

Troubleshooting Cisco Spaces: Connector

The following are some of the troubleshooting scenarios that you may experience on Cisco Spaces: Connector, along with the corresponding solutions.

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Unable to Launch Connector GUI from MAC Catalina with Chrome

This error occurs on the MAC operating system Catalina when you use the Google Chrome browser to launch the Connector GUI. There is no option to proceed further from the **Your Connection is not Private** dialog box.

Error Message

A	
Your connection is no	ot private
Attackers might be trying to steal y passwords, messages, or credit ca	rour information from Example , ifor example, irds). <u>Learn more</u>
NET::ERR_CERT_INVALID	
Help improve Chrome security by s information, and some page conter	sending <u>URLs of some pages you visit, limited system</u> <u>nt</u> to Google. <u>Privacy policy</u>
Hide advanced	Reload
tried to connect to the credentials. This may happen when Wi-Fi sign-in screen has interrupte	otion to protect your information. When Google Chrome is time, the website sent back unusual and incorrect n an attacker is trying to pretend to be set in the second set of the second
Google Chrome stopped the conne	ection before any data was exchanged.
You cannot visit	now because the website sent scrambled credentials ss. Network errors and attacks are usually temporary, so

Step 1Save the Connector GUI certificate by dragging it to the MAC OS desktop.Drag certificate to the desktop



Step 2 From the **Finder** window of the MAC OS, choose **Applications** > **Utilities** > **KeyChain Access**. Drag the certificate from the desktop and drop into to the **Certificates** folder.

Manually Adding The Certificate to Keychain Access

		Keychain /	Access		
Click to lock the	login keychain.			Q, google	0
Keychains iCloud System System Roots					
	Name	∧ Kind	Expires	Keychain	
Category		Centificar			
All Items					
Keys Certificates	_				
۲	+ i Copy		0 items		

Step 3Double-click the added certificate, and in the dialog box that is displayed, click the Always Trust option.Select Always Trust



What to do next

Launch the Connector GUI once again, using the Google Chrome browser.