

Getting Certificate Error While Logging In to Chat Agent Desktop

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