

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

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| 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 |