

Troubleshooting Cisco Spaces: Connector

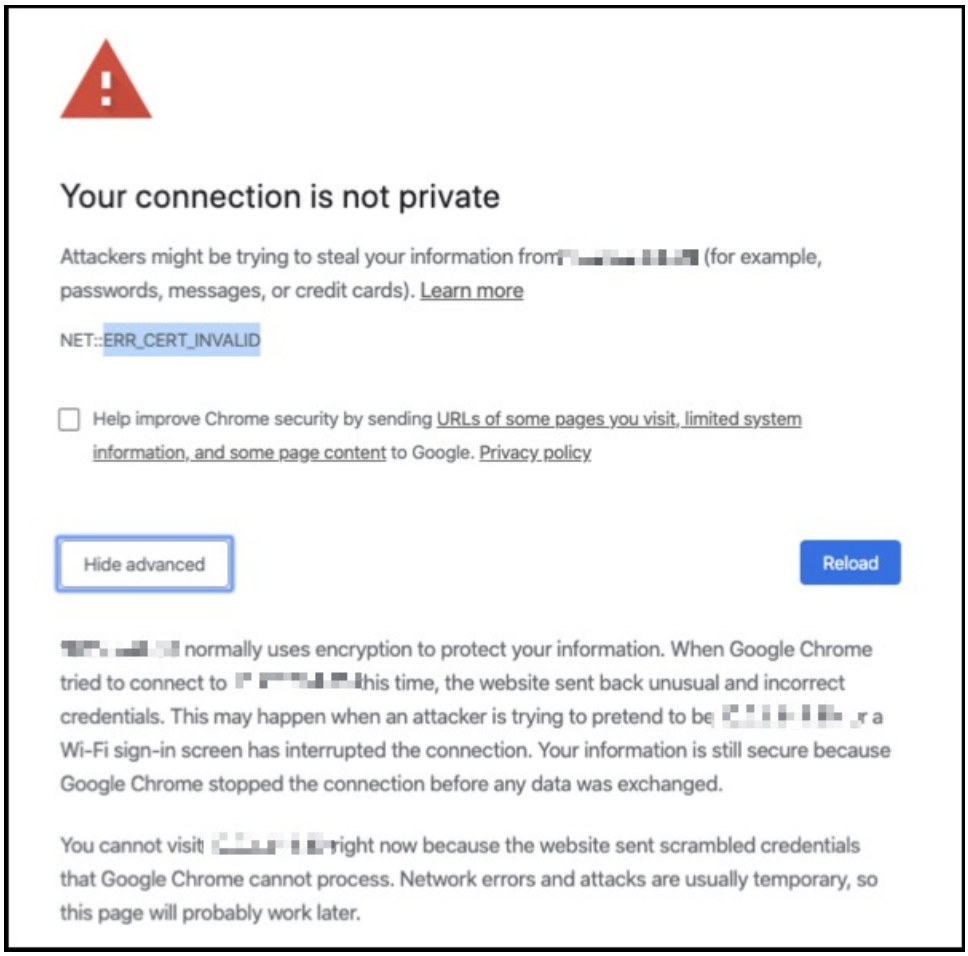
The following are some of the troubleshooting scenarios that you may experience on Cisco Spaces: Connector, along with the corresponding solutions.

- Unable to Launch Connector GUI from MAC Catalina with Chrome, on page 1

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.

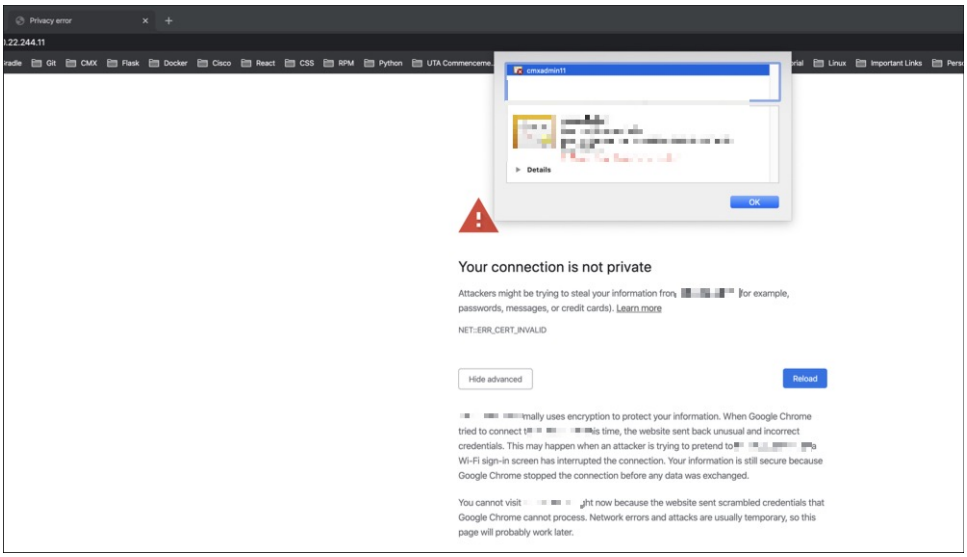
Error Message



Procedure

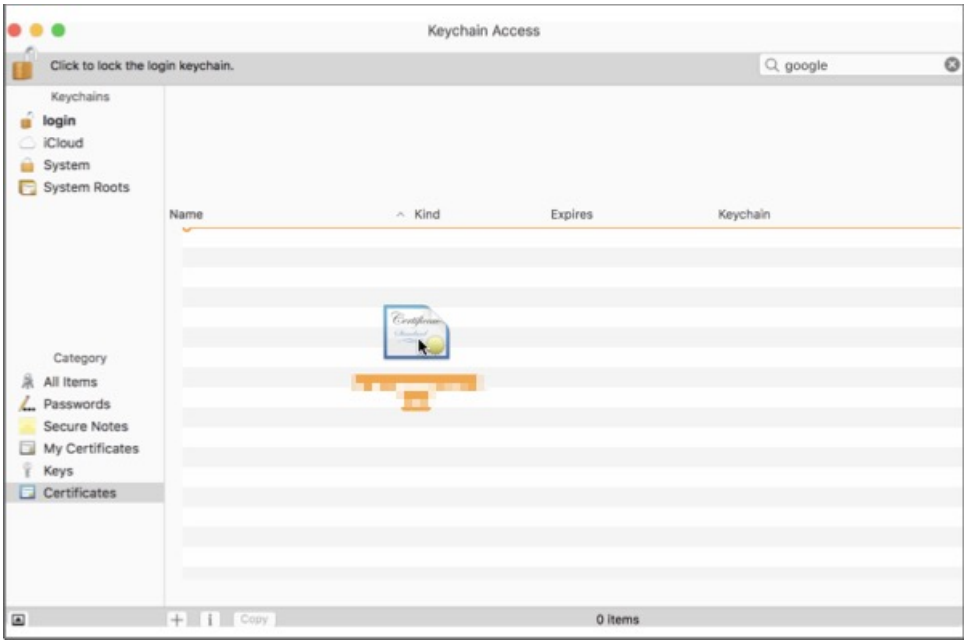
Step 1 Save the Connector GUI certificate by dragging it to the MAC OS desktop.

Drag certificate to the desktop



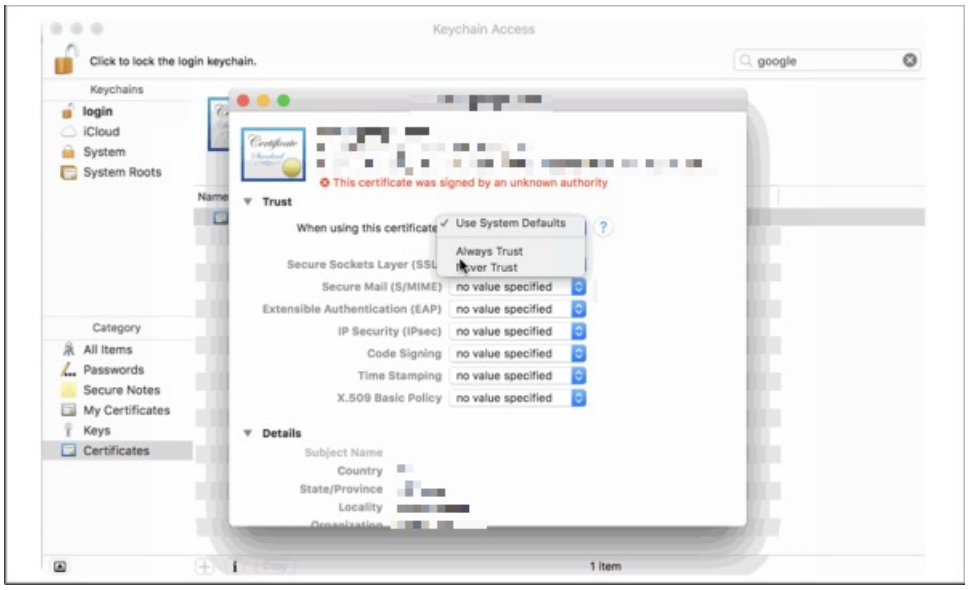
Step 2 From the **Finder** window of the MAC OS, choose **Applications > Utilities > KeyChain Access**. Drag the certificate from the desktop and drop into to the **Certificates** folder.

Manually Adding The Certificate to Keychain Access



Step 3 Double-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.