

## Getting Certificate Error While Logging In to Chat Agent Desktop

<b>Problem Summary</b>	Certificate error received when opening the Chat Agent URL in the browser: <a href="https://&lt;uccx_server_fqdn/agentdesktop">https://&lt;uccx_server_fqdn/agentdesktop</a> .
<b>Error Message</b>	Certificate Error
<b>Possible Cause</b>	Missing/impropoer Certificate
<b>Recommended Action</b>	<p>Install the certificate using the following steps:</p> <ol style="list-style-type: none"> <li>1. From the Security Alert Window, click <b>Yes</b>.</li> <li>2. Click <b>View Certificates</b>. The Certificate window appears.</li> <li>3. Click <b>Install Certificate</b>. The Certificate Import wizard appears.</li> <li>4. Click <b>Next</b>.</li> <li>5. Click <b>Place all certificates</b> in the Store radio option.</li> <li>6. Click <b>Browse</b> and then select <b>Trusted Root Certification Authorities</b>.</li> <li>7. Click <b>Next</b>.</li> <li>8. Click <b>Finish</b>. The Security warning window appears.</li> <li>9. Click <b>Yes</b>.</li> <li>10. Click <b>OK</b>.</li> </ol>
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None