

# Troubleshoot RTMT Certificate Errors on Finesse, VVB and UCCX

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## Introduction

This document describes how to troubleshoot specific certificates errors on Real Time Monitoring Tool (RTMT) of Cisco Unified Contact Center Express (UCCX), Cisco Finesse and Cisco Virtualized Voice Browser(VVB).

## Prerequisites

## Requirements

There are no specific requirements for this document.

## Components Used

The information in this document is based on these software and hardware versions:

- UCCX 11.0
- VVB 11.5
- Finesse 11.5

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, ensure that you understand the potential impact of any command.

## Problem: VOS Based Products Generate Alerts on Expired Certificates

Multiple installations of UCCX, VVB and Finesse start to generate alerts via RTMT and state that some certificates have expired as shown in the image.

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### Certificate List

Generate Self-signed
 Upload Certificate/Certificate chain
 Generate CSR
 Download CSR

**Status**

2 records found

**Certificate List (1 - 2 of 2)**

Find Certificate List where Expiration ▾ is before ▾ 08/30/2018 Find Clear Filter

Certificate ^	Common Name	Type	Key Type	Distribution
tomcat-trust	<a href="#">Equifax_Secure_Certificate_Authority</a>	Self-signed	RSA	Equifax_Secure_Certificate_Authority
tomcat-trust	<a href="#">GTE_CyberTrust_Global_Root</a>	Self-signed	RSA	GTE_CyberTrust_Global_Root

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Issued By	Expiration	Description
Equifax_Secure_Certificate_Authority	08/22/2018	Trust Certificate
GTE_CyberTrust_Global_Root	08/13/2018	Trust Certificate

### Certificate details:

Certificate name: **GTE\_CyberTrust\_Global\_Root**

Unit: tomcat-trust

Type: own-cert

Expiration: Aug 14 01:59:00:000 CEST 2018 / Mon Aug 13 23:59:00:000 GMT 2018

Certificate name: **Equifax\_Secure\_Certificate**

Unit: tomcat-trust

Expiration: Wed Aug 22 22:41:51 GMT+06:00 2018

## Solution

You can safely delete these expired certificates via OS Admin/cmplatform page and restart the server.

Finesse/ VVB 11.6 and UCCX 11.5 build doesn't come with any of these 3rd party Root CA tomcat-trust certificates installed.

## Related Information

- [Technical Support & Documentation - Cisco Systems](#)