

UCCX 8.0: Certificate Error on Agent Desktop During the Launch

Document ID: 112189

Contents

Introduction

Prerequisites

- Requirements

- Components Used

- Conventions

Problem

- Solution

Problem

- Solution

Related Information

Introduction

In Cisco Unified Contact Center Express (UCCX) 8.0, the Cisco Agent Desktop throws multiple certificate warnings during the launch. This document describes how to troubleshoot this issue.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco Unified Contact Center Express 8.0.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

After an upgrade from UCCX 8.5.1 SU2 to SU3, CAD closes unexpectedly when the agent presses CTRL N in CAD with integrated browser. Expected action is a new Tab should be opened.

Solution

Complete either of these steps in order to resolve this issue:

- De-select "**Popups In New Windows**" if you require new tabs.
- Refrain from using **CTRL+N** to open a new tab if you require "**Popups In New Windows**".

Note: This is documented in Cisco bug ID CSCua86175 (registered customers only) .

Problem

In Cisco UCCX 8.0, the Cisco Agent Desktop throws multiple certificate warnings during the launch. This means that each time you try to access Cisco Agent Desktop, you are prompted with a Security Alert dialog box to accept, reject, or validate the self-sign certificate. This dialog box appears each time you connect to the server. If you choose **Yes**, this accepts the self-signed certificate for that session.

This issue is documented in Cisco bug ID CSCtj10020 (registered customers only) .

Solution

Perform this workaround:

1. Install the self-signed certificate from the UCCX server.

Note: With the installation of the self-signed certificate, you eliminate the prompt by the Security Alert dialog box.

Perform these steps in order to install the self-signed certificate:

- a. In the **Security Alert** dialog box, choose **View Certificate** (instead of Yes).
 - b. A new window appears and you see **Issued to = issued by**. This means it is a self-signed certificate.
 - c. Choose **Install Certificate**. The system will now install the self-signed certificate.
2. Trust the publisher when the java applet throws a warning.

Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Technical Support & Documentation – Cisco Systems](#)

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2014 – 2015 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

Updated: Oct 22, 2010

Document ID: 112189
