

## Desktop: Certificate error when signing in to Finesse Desktop or Administration

<b>Problem Summary</b>	After a fresh installation of the Finesse server, the first time you access the Finesse Desktop or Administration page using Internet Explorer, a warning message appears about the website's security certificate.
<b>Error Message</b>	There is a problem with this website's security certificate.
<b>Possible Cause</b>	Finesse uses a self-signed certificate. Because it is not a CA signed certificate, Internet Explorer displays a security error the first time you access the Desktop or Administration page. This also happens when you sign in to the secondary Finesse for the first time after a failover.
<b>Recommended Action</b>	<p>When the error message about the website's security certificate appears, proceed as follows:</p> <ol style="list-style-type: none"> <li>1. Click <b>Continue to this website (not recommended)</b>.</li> <li>2. When the Finesse sign-in page loads, click the Certificate Error icon in the Internet Explorer address bar, and then click <b>View certificates</b>.</li> <li>3. Click <b>Install Certificate</b>.</li> <li>4. Select <b>Place all certificates in the following store</b> and browse to the <b>Trusted Root Certification Authorities</b> certificate store.</li> <li>5. Click <b>Finish</b> to install the certificate.</li> </ol> <p><b>Note:</b> Because the certificate uses the hostname of the Finesse server, use the hostname instead of the IP address to access the Finesse server.</p>
<b>Release</b>	9.1(1)
<b>Associated CDETS #</b>	None