

## Chat Window Opens with Certificate Error

<b>Problem Summary</b>	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.
<b>Error Message</b>	Certificate Error
<b>Possible Cause</b>	Missing SocialMiner certificate.
<b>Recommended Action</b>	<ul style="list-style-type: none"><li>- Install Cisco SocialMiner certificate.</li><li>- To install your certificate, enter the SocialMiner Fully Qualified Domain Name (FQDN) in the browser and then perform the installation procedure.</li></ul> During certificate installation, select Trusted Root Certification Authorities from Place all certificates in the Store option. Restart the browser and enter the URL.
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None