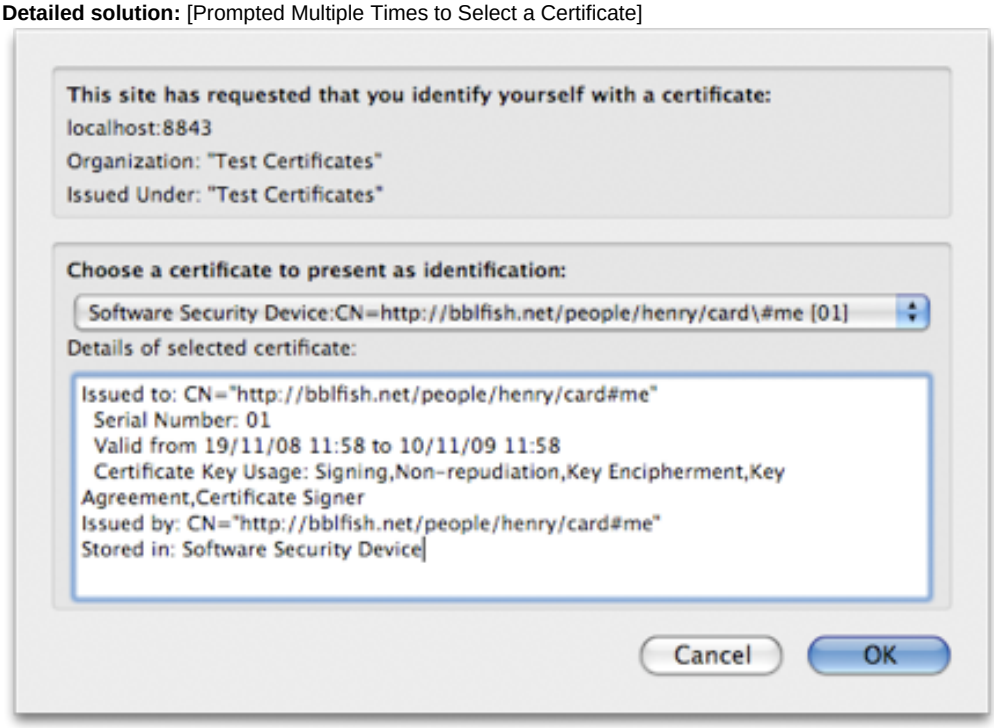
Error About Expired Certificates Even After Renewal

- **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



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