

Clipboard Manager won't detect client agent in Firefox

Question

I'm trying to paste something using the clipboard manager/Paste+ app but it keeps saying that the client agent is not installed. The browser I'm using is Firefox.

Answer

FireFox does not trust the windows root certificate authority which causes the client agent certificate not to be trusted.

To resolve this issue follow these steps:

- After installing client agent, visit <https://127.0.0.1:56209/?action=heartbeat>
- If you see an error (img1), click on "advanced" and then "add exception..."
- In the "add security exception" (img2) dialog, click "confirm security exception"
- Visit <https://127.0.0.1:56209/?action=heartbeat> again, if all went well it should now say: `{"Value":"ok","Error":"","Version":"*.*.*"}"`

KWizCom Support Center

<http://support.kwizcom.com/KnowledgebaseArticle50258.aspx>