

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

Problem Summary	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.
Error Message	There is a problem with this website's security certificate.
Possible Cause	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.
Recommended Action	<p>When the error message about the website's security certificate appears, proceed as follows:</p> <ol style="list-style-type: none"> 1. Click Continue to this website (not recommended). 2. When the Finesse sign-in page loads, click the Certificate Error icon in the Internet Explorer address bar, and then click View certificates. 3. Click Install Certificate. 4. Select Place all certificates in the following store and browse to the Trusted Root Certification Authorities certificate store. 5. Click Finish to install the certificate. <p>Note: Because the certificate uses the hostname of the Finesse server, use the hostname instead of the IP address to access the Finesse server.</p>
Release	9.1(1)
Associated CDETS #	None