

## Agent receives multiple security and certificate warnings when logging in to Agent Desktop

<b>Problem Summary</b>	When the agent logs in to Agent Desktop and the Agent E-Mail feature is enabled, the agent receives multiple security and certificate warnings.
<b>Error Message</b>	Various.
<b>Possible Cause</b>	Warnings are received due to certificate errors, an untrusted publisher, or hostname mismatch while the Agent E-Mail feature is loaded in the Integrated Browser.
<b>Recommended Action</b>	All certificate errors must be ignored; publishers must be trusted; hostnames must match; and content must be unblocked. Click the security or certificate warning on the information bar in the browser and select an appropriate action from the available options to unblock the content or trust the publisher. Refer to the Cisco CAD Installation Guide for information on configuring the Internet settings so that the agent stops receiving the security and certificate warnings.
<b>Release</b>	CAD Unified CCX 8.5
<b>Associated CDETS #</b>	None.