
How to remove SSL Certificate Error for a trusted site in FF

Posted by Customer I - 2009/11/19 17:41

I am using a private site with HTTPS connection.

After a recent server upgrade, I have the 'Untrusted' error on my Firefox browser. See the attached screen shot below:

How do I tell the browser it's OK to use the secure certificate?

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Re:How to remove SSL Certificate Error for a trusted site in FF

Posted by Customer I - 2009/11/19 17:52

http://cms.elmobile.com/images/fbfiles/images/CertificateError_s.JPG

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Re:How to remove SSL Certificate Error for a trusted site in FF

Posted by Customer Service - 2009/11/20 07:35

There are two possible scenarios:

1. your firefox browser needs to store a new certificate from the upgrade
2. your firefox browser never knows this trusted site and needs to store a fresh certificate.

For scenario no. 1, refer to the Update Certificate page for solutions.

To install a new certificate to firefox, see Install Trusted Certificate page for detail.

Let me know if you need more info.

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