

Getting Certificate Error While Trying to Log In to Chat Supervisor Desktop

Problem Summary	When I try to open Chat Supervisor URL in my browser, [https:// <uccx_server_fqdn/agentdesktop/supervisor <a href="https://<uccx_server_fqdn/agentdesktop/supervisor">https://<uccx_server_fqdn/agentdesktop/supervisor] gives a certificate error.
Error Message	Certificate Error
Possible Cause	Missing or improper Certificate
Recommended Action	Install the certificate, to do so perform the following procedure: Step 1: In the Security Alert Window, click Yes . Step 2: Click View Certificates . The Certificate window opens. Step 3: Click Install Certificate . The Certificate Import wizard opens. Step 4: Click Next . Step 5: Click the Place all certificates in the following store radio button. Step 6: Click Browse and select Trusted Root Certification Authorities . Step 7: Click Next . Step 8: Click Finish . The Security Warning window opens. Step 9: Click Yes . Step 10: Click OK .
Release	Release 9.0
Associated CDETS #	None