

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

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