

# Firefox repeatedly prompts for proxy authentication

## THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT Server (All versions)

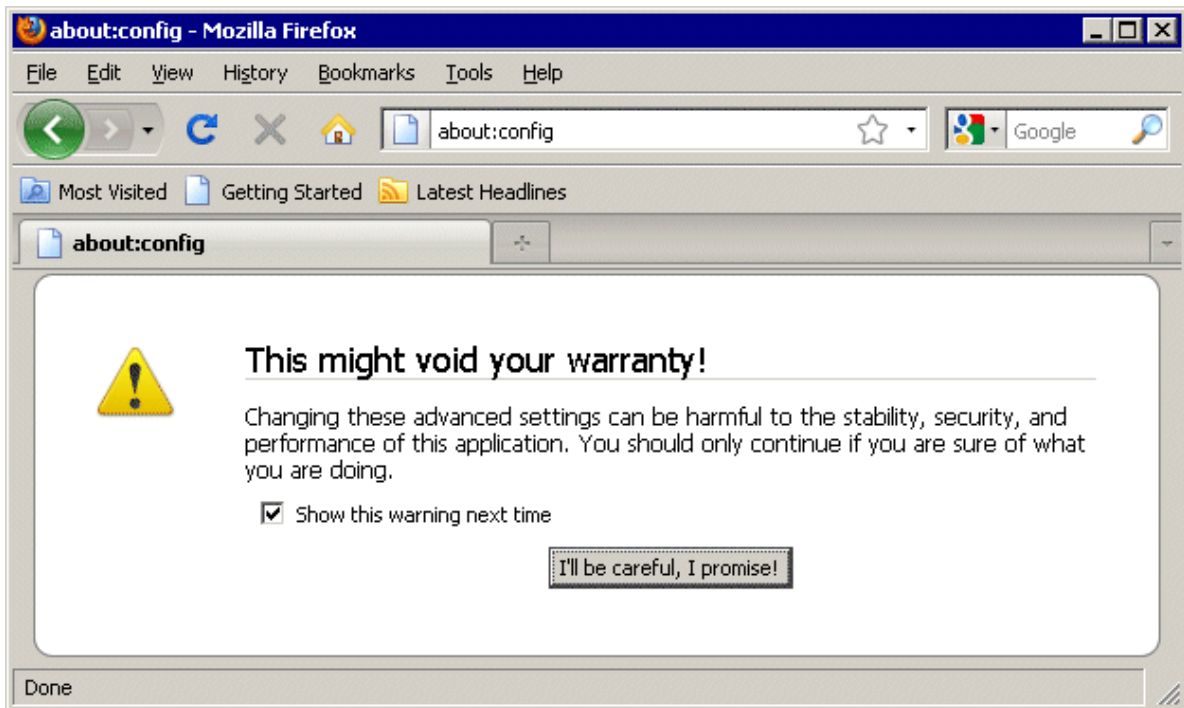
## SYMPTOM

When using Firefox through an ISA server, Firefox repeatedly prompts for proxy authentication, even though the correct credentials have been entered and applied.

## RESOLUTION

### To resolve this issue:

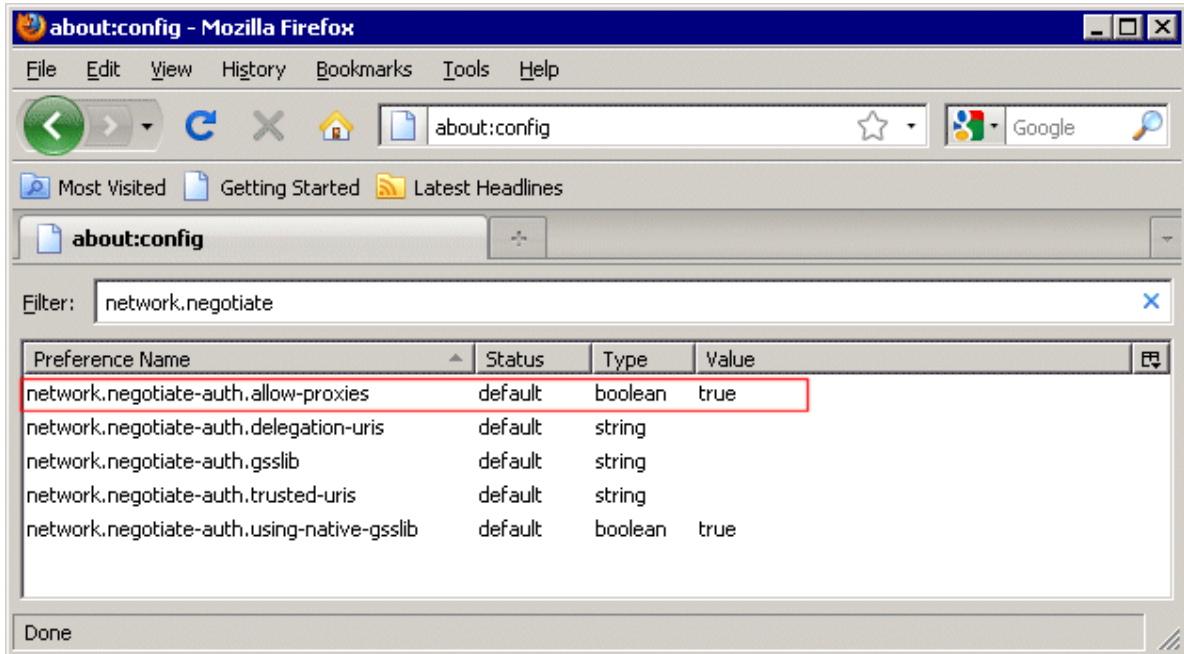
1. Open Firefox.
2. In the address bar, type `about:config`. A warning appears.



3. Click **I'll be careful. I promise!** A variety of configuration options appears.

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4. In the **Filter** box, type `network.negotiate`.



5. Double-click `network.negotiate-auth.allow-proxies` to toggle between `true` and `false`. The option must be set to `false`. (It seems counterintuitive, but you set it to `false` to make it work with the ISA proxy.)
6. Click the **Home** icon to close the configuration window.

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/10522/Firefox-repeatedly-prompts-f...>