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

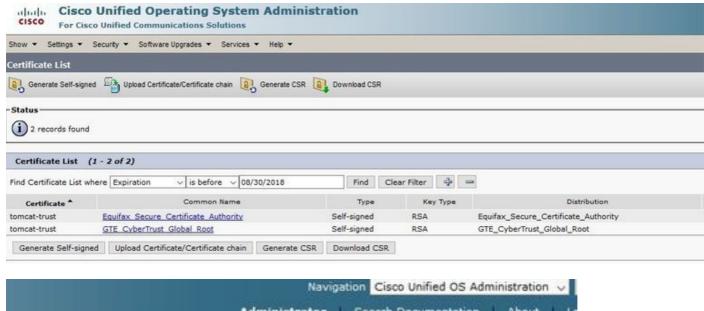
The information in this document is based on these software and hardware versions:

- 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.





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