

Chat Agent/Supervisor URL Gives Security Warning

Problem Summary	Security warning received when opening the Chat Agent or Supervisor URL in the browser: <a href="https://<uccx_server_fqdn/agentdesktop">https://<uccx_server_fqdn/agentdesktop [<a href="https://<uccx_server_fqdn/agentdesktop/supervisor">https:// <uccx_server_fqdn/agentdesktop/supervisor <a href="https://<uccx_server_fqdn/agentdesktop/supervisor">https://<uccx_server_fqdn/agentdesktop/supervisor].
Error Message	<ul style="list-style-type: none"> • "This Connection is Untrusted" or • "There is a problem with this website security certificate".
Possible Cause	Missing certificate.
Recommended Action	<ol style="list-style-type: none"> 1. Click the "I Understand the Risks" or "Continue to this website" link. 2. View and Accept the certificate and ensure the browser remembers it.
Release	Release 9.0(1)
Associated CDETS #	None