

## 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

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