Alerte d'expiration du certificat de dépannage du certificat Smart Call Home sur les produits de collaboration

Contenu

Introduction Conditions préalables Conditions requises Components Used Informations générales Problème Solution Solution pour les versions 11.0(1) et ultérieures Pour toutes les autres versions Procédure de renouvellement des certificats Smart Call Home Pour Cisco Prime License Manager Pour Prime License Manager 10.5 Pour Prime License Manager 11.5

Introduction

Ce document décrit les solutions pour l'alerte d'expiration de certificat du certificat Verisign (VeriSign_Class_3_Secure_Server_CA_-_G3.der) fournies pour Smart Call Home, qui expirera le 20 février 2020 dans les produits de collaboration unifiée Cisco suivants couverts dans ce document.

Cisco Unified Communications Manager (UCM) Cisco Unified Communications Manager Session Management Edition Cisco IM and Presence Service (CUPS) Cisco Unity Connection Cisco Finesse Cisco SocialMiner Cisco MediaSense Cisco Unified Contact Center Express Cisco Unified Intelligence Center (CUIC) Navigateur vocal virtualisé Cisco Gestionnaire de licences Cisco Prime

Conditions préalables

Conditions requises

Aucune spécification déterminée n'est requise pour ce document.

Components Used

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.

Informations générales

Smart Call Home est une fonctionnalité d'assistance automatisée qui surveille les périphériques Cisco sur votre réseau. La fonction Call Home vous permet de communiquer et d'envoyer les alertes de diagnostic, l'inventaire et d'autres messages au serveur principal Smart Call Home.

Utilisez cette section pour vérifier si Smart Call Home est activé

Étape 1. Sur la page Cisco Unified Serviceability, sélectionnez CallHome > Configuration.

m ¥	Irace •	Tgols 💌	Somp ▼	CallHome •	Help +
Ciso	o Ur	ified	Serv	Call Hor Configu TE CET DT	retion
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,					

Étape 2. Vérifier si le champ Call Home est défini sur Disabled ou Enabled

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

Problème

Le certificat VeriSign (VeriSign_Class_3_Secure_Server_CA_-_G3.der) fourni par défaut en tant que certificat tomcat-trust pour Smart Call Home sur les produits Cisco Unified Collaboration expirera le 20 février 2020. L'alerte d'expiration suivante peut être vue ci-dessous :

%UC_CERT-4-CertValidLessThanMonth: %[Message=Certificate expiration Notification. Certificate name:VeriSign_Class_3_Secure_Server_CA_-_G3.der Unit:tomcat-trust Type:own-cert] [AppID=Cisco Certificate Monitor][ClusterID=][NodeID=UCM-PUB.ciscolab.com]

Solution

Ce problème est documenté par l'ID de bogue Cisco CSCvs64158.

Solution pour les versions 11.0(1) et ultérieures

Nous devons effectuer les étapes suivantes pour supprimer le certificat expiré (VeriSign_Class_3_Secure_Server_CA_-_G3.der)

Étape 1. Accédez à l'interface utilisateur graphique de Cisco Unified OS Administration sur le serveur de publication et cliquez sur **Security > Certificate Management**



Étape 2. Rechercher une liste de certificats dans laquelle le nom commun contient VeriSign

ditto Certifica	rte List × +												-	- 8 ×
(https:///cmplatform/certificateFindList.	.do				C	Q. Search			☆	Ê	+ 1		≡
cisco	Cisco Unified Operating Systemeter For Cisco Unified Communications Solution	em Ad	mini	stration				Navigation	Cisco Unifie	d OS A admin	dminist istrato	ration	- bout	Go Logout
Show - Setti	ngs 💌 Security 💌 Software Upgrades 💌 Servi	ces 🔻 He	elp 🔻											
Certificate Li	ist													
Generate S	Self-signed Dipload Certificate/Certificate chain	💽 Gene	erate CSR											
- Status														
i record	is found													
Certificate	List (1 - 1 of 1)										Ro	ows per	Page 5	• •
Find Certificat	e List where Common Name 💌 begins with	▼ VeriS	ign	Find	Clear Filter 💠	-								
Certificate *	Common Name	Type	Key Type	Dist	tribution			Issued By			E>	piration	Desc	ription
tomcat-trust	<u>VeriSign Class 3 Secure Server CA - G3</u>	CA- signed	RSA	VeriSign_Class_3_S	Secure_Server_CAG3	VeriSign_C	lass_3_Public_	Primary_Certific	ation_Author	rityG	5 02,	/08/2020	This certifi used to comm with C Call-H featur enabl	icate is by UCM nunicate Cisco if Home re is ed.
				- 1										

Étape 3. Cliquez sur VeriSign_Class_3_Secure_Server_CA_-_G3 et la fenêtre contextuelle affichera les détails du certificat



Étape 4. Cliquez sur le bouton **Supprimer** et un avertissement vous invite à cliquer sur **OK**. Le certificat doit être supprimé de tous les noeuds du cluster.



Gisco Unified Operating System Administration	Navigation Cisco Unified OS Administration 🗨 GO							
For Lisco Unified Communications Solutions	administrator About Logout							
Show Settings Security Software Upgrades Services Help								
Certificate List								
🛐 Generate Self-signed 🖓 Upload Certificate/Certificate chain 🔋 Generate CSR								
e Statue								
• Status i Success: Certificate Deleted Restart Cisco Tomcat Service using the CLI "utils service restart Cisco Tomcat" on all cluster nodes (UCM/IMP).								
0 records found								
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								

Pour toutes les autres versions

Nous devons effectuer les étapes suivantes avant de supprimer le certificat

Étape 1. Accédez à Cisco Unified Serviceability > Tools > Control Center - Network Services



Cisco Technical Support please visit our Technical Support web site

Étape 2. Arrêter la notification de modification de certificat Cisco sur tous les noeuds du cluster

) #	Cisco Unified Serviceability-○ × +				_	a x
4	https://:/ccmservice/MainServlet.class		C Q Search	☆ 白 ♣ 合		≡
-	Placonit Auministrative Web Service	Kunning	Weu Jan 22 10:53:15 2020	T 09A2 TT:04:TA		
0	A Cisco DB	Running	Wed Jan 22 10:37:35 2020	1 days 11:19:59		1
C	A Cisco DB Replicator	Running	Wed Jan 22 10:37:36 2020	1 days 11:19:58		
C	SNMP Master Agent	Running	Wed Jan 22 10:37:40 2020	1 days 11:19:54		
C	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		
C	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		
C	Cisco Smart License Manager	Running	Wed Jan 22 10:38:17 2020	1 days 11:19:17		

Étape 3. En cas d'arrêt des services Web d'administration de la plate-forme IM and Presence Server et Cisco Intercluster Sync Agent

Cisco Unified Serviceability-C × +			-
Inttps://: /ccmservice/MainServlet.class		C Q Search	☆ 自 ♣ ♠ ♡
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
d 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 Layer Monitor	Running	Wed Jan 22 11:46:10 2020	1 days 10:12:02
Services			
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

Étape 4. Supprimer le certificat sur tous les noeuds, y compris la messagerie instantanée et la présence, comme décrit dans la section *Solution pour 11.0(1) et les versions ultérieures* de ce document

Étape 5. Démarrez le service qui a été arrêté à l'étape 2. et Étape 3.

Note: Si vous supprimez le certificat et que vous effectuez une mise à niveau avant le 7 février 2020, le certificat réapparaîtra après la mise à niveau et devra être supprimé à nouveau. Aucune mise à niveau après le 7 février 2020 ne réajoutera le certificat

Procédure de renouvellement des certificats Smart Call Home

Si Smart Call Home est désactivé, aucune autre action n'est requise après la suppression du certificat. Si Smart Call Home est activé, procédez comme suit

Étape 1. Copier le contenu du certificat à partir des *informations de* la section <u>Guide</u> <u>d'administration UCM</u> pour les certificats Smart Call Home

🍘 Administration Guide for Cisco Unified Communications Manager, Release 12.5(1)SU1 - Call Home [- Internet Explorer 📃 🗖 🗙	
🌀 💭 🗰 https://www.cisco.com/c/en/us/td/docs 🍳 🛀 🐴 🚱 🗯 Administration Guide for 🗙 🛄 💮 🏠 🛞	
- Notify Customer of Call Home messages.	le-
 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	PEGO/KPAHDORS SNULOR 2 be 1 B2MOV2 r 2THNS 1 Hdvhdvox 5C115 exbv00 / SV0xe
Information for Smart Call Home Certificates Renewal	/zOhD7 os FRXq17P Sorw+8 oywilingPHwykYTe5 hrMz15 ewn1N9ggRMgeKh0bprtx
From Claco Release 10.5(2) onwards, administrators have to manually upload the new certificates 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 Unified Operating System Administration web OU. On to Security 2 Certificate Management > Upload Certificate/Certificate Certificates through Claco Unified Operating System Administration web OU. On to Security 2 Certificate Management > Upload Certificate/Certificate Certificates Management > Upload	oyck 7 https://www.anglitesize/figuesiz
chain. Choose tomcat-trust as the Certificate Purpose, and upload the certificate from the saved destination.	EweB/wQFMAMBAf8wcwyDvROPBAQDAgEGM80GA1UdDgQwB8QahGK85Ewz3QTU7
The following certificate with extension .PEM should be uploaded to tomcat-trust.	ABQZR tGUAZBUBGNVHSMEZZB1gBQahGK8 SEWZJQTU7 tO2 ABQZR tGUA6F3 pEcwR
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.	MAKGALUEBHWCQKOXOTAXBPNVBAOTEFELDIZHZGʻIZIEXPDWIOZWQHOZAZBPNVB Elfilizhzgiztfjvbjqpq0egMozcBqhwcqyjkozzhvcNaqEfEqA0ggtBadakF
BEGIN CERTIFICATE	Biteonnedtweivzenitter PenvibzwonMpbvHz/B344HL3RqUbbcdvihonodugwazace 9/1N/Ac4219NLmey/H23ZR9x3U3HmfLT3Dqt5yU/h28wdBR5YM++cCopNv3F41H
MIIFtzOCA5+gAwIBAgICBQkwDQYJKoZIhvcNAQEFBQAwRTELMAkGA1UEBhMCQk0x	fs/nonPaMpcvuNqacvx2kiF495V5+vqtaodmvj83pjd4M11QwK4/vv7yan+va
GTAXBgNVBAoTEFF1b1ZhZGIziExpbWi0ZWQxGzAZBgNVBAMTEIF1b1ZhZGIziFJv	WWFKjaJWlacvvFYf22nB4vsKq8UsfUleY8Zsl0q80m/DShcK+JDSv6IZUaUtl
b3QgQ0EgMjAeFw0wNjExMjQxODI3MD8eFw0zMTExMjQxODIzMzNeMEUxCzAJ8gNV	80+pUNggjZRG4T7WlPOQA0j10+hA4bRuVhogzG9YjeOuRY/W6ZM/57E532rW2
BAYTALINMRkwFwYDVQQKExBRdW9WYWRpcyBMwW1pd0VkMRaw0QYDVQQDExJRdW9	hts1b9045MY56Q51PM0661V6bYC23PV5AfV417CUW+v90m/xd2gNNwQjHLhV0
WYWRpcy85b290IENBIDIwggIIMA0GCSqGSIb3DQEBAQUAA4ICDwAwggIKAoICAQCa	TU223Ph1Wvaj+ah3efiv0nkRoHy3au000Lymyjgahwz46P0u058/85EqHdZ+x
GMpLIA0ALa8DKYrwD4HirkwZhR0in6spRiXzL4GtMh6QRr+jhlYaHv5+HBg8XJxg	mbA4CO/pxvk18+TJYm5Xf6dQ1fe6yJvmjq18xdZmv31h8zwc4bmCXF2gw+nY5
Fyo6dlMzMH1hVBHL7avg54KlfvVrbxl3Cgat/ek+7wrGaxDp3MJGF/hd/aTa/55J	ohEUGweyNhtoPkg3Go13XzzenMfv32II4pEZXNL×Id26F0KC13GEUZGpn/z9Y
WpzmM+Yklvc/ularHHo1wtZn/qtmUlttKGAr79dgw8eTvl02ktN/+NsRE85cd3b8	4a0THCyK31o30ND01w2AFrR4pTqHT12KpdVG1/1sELm8VCLAAVBpq570su9t+
rrcCaoF6qUWD4gXmuVb8lDeP5HFJluwXZQeVikvfj8ZaCuWw419eaxGrDPmF60Tp	BEOX2916 1005 VXB1HEURAFZON, EDKIMCOU
+ARz8un+XJIM9XOva7R+zdRcAltMOeGylZUtQofX1bOQQ7dsE/He3fbE+lk/0XX1	
ksOR1YqI0JDs303eicJicZaLDQP9nL9bFqy52+r+aXyt56/3Fsvbz5U/5R/7mp/i	4
Ucw6Uwxl5g69ybR2BILmER0FormMDBOAENiagGQLodKcfts/WZvB1JdxnwQ5hYliz	
PtGo/KPaHbDRsSNU30R2be1B2M0ylrZTHN81Hdyhdyox5C315eXbyOD/5YDXC2Og	
/zOhD7osFRXql7PSorW+BoyWHhqPHWykYTe5hnMz15eWniN9gqRMgeKh0bpnX5UH	
oyaR7hYQe7xF8kyy8NKr79X9DFHOUGalMfmR2gyP2FwDwzqUD9ujWc9Otb+fVul	
yV77zGHolzN300QyNQIBJIWENieJ0f7OyHj+OedWwIDAQABo4OwMI0MAB0A1Ud	

Note: Le même certificat est valide pour la version 10.5 et supérieure

Étape 2. Téléchargez le fichier .pem en tant que tomcat-trust dans la page **Gestion des certificats** de l'interface utilisateur graphique de Cisco Unified OS Administration par capture d'écran

alada Cisco Unified Operating System Administration	Navigation	Cisco Unified OS Administratio	n	▼ Go
CISCO For Cisco Unified Communications Solutions		administrator	About	Logout
Show Settings Security Software Upgrades Services Help				
Certificate List				
Cenerate Self-signed Dipload Certificate.Certificate chain				
Certificate List				
Find Certificate List where Certificate 🔹 begins with 💌 🛛 Find Clear Filter 🖕 👄				
Upload Certificate/Certificate chain - Mozilla Firefox	×			
Generate Self-signed Upload Certificate//				
Upload Certificate/Certificate chain				
Lipicad Cose				
Status				
Warning: Uploading a cluster-wide certificate will distribute it to all servers in this cluster				
Upload Certificate/Certificate chain	- 1			
Certificate Purpose* tomcat-trust				
Description(friendly name)				
Upload File Browse SmartCallHome.pem				
United Class	=			
indicates required item.				
<u> </u>				

Étape 3. Vérifiez que QuoVadis_Root_CA_2 est répertorié comme tomcat-trust en recherchant le

certificat où Common Name contient QuoVadis

cisco For Cisco	OUnified Operating Sys	tem Adminis	tration		Navigation	Cisco Unified OS Ad	ministration 💌	Go Logout	
Show • Settings •	Security Software Upgrades Security	rvices 👻 Help 👻							
Certificate List									
Concerate Self-signed Devision Devision Certificate Certificate Chain R Generate CSR									
Status									
Certificate List	(1 - 1 of 1)						Rows per Page 50	0 -	
Find Certificate List w	here Common Name 💌 begins wit	h 💌 QuoVadis		Find 🛛 Clear Filter 🚽 🛥					
Certificate *	Common Name	Туре	Кеу Туре	Distribution	Issued By	Expiration	Description		
tomcat-trust	OuoVadis Root CA 2	Self-signed	RSA	QuoVadis_Root_CA_2	QuoVadis_Root_CA_2	11/24/2031	Signed Certificate		
Generate Self-sign	ed Upload Certificate/Certificate c	hain Generate CSI	R						

Pour Cisco Prime License Manager

Pour Prime License Manager 10.5

Le certificat expiré (VeriSign_Class_3_Secure_Server_CA_-_G3) peut être supprimé du système en appliquant ce fichier COP (<u>ciscocm.plm-CSCvs64158 remove sch_cert_C0050-1.k3.cop.sgn</u>). Veuillez consulter le fichier Readme pour obtenir des instructions d'installation.

Pour Prime License Manager 11.5

Le certificat expiré (VeriSign_Class_3_Secure_Server_CA_-_G3) peut être supprimé du système en appliquant ce fichier COP (<u>ciscocm.plm-CSCvs64158 remove sch_cert_C0050-1.k3.cop.sgn</u>). Veuillez consulter le fichier Readme pour obtenir des instructions d'installation.