

Chat Window Opens with Certificate Error

Problem Summary	Having accepted certificates, successfully logged in to the Agent Desktop [https://<uccx_server_fqdn/agentdesktop]and moved to Ready state, you receive a Certificate Error after accepting the Contact Injected.
Error Message	Certificate Error
Possible Cause	Missing SocialMiner certificate.
Recommended Action	<ul style="list-style-type: none">- Install Cisco SocialMiner certificate.- To install your certificate, enter the SocialMiner Fully Qualified Domain Name (FQDN) in the browser and then perform the installation procedure. During certificate installation, select Trusted Root Certification Authorities from Place all certificates in the Store option. Restart the browser and enter the URL.
Release	Release 9.0(1)
Associated CDETS #	None