

## Desktop: Security exception displayed twice when signing in to Finesse Desktop for first time using Firefox

<b>Problem Summary</b>	After a fresh installation of the Finesse server, the first time you access the Finesse Desktop using Firefox, a security exception appears about the website's security. This also happens when you sign in to the secondary Finesse for the first time after a failover using Firefox.
<b>Error Message</b>	This connection is Untrusted.
<b>Possible Cause</b>	Finesse uses a self-signed certificate. Because it is not a CA signed certificate, Firefox displays a security error the first time you try to sign in to the Finesse Desktop. The security error is displayed again during the first sign in attempt when Finesse server tries to connect to the Cisco Finesse Notification Service.
<b>Recommended Action</b>	<p>When the error message about the untrusted connection appears, proceed as follows:</p> <ul style="list-style-type: none"> <li>• Click <b>I Understand the Risks</b>.</li> <li>• Click <b>Add Exception</b>.</li> <li>• Ensure the <b>Permanently store this exception</b> check box is checked.</li> <li>• Click <b>Confirm Security Exception</b> to add the security exception to Firefox.</li> </ul> <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), Release 10.0(1), Release 10.5(1), Release 10.6(1), Release 11.0(1)
<b>Associated CDETS #</b>	None