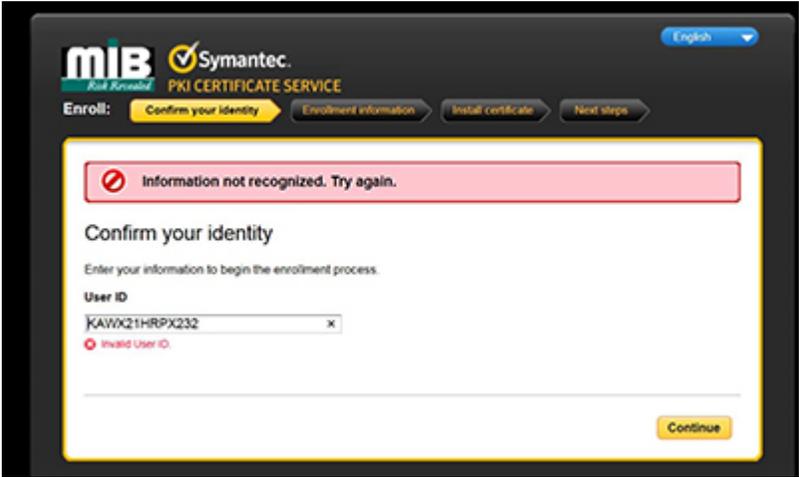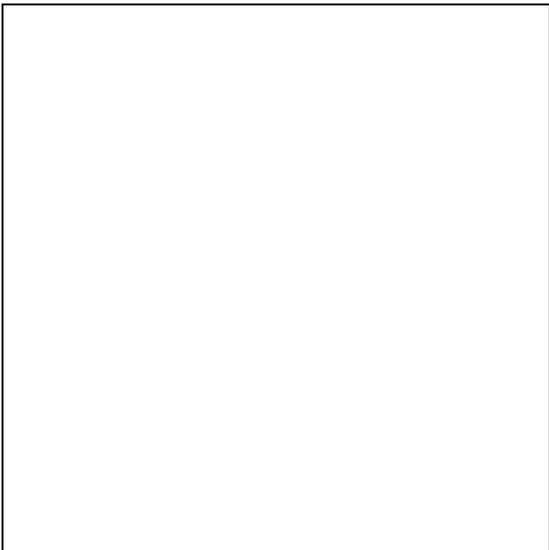# Errors During Enrollment or Renewal of Digital Certificate
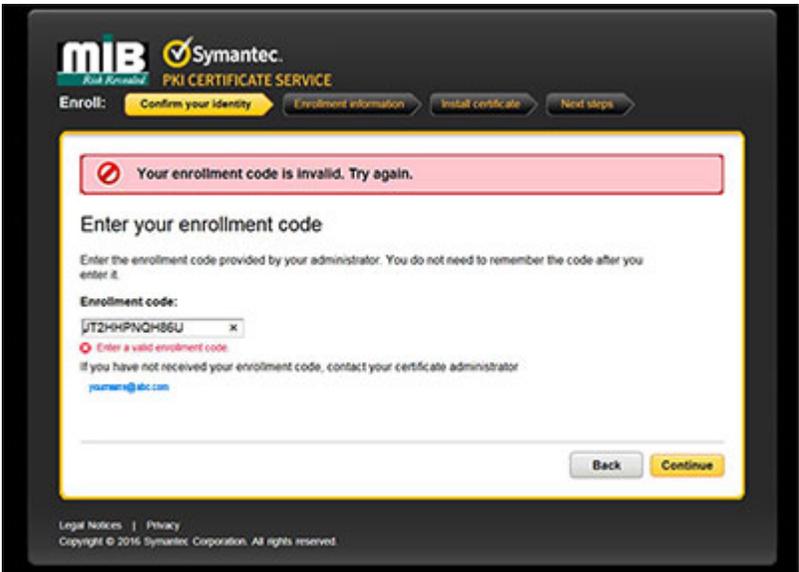
Certificate Errors While Enrolling

Error	Possible Solutions
An Error Has Occurred While Processing Your Request	Microsoft Internet Explorer Settings Instructions Option: 1. Local Administrator permissions or browser settings may need to be adjusted. Contact your IT Dept. 2. You may need to run Windows Update to install all Security Releases and Critical Updates. Contact your IT Dept.

Client Errors While Enrolling

Problem	Possible Solutions
Certificate Expired • The certificate was not renewed by the expiration date. Certificate reset is required; or • A new certificate enrollment application is required if more than 2 weeks past the expiry date. *Please see your KnowledgeNow Administrator.*	Certificate reset may be required. Check for a valid certificate. Contact the MIB Help Desk.
Certificate Missing The certificate is no longer in the browser due to a change to the computer profile or a new computer was issued.	Certificate reset required. Check for a valid certificate. Call MIB Help Desk.
Error in Selecting Digital ID Certificate is missing from the browser or there are multiple expired certificates residing in the browser that were never removed after a renewal.	A certificate with a valid date issued by MIB Group, Inc. should be in the browser. Check for a valid certificate.
Invalid User ID	A correct User ID must be entered.

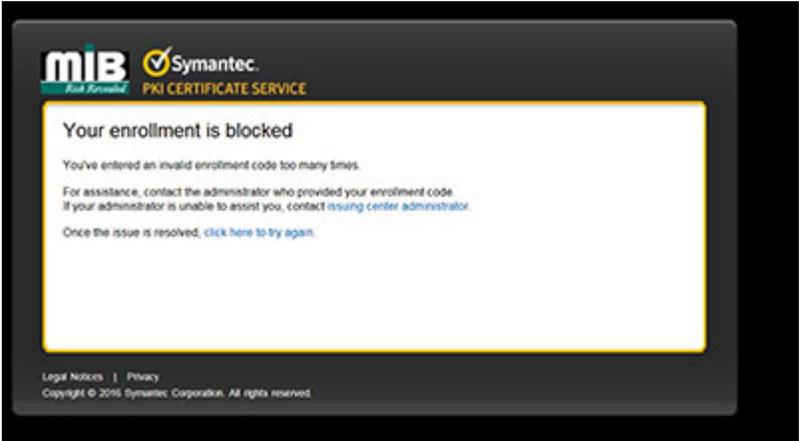|	
Enrollment Code Already in Use	The certificate was already installed in the browser in a previous enrollment attempt. It may require a reset of the certificate if enrollment failed and certificate is not installed in the browser. [Check for a valid certificate](#).
Enrollment Code Locked Too many attempts to enroll have failed. This is generally due to an enrollment code mis-match. • Only 4 attempts are allowed before the enrollment code will lock. • This requires a reset of the enrollment code by MIB Security.	Enrollment code reset required. Call MIB Help Desk.

Enrollment Code Mismatch May not be the enrollment code, but how the information is being entered on the enrollment form.	All enrollment information needs to be entered in UPPERCASE *and* exactly as provided. User ID and enrollment code must match exactly how they were provided on the application.
You are not Authorized to View this Page • Certificate is missing or expired on this computer. • Permission settings for accessing "secure" websites may not be set in the browser. • You may not have permission to access the requested service.	Requires check of settings and permissions on the computer Check settings. Contact the MIB Help Desk to confirm your service level acc
You do not have Permission to Access a Protected Item	Certificate is missing from the computer or you do not have permission to access a "secure" https website.
Unable to Access Protected Item	You are not entering the correct enrollment code or it is not being entered in the correct upper or lower "case" you originally created it in.

Questions?

If you have any questions or require assistance in the installation of your Symantic Digital Certificate, contact MIB's Help Desk.

HelpDesk/Customer Service
call the Member 800 Number, option 1
or
e-mail helpdesk@mib.com