Resolución de problemas de la alerta de vencimiento del certificado de Smart Call Home Certificate en productos de colaboración

Contenido

Introducción Prerequisites Requirements Componentes Utilizados Antecedentes Problema Solución Solución alternativa para 11.0(1) y versiones posteriores Para todas las demás versiones Procedimiento de renovación de certificados Smart Call Home Para Cisco Prime License Manager Para Prime License Manager 10.5 Para Prime License Manager 11.5

Introducción

Este documento describe las soluciones para la alerta de caducidad de certificados del certificado de Verisign(VeriSign_Class_3_Secure_Server_CA_-_G3.der) proporcionado para Smart Call Home que caduca en febrero de 2020 en los siguientes productos de Cisco Unified Collaboration que se tratan en este documento.

Cisco Unified Communications Manager (UCM) Edición de administración de sesiones de Cisco Unified Communications Manager Servicio de mensajería instantánea y presencia (CUPS) de Cisco Cisco Unity Connection Cisco Finesse Cisco SocialMiner Cisco MediaSense Cisco Unified Contact Center Express Cisco Unified Intelligence Center (CUIC) Navegador de voz virtualizado de Cisco Cisco Prime License Manager

Prerequisites

Requirements

No hay requisitos específicos para este documento.

Componentes Utilizados

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, make sure that you understand the potential impact of any command.

Antecedentes

Smart Call Home es una función de soporte automatizado que supervisa los dispositivos Cisco de su red. La función Call Home permite comunicar y enviar las alertas de diagnóstico, el inventario y otros mensajes al servidor de respaldo de Smart Call Home.

Utilice esta sección para verificar si Smart Call Home está habilitado

Paso 1. En la página Serviciabilidad de Cisco Unified, elija CallHome > Configuration.

rn 🔻 🗎	Irace 🕶 🦹	ols 🔻	≦nmp ▼	⊆alHone ▼	Heb +	
				Call Ho	THE CONTRACT OF	
Cisco	o Unif	ied	Serv	ICEAD	inty	
ustem	version:	10.5.2	10000-	5		
, , , , , , , , , ,			10000			
	. Tooland and	on: 4 y	VCPU Int	tel(R) Xeo	n(R) CPU X7560 🗊 2.27GHz, disk 1: 80Gbytes, 4096Mbytes RAM, Partitions al	igned

Paso 2. Compruebe si el campo Call Home está establecido en Disabled (Desactivado) o Enabled (Activado)

Call Home*	None	The reminder to configure Smart Call Home will continue to appear on the login page until a value is selected
Customer Cont	None Disabled	
Email Address*	Enabled(Smart Call Home) Enabled(Anonymous Call Home)	

Problema

El certificado VeriSign(VeriSign_Class_3_Secure_Server_CA_-_G3.der) proporcionado de forma predeterminada como certificado de confianza de tomcat para Smart Call Home en Cisco Unified Collaboration Products caducará en febrero de 2020. A continuación se muestra la siguiente alerta de vencimiento:

Solución

Este problema se documenta con el ID de bug de Cisco CSCvs64158.

Solución alternativa para 11.0(1) y versiones posteriores

Debemos realizar los pasos siguientes para eliminar el certificado caducado (VeriSign_Class_3_Secure_Server_CA_-_G3.der)

Paso 1. Vaya a la GUI de administración de Cisco Unified OS en el editor y haga clic en Seguridad > Administración de certificados



For Cisco Technical Support please visit our Technical Support web site

Paso 2. Buscar lista de certificados donde el nombre común contiene VeriSign

ditto Certifi	cate List × +														_	a x
(https:///cmplatform/certificateFindList	.do					C	Q, Searc	h		1	Ê	+	A		≡
cisco	Cisco Unified Operating Syste For Cisco Unified Communications Solution	em Ad	mini	stration					Naviga	tion Cisco Ur	nified OS / admi	Adminis nistrat	tration	About		Go
Show - Se	ttings ▼ Security ▼ Software Upgrades ▼ Servi	ces 🕶 He	elp 🕶													
Certificate	List															
Generat	e Self-signed 🗿 Upload Certificate/Certificate chain	Gene	erate CSR													
- Status																
i) 1 reco	rds found															
Certificat	e List (1 - 1 of 1)											R	ows pe	r Pag	e 50	•
Find Certific	ate List where Common Name 💌 begins with	▼ VeriS	ign	F	find Clear Filter											
Certificate '	Common Name	Type	Кеу Туре		Distribution				Issued By			E	xpiratio	n	Descrip	otion
tomcat-trus	t <u>VeriSign Class 3 Secure Server CA - G3</u>	CA- signed	RSA	VeriSign_Class_	_3_Secure_Server_	_CAG3	VeriSign_Cla	ass_3_Publi	ic_Primary_Ce	rtification_Au	thority	G5 0;	2/08/202	20 T c u t c f e	This certification used by communi- communi- vith Cis Call-Hor ceature enabled	te is UCM icate ico if me is
Generate	Self-signed Upload Certificate/Certificate chai	in Gen	erate C	SR												

Paso 3. Haga clic en VeriSign_Class_3_Secure_Server_CA_-_G3 y verá la ventana emergente

que resalta los detalles del certificado

😹 Certificate List 🛛 🗙 🕂					-	₽×
(Implatfor	m/certificateFindList.do	C Q Search	<u>ሰ</u>	≜ ∔ 1		≡
Cisco Unified Op For Cisco Unified Commu	Certificate Details(CA-signed) - Mozilla Firefox Certificate Details(CA-signed) - Mozilla Firefox Longlatform/certificateEdit.do?cert=/usr/local/platform/.sec	urity/tomcat/trust-certs/VeriSig	Vavigation Cisco Unified OS Adm adminis	inistration trator Ab	Ţ out L	Go Logout
Show • Settings • Security • Softwa Certificate List Generate Self-signed Dipload Certir Status (1 records found Certificate List (1 - 1 of 1)	Certificate Details for VeriSign_Class_3_Secure_Server_CAG3, ton Certificate Details for VeriSign_Class_3_Secure_Server_CAG3, ton Certificate Settings Locally Uploaded 21/01/20 File Name VeriSign_Class_3_Secure_Server_CAG3.pem	ncat-trust		Rows per f	vage 50	
Find Certificate List where Common Nar Certificate Common I tomcat-trust VeriSign Class 3 Secur Generate Self-signed Upload Certif	Certificate Purpose tomcat-trust Certificate Purpose trust-certs Certificate Group product-cpi Description(friendly name) This certificate is used by UCM to communicate with (e is enabled. Certificate File Data Certificate File Data [Version: V3 Serial Number: 6ECC7AA5A703200988CEBCF4E952D491 SignatureAlgorithm: SHA1withRSA (1.2:840.113549.1.1.5) Issuer Name: CN=VeriSign Class 3 Public Primary Certification Authority - G5, VeriSign, Inc For authorized use only, OU=VeriSign Trust Network, O=VeriSig Validity From: Mon Feb 08 05:39:50 IST 2020 To: Sat Feb 08 05:29:59 IST 2020	Cisco if Call-Home featur	ed By ary_Certification_AuthorityG5	Expiration 02/08/2020	Description Certific used b to commu- with Ci Call-Ho feature enable	iption ate is y UCM unicate isco if ome e is is id.
	Subject Name: CN=VeriSign Class 3 Secure Server CA - G3, 0U=Terms of us https://www.verisign.com/rpa (c)10, 0U=VeriSign Trust Network, 0=VeriSign, I Key: RSA (1.2.840.113549.1.1.1) Key value: 3082010.00282010100b187841fc20c45f5bcab2597a7ada23e9cbaf6c139b88bcac2 4f4dce6fed094ad4af4e109c688b2e957b899b13cae23434c1f35bf3497b62834881 c7f432c5758333b330a17b0d04e9124ad867d6412dc744a34a11d0ae9961d0b1 f82d0c948610cab69a3dcaeb379c00483586295078e84563cd19414ff595ec7b98dd Delete Download .PEM File Download .DER File	e at inc., C=US 2ac56c6e5bb658e44 74d188786c0253f9b 5fca34b3bce6388d0 ♥ 1c471b350be28b38f:				

Paso 4. Haga clic en el botón **Eliminar** y se le pedirá advertencia Haga clic en **Aceptar**. El certificado debe eliminarse de todos los nodos del clúster.

Show - Settings - Security - Software Upgrades - Servi	Sertificate Details(CA-signed) - Mozilla Firefox				
Certificate List	https://, cmplatform/certificateEdit.do?cert=/usr/local/platform/.security/tomcat/trust-certs/	VeriSig			
Q Generate Self-signed Dipload Certificate/Certificate chain	Certificate Details for VeriSign_Class_3_Secure_Server_CAG3, tomcat-trust	<u> </u>			
r Status	X Delete Download PEM File Download DER File				
1 records found Certificate List (1 - Lof 1)	Status			Rows per P	age 50 ¥
Find Certificate List where Common Name V begins with	Certificate Settings	51		tous per t	
Common Name	Locally Uploaded You are about to permanently delete this certificate which may File Name broad a certificate chain if this certificate is not of an existing			Expiration	Description
tomcat-trust VeriSign Class 3 Secure Server CA - G3	Certificate Purpose chain a determine if deleting this certificate will result in a broken exting the certificate will result in a broken exting the broken into issue and		chorityG5	02/08/2020	This
	Certificate File DA Certificate File DA Certifica				certificate is used by UCM to communicate with Cisco if Call-Home feature is enabled.
Generate Self-signed Upload Certificate/Certificate cha	Version: V3 Serial Number: 65CC7AA5A7032009B6CEBCF4E952D491 SignatureAlgorithm: SHA1withRSA (1.2.040.113549.1.1.5) Issuer Name: CN=VeriSign Class 3 Public Primary Certification Authority - G5, OU=(c) 2006 VeriSign, Inc For authorized use only, OU=VeriSign Trust Network, O=VeriSign, Inc., C=US Validity From: Mon Feb 08 05:30:00 1ST 2010 To: Sat Feb 08 05:23:05 1ST 2020 Subject Name: CN=VeriSign Class 3 Secure Server CA - G3, OU=Terms of use at https://www.versigin.com/rpd (c)10, OU=VeriSign Trust Network, O=VeriSign, Inc., C=US Key: RSA (1.2.840.113549.1.1.1) Key value: 30802010a0282010100b187841fc20d5f5bcab2597a7ada23e9cbaf6c139b88bcac2ac56c665bb658e44 4f4dca6fed094ad4af4e109c688b2a957b899b13cae23434c135bf3497bc283488174d188786ca253fbb cf82d0c948610cab69a3dcaeb379c00483586295078e84563cd19414ff595ec7b98d4o471b350b2e8b38f Delete Download .PEM File Download .DER File				
4	javascriptionDelete()				

Inductory Cisco Unified Operating System Administration	Navigation Cisco Unified OS Administration	- Go
For Cisco Unified Communications Solutions	administrator About	Logout
Show - Settings - Security - Software Upgrades - Services - Help -		
Certificate List		
😝 Generate Self-signed 🖓 Upload Certificate/Certificate chain 📳 Generate CSR		
r Status		
i Success: Certificate Deleted		
Restart Cisco Tomcat Service using the CLI "utils service restart Cisco Tomcat" on all cluster nodes (UCM/IMP).		
i 0 records found		
L		
Certificate List	Rows per Page	50 💌
Find Certificate List where Common Name 🔹 begins with 💌 VeriSign 🛛 Find Clear Filter 🜵 📟		
No active query. Please enter your search criteria using the options above.		
Generate Self-signed Upload Certificate/Certificate chain Generate CSR		

Para todas las demás versiones

Necesitamos realizar los siguientes pasos antes de eliminar el certificado

Paso 1. Vaya a Serviciabilidad de Cisco Unified > Herramientas > Control Center - Servicios de red



Paso 2. Detener notificación de cambio de certificado de Cisco en todos los nodos del clúster

🗯 Ci	sco Unified Serviceability-C × +				 a x
(+)0	A https:///ccmservice/MainServlet.class		C Q Search	☆ 白 ♣ 合	\equiv
1	NIGROUTH WRITINIZATIVE AARD PELAIDS	Kunning	Web 1911 55 10:23:12 5050	T 09ÅP TT:04:TA	
0	A Cisco DB	Running	Wed Jan 22 10:37:35 2020	1 days 11:19:59	
C	A Cisco DB Replicator	Running	Wed Jan 22 10:37:36 2020	1 days 11:19:58	
0	SNMP Master Agent	Running	Wed Jan 22 10:37:40 2020	1 days 11:19:54	
С	MIB2 Agent	Running	Wed Jan 22 10:37:41 2020	1 days 11:19:53	
C	Host Resources Agent	Running	Wed Jan 22 10:37:42 2020	1 days 11:19:52	
C	System Application Agent	Running	Wed Jan 22 10:37:43 2020	1 days 11:19:51	
C	Cisco CDP Agent	Running	Wed Jan 22 10:37:44 2020	1 days 11:19:50	
C	Cisco Syslog Agent	Running	Wed Jan 22 10:37:45 2020	1 days 11:19:49	
0	Cisco Certificate Expiry Monitor	Running	Wed Jan 22 10:37:57 2020	1 days 11:19:37	
(•	Cisco Certificate Change Notification	Running	Wed Jan 22 10:37:58 2020	1 days 11:19:36	
0	Cisco Tomcat	Running	Wed Jan 22 10:37:38 2020	1 days 11:19:56	
C	Platform Communication Web Service	Running	Wed Jan 22 10:52:02 2020	1 days 11:05:32	
0	Cisco Smart License Manager	Running	Wed Jan 22 10:38:17 2020	1 days 11:19:17	

Paso 3. En caso de IM and Presence Server Stop Platform Administration Web Services y Cisco Intercluster Sync Agent

; Cisco Unified Serviceability-⊂ × +			-
🛈 🛍 https://: /ccmservice/MainServlet.class		C Q Search	☆ 自 ♣ 合 ♡
Service Name	Status	Start Time	Up Time
A Cisco DB	Running	Wed Jan 22 11:46:08 2020	1 days 10:12:04
A Cisco DB Replicator	Running	Wed Jan 22 11:46:09 2020	1 days 10:12:03
Cisco Tomcat	Running	Wed Jan 22 11:46:13 2020	1 days 10:11:59
SNMP Master Agent	Running	Wed Jan 22 11:46:14 2020	1 days 10:11:58
MIB2 Agent	Running	Wed Jan 22 11:46:15 2020	1 days 10:11:57
Host Resources Agent	Running	Wed Jan 22 11:46:16 2020	1 days 10:11:56
System Application Agent	Running	Wed Jan 22 11:46:17 2020	1 days 10:11:55
Cisco CDP Agent	Running	Wed Jan 22 11:47:42 2020	1 days 10:10:30
Cisco Syslog Agent	Running	Wed Jan 22 11:47:43 2020	1 days 10:10:29
Cisco Certificate Expiry Monitor	Running	Wed Jan 22 11:47:58 2020	1 days 10:10:14
Platform Administrative Web Service	Running	Wed Jan 22 11:58:49 2020	1 days 09:59:23
Platform Communication Web Service	Running	Wed Jan 22 11:48:08 2020	1 days 10:10:04
nd Presence Services			
Service Name	Status	Start Time	Up Time
Cisco Sync Agent	Running	Wed Jan 22 11:47:52 2020	1 days 10:10:20
Cisco Login Datastore	Running	Wed Jan 22 12:08:29 2020	1 days 09:49:43
Cisco Route Datastore	Running	Wed Jan 22 11:46:12 2020	1 days 10:12:00
Cisco Config Agent	Running	Wed Jan 22 11:48:09 2020	1 days 10:10:03
Cisco OAM Agent	Running	Wed Jan 22 11:48:10 2020	1 days 10:10:02
Cisco Client Profile Agent	Running	Wed Jan 22 12:10:20 2020	1 days 09:47:52
Cisco Intercluster Sync Agent	Running	Wed Jan 22 11:47:56 2020	1 days 10:10:16
Cisco XCP Config Manager	Running	Wed Jan 22 11:47:55 2020	1 days 10:10:17
Cisco XCP Router	Running	Wed Jan 22 11:48:11 2020	1 days 10:10:01
Cisco Server Recovery Manager	Running	Wed Jan 22 11:47:54 2020	1 days 10:10:18
Cisco IM and Presence Data Monitor	Running	Wed Jan 22 11:47:53 2020	1 days 10:10:19
Cisco Presence Datastore	Running	Wed Jan 22 12:04:25 2020	1 days 09:53:47
Cisco SIP Registration Datastore	Running	Wed Jan 22 12:12:48 2020	1 days 09:45:24
Cisco RCC Device Selection Service	Running	Wed Jan 22 11:48:13 2020	1 days 10:09:59
ervices			
Service Name	Status	Start Time	Up Time
Cisco Database Laver Monitor	Running	Wed Jan 22 11:46:10 2020	1 days 10:12:02
			,
P Services		All of Minut	the Winner
Service Name	Status	Start Time	Up Time
SOAP -Real-Time Service APIs	Running	Wed Jan 22 11:59:09 2020	1 days 09:59:03
SOAP -Performance Monitoring APIs	Running	Wed Jan 22 11:59:09 2020	1 days 09:59:03
SOAP -Log Collection APIs	Running	Wed Jan 22 11:59:09 2020	1 days 09:59:03

Paso 4. Elimine el certificado en todos los nodos, incluyendo IM y Presence, como se describe en Sección *Solución alternativa para 11.0(1) y superior* en este documento

Paso 5. Inicie el servicio que se detuvo en el paso 2. y Paso 3.

Nota: Si elimina el certificado y realiza una actualización antes del 7 de febrero de 2020, el certificado volverá a aparecer después de la actualización y debe eliminarse de nuevo. Las actualizaciones posteriores al 7 de febrero de 2020 no volverán a agregar el certificado

Procedimiento de renovación de certificados Smart Call Home

Si se desactiva Smart Call Home, no se requiere ninguna otra acción después de eliminar el certificado. Si Smart Call Home está activado, siga los pasos

Paso 1. Copie el contenido del certificado de la sección <u>Guía de administración de UCM</u> Información para los certificados Smart Call Home

🥭 Administration Guide for Cisco Unified Communications Manager, Release 12.5(1)SU1 - Call Home [- Internet Explorer 📃 🗖 🗙	ĸ	
🌍 😳 🕶 https://www.cisco.com/c/en/us/td/docs 🔎 🔒 😏 🗰 Administration Guide for 🗴 🛄 💮 🏠 🛞	3	
- Notify Customer of Call Home messages.	^ -	
 Provide impact analysis and remediation steps. 		SmartCallHome.pem - Notepad
For more information about Smart Call Home, see the Smart Call Home page at this location:		File Edit Format View Help
http://www.cisco.com/en/US/products/ps7334/serv_home.html		9 too/kPahb08 5 SNU308 2 be 182 MGvTr2 THN8 1 Hdvhdvox 5C 315 exbv00 /5 y0 ks
Information for Smart Call Home Certificates Renewal		/z0h07osFRXq17PSonw+8oywhhqPHwykYTe5hnMz15ewn1N9ggRMgeKh0bpnX
From Claco Release 10.5(2) onwards, administrators have to manually upload the new cartificates for any renewal request to continue support for Smart Call Home feature. Make sure that your system has the Intermediate Certificate Authority (CA) certificate that your system already trusts. You can upload certificates through Claco Unitided Operating System Administration web OUL Go to Security > Certificate Management > Upload Certificate/Certificate	1	oyar zhrqezve skyyenka zeven budozi i firiz gypzewowząt zobu jweżo tak z Vyzzaciaci znzoogyną) i ebizwenie zoźzoyn jeto dwyzoną kongo dowiatka domodowa od skalada
chain. Choose tomcat-trust as the Certificate Purpose, and upload the certificate from the saved destination.	- 1	EweB/wQFMAMBAf8wCwYDVROPBAQDAgEGMBOGA1UdDgQwBBQahGK8SEwzJQTU7
The following certificate with extension .PEM should be uploaded to tomcat-trust.		A8QZR tGUAZBUBGNVHSMEZZB1gBQAhGK8SEwzJQTU7t02A8QZR tGUA6FJpEcw8
Ensure that the administrator copy the entire string and includeBEGIN CERTIFICATE andEND CERTIFICATE, paste it into a text Note file, and save it with the extension .PEM.		ZAKAALUEBMAQIXXXI TAXEDNUBAXITEEELI SAANXI ELEYDIN TXAXIXXI SAXAXDIXXX BIBIDIXXXXI IXESIXDIQQQOEMAXXOONIXXXXXIIXXAAQEEQAXQQXBAXX
BEGIN CERTIFICATE		B1 upmFd1wUvz+vTRvPENvbzwcvMDbvHzF34tHu3RqUbbcdv1xH9dugw1ax3 3/1N/Ac4219NLmeyHP3ZRFx3UIHmfLT3DqtyU/h2BwdBR5'M++CC3pNvjP41K
MIIFtzCCA5+gAwiBAgiCBQkwDQYJKoZIhvcNAQEFBQAwRTELMAkGA1UEBhMCQk0x		fF/nonP3MpCruNQ3CVX2k1F495V5+vgt0odmvj83p5d4M1IQwK4/nn7yan+v6
GTAXBgNVBAoTEFF1b1ZhZQlzlExpbWl0ZWQxQzAZBgNVBAMTEIF1b1ZhZQlzlFJv		WWFKjaJW1acvvFYfzznB4vsKqBUsfU16Y8Zs10Q80m/DShcK+J0SV6IZUaUt1
b3QgQ0EgMjAeFw0wNjExMjQxODI3MDBaFw0zMTExMjQxODIzMzNaMEUxCzAJBgNV		80+pUNqQjZRG4T7w]POQADj10+hA4bRuvhogZG9YjeOuRY/w6ZM/57E532rwI
BAYTAIJNMRkwFwYDVQQKExBRdW9WYWRpcyBMwW1pdQVkMRswGQYDVQQDExJRdW9		hLsib9D45MY56Q5IPMO661V6bYC23PV5Afv417CUW+v90m/xd2gNNwQjHLhV0
WYWRpcy85b290IENBIDIwggIIMA0GCSqGSIb3DQEBAQUAA4ICDwAwggIKAoICAQCa		TUIZ3Ph1W/aj+ah3efiv0rkR0Hy3au000L1MYjgahwz46P0u058/85EqHd2+x
GMpLIA0ALa8DKYrwD4HirkwZhR0in6spRIXzL4OtMh6QRr+jhlYaHv5+HBg6XJxg		mbA4CO/pxvk18+TJYm5xf6dQlfe6yJymjqI8xdZmv3lh8zwc4bmCxF2gw+nY5
Fyo8dlMzMH1hVBHL7avg5tKlfvVrbxl3Cgat/ek+7wrGaxDp3MJGF/hd/aTa/55J		oheugwsynhtoPkq3go13xzzenMfv32114pezxxLx1d26F0KC13G8Uzgpn/z91
WpzmM+Yklvc/ulsrHHo1wtZn/qtmUlttKGAr79dgw8eTvI02kfN/+NsRE85cd3bB		ABOTHCYK310JONDO1W2AF#R4pTQHT12KpdVG1/15ELm8VCLAAVBpQ5705w9t+
rrcCaoF6qUWD4gXmuVbBIDeP8HFJluwXZQeVikvfj8ZaCuWw419eax0rDPmF60Tp		Seck 7948 3 1000 Sectors
+ARz8un+XJIM9XOva7R+zdRoAltMOeGylZUtQofX1bOQQ7dsE/He3fbE+lk/0XX1		
ksOR1Yql0JDs303eioJlcZaLDQP9nL9bFqy52+r+eXyt56/3Fsvbz5Ur5R/7mp/i		<u>د</u>
Ucw6Uwxl5g69ybR2BILmER0FcmMDBOAENiagGQLodKcftalWZvB1JdxnwQ5hYllz		
PtGo/KPaHbDRsSNU30R2be1B2M0ytrZTHN81Hdyhdyox5C315eXtryOD/5YDXC2Og		
/zOhD?osFRXqI7PSorW+8oyWHhqPHWykYTe5hnMz15eWnIN9gqRMgeKh0bpnX5UH		
oycR7hYQ#7xF5kyyBNKr79X9DFHOUGalMfmR2gyPZFwOwzqLID9ujWc9Otb+fVul		
yV77zGHcizN300QyNQIBJIWENiaJ0f7OyHj+OsdWwIDAQABo4GwMIQtMABGA1Ud	~	

Nota: El mismo certificado es válido para la versión 10.5 y posterior

Paso 2. Cargue el archivo .pem como tomcat-trust en la página GUI de administración de **certificados de** Cisco Unified OS Administration por la captura de pantalla

aliala Cisco Unified Operating S	System Administration	Navigation	Cisco Unified OS Administration	▼ Go
CISCO For Cisco Unified Communications So	olutions		administrator Ab	out Logou
Show • Settings • Security • Software Upgrades •	Services - Help -			
Certificate List				
Generate Self-signed Dipload Certificate/Certificate of	chain 🔒 Generate CSR			
Certificate List				
Find Certificate List where Certificate 💌 begins	with 💌 Find Clear Filter 🏘 🛥			
Upl	Iload Certificate/Certificate chain - Mozilla Firefox	×		
Generate Self-signed Upload Certificate/(https:///cmplatform/certificateUpload.do			
Uploa	ad Certificate/Certificate chain			
- B (Upload 📳 Close			
- Stat	tus			
0	Warning: Uploading a cluster-wide certificate will distribute it to all servers in this cluster			
	load Certificate/Certificate chain			
Cert	rtificate Purpose* tomcat-trust			
Des	scription(friendly name)			
Uplo	oad File Browse SmartCallHome.pem			
		=		
	pload Close			
(i)	*- indicates required item.			
<u>•</u>				

Paso 3. Verifique que QuoVadis_Root_CA_2 aparezca como tomcat-trust al encontrar el

certificado donde Common Name contiene QuoVadis

Cisco Unified Operating System For Cisco Unified Communications Solutions	n Administration		Navigation	Cisco Unified OS Admin administr	nistration 💽 G ator About Logo
Show - Settings - Security - Software Upgrades - Services	; ▼ Help ▼				
Certificate List					
Generate Self-signed Dpload Certificate/Certificate chain	Generate CSR				
Status					
Certificate List (1 - 1 of 1)					Rows per Page 50 💌
Find Certificate List where Common Name 💌 begins with 💌	QuoVadis	find 🛛 Clear Filter 🛛 💠 📼			
Certificate Common Name	Туре Кеу Туре	Distribution	Issued By	Expiration	Description
tomcat-trust <u>QuoVadis Root CA 2</u> Sel	lf-signed RSA	QuoVadis_Root_CA_2	QuoVadis_Root_CA_2	11/24/2031	Signed Certificate
Generate Self-signedUpload Certificate/Certificate chain	Generate CSR				

Para Cisco Prime License Manager

Para Prime License Manager 10.5

El certificado caducado (VeriSign_Class_3_Secure_Server_CA_-_G3) se puede eliminar del sistema aplicando este archivo COP (<u>ciscocm.plm-CSCvs64158 remove sch cert C0050-</u><u>1.k3.cop.sgn</u>). Revise el archivo Léame para obtener instrucciones de instalación.

Para Prime License Manager 11.5

El certificado caducado (VeriSign_Class_3_Secure_Server_CA_-_G3) se puede eliminar del sistema aplicando este archivo COP (<u>ciscocm.plm-CSCvs64158_remove_sch_cert_C0050-</u><u>1.k3.cop.sgn</u>). Revise el archivo Léame para obtener instrucciones de instalación.