

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

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## 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

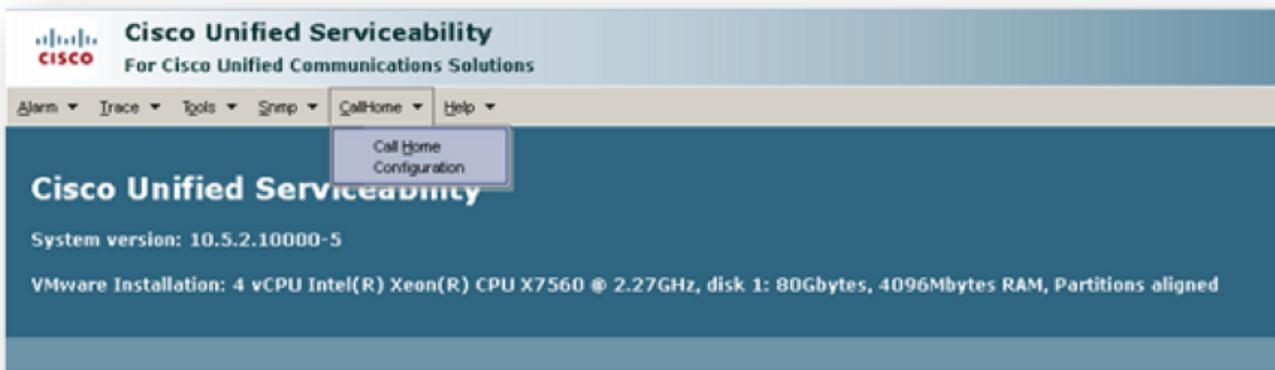
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

## Informations générales

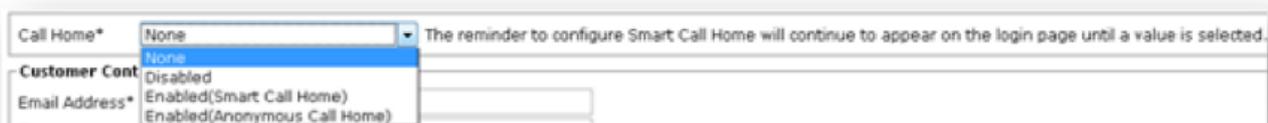
Smart Call Home est une fonctionnalité d'assistance automatisée qui surveille les périphériques Cisco sur votre réseau. La fonction Call Home vous permet de communiquer et d'envoyer les alertes de diagnostic, l'inventaire et d'autres messages au serveur principal Smart Call Home.

Utilisez cette section pour vérifier si Smart Call Home est activé

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



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



## 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]
```

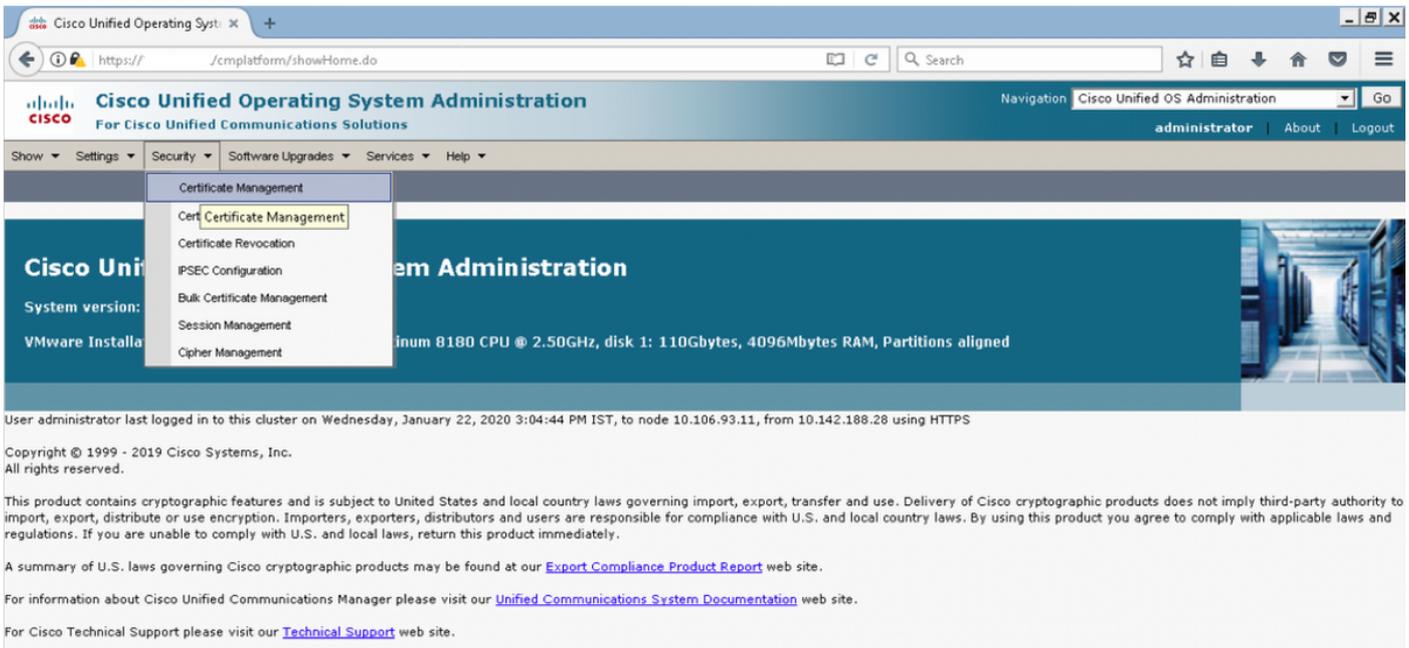
## Solution

Ce problème est documenté par l'ID de bogue Cisco [CSCvs64158](#) .

## Solution pour les versions 11.0(1) et ultérieures

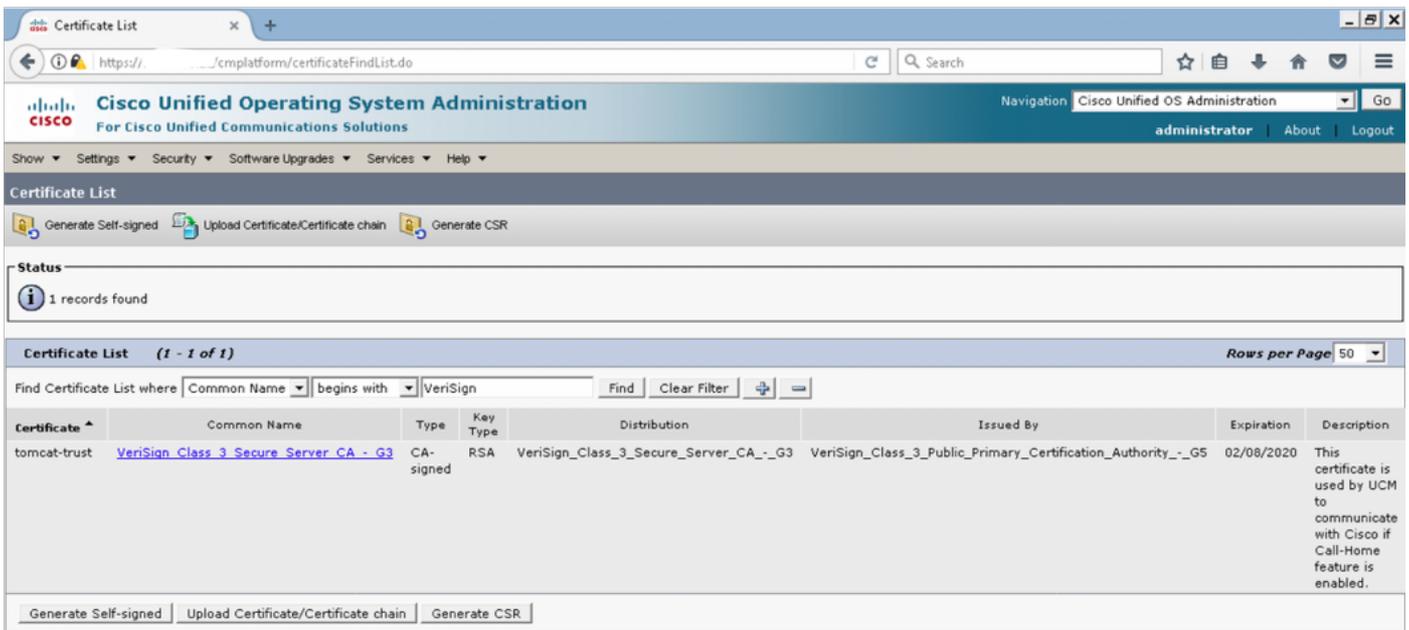
Nous devons effectuer les étapes suivantes pour supprimer le certificat expiré (VeriSign\_Class\_3\_Secure\_Server\_CA\_-\_G3.der)

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



The screenshot shows the Cisco Unified Operating System Administration web interface. The browser address bar displays <https://.../cmplatform/showHome.do>. The page header includes the Cisco logo and navigation options. A dropdown menu is open under the 'Security' tab, highlighting 'Certificate Management'. Other options in the menu include Certificate Revocation, IPSEC Configuration, Bulk Certificate Management, Session Management, and Cipher Management. The main content area shows system information like 'System version:' and 'VMware Installa...'. At the bottom, there is a copyright notice and legal disclaimers.

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



The screenshot shows the 'Certificate List' page in the Cisco Unified OS Administration interface. The browser address bar displays <https://.../cmplatform/certificateFindList.do>. The page has a search bar with 'VeriSign' entered. Below the search bar, there is a table with one certificate entry. The table columns are Certificate, Common Name, Type, Key Type, Distribution, Issued By, Expiration, and Description. The certificate entry is 'tomcat-trust' with a common name of 'VeriSign\_Class\_3\_Secure\_Server\_CA\_-\_G3'. Below the table, there are buttons for 'Generate Self-signed', 'Upload Certificate/Certificate chain', and 'Generate CSR'.

Certificate	Common Name	Type	Key Type	Distribution	Issued By	Expiration	Description
tomcat-trust	VeriSign_Class_3_Secure_Server_CA_-_G3	CA-signed	RSA	VeriSign_Class_3_Secure_Server_CA_-_G3	VeriSign_Class_3_Public_Primary_Certification_Authority_-_G5	02/08/2020	This certificate is used by UCM to communicate with Cisco if Call-Home feature is enabled.

Étape 3. Cliquez sur **VeriSign\_Class\_3\_Secure\_Server\_CA\_-\_G3** et la fenêtre contextuelle affichera les détails du certificat

**Certificate List**

1 records found

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

Common Name
tomcat-trust

**Certificate Details for VeriSign\_Class\_3\_Secure\_Server\_CA\_-\_G3, tomcat-trust**

Status: Ready

**Certificate Settings**

Locally Uploaded: 21/01/20  
 File Name: VeriSign\_Class\_3\_Secure\_Server\_CA\_-\_G3.pem  
 Certificate Purpose: tomcat-trust  
 Certificate Type: trust-certs  
 Certificate Group: product-cpi  
 Description(friendly name): This certificate is used by UCM to communicate with Cisco if Call-Home feature is enabled.

**Certificate File Data**

```

[
  Version: V3
  Serial Number: 6ECC7AA5A7032009B8CEBCF4E952D491
  Signature Algorithm: SHA1withRSA (1.2.840.113549.1.1.5)
  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 IST 2010
  To: Sat Feb 08 05:29:59 IST 2020
  Subject Name: CN=VeriSign Class 3 Secure Server CA - G3, OU=Terms of use at https://www.verisign.com/rpa (c)10, OU=VeriSign Trust Network, O=VeriSign, Inc., C=US
  Key: RSA (1.2.840.113549.1.1.1)
  Key value:
  3082010a0282010100b187841fc20c45f5bcab2597a7ada23e9cbaf6c139b88bcac2ac56c6e5bb658e44
  4f4dce6fed094ad4af4e109c688b2e957b899b13cae23434cf35bf3497b6283488174d188786c0253f9b
  c7f4326575833833b330a17b0d04e9124ad867d6412dc744a34a11d0ae961d0b15fca34b3bce6388d0
  f82d0c948610cab69a3dcaeb379c00483586295078e84563cd19414ff595ec7b98d4c471b350be28b38f
]
  
```

Buttons: Delete, Download .PEM File, Download .DER File

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

**Certificate List**

1 records found

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

Common Name
tomcat-trust

**Certificate Details for VeriSign\_Class\_3\_Secure\_Server\_CA\_-\_G3, tomcat-trust**

Status: Ready

**Certificate Settings**

Locally Uploaded: 21/01/20  
 File Name: VeriSign\_Class\_3\_Secure\_Server\_CA\_-\_G3.pem  
 Certificate Purpose: tomcat-trust  
 Certificate Type: trust-certs  
 Certificate Group: product-cpi  
 Description(friendly name): This certificate is used by UCM to communicate with Cisco if Call-Home feature is enabled.

**Certificate File Data**

```

[
  Version: V3
  Serial Number: 6ECC7AA5A7032009B8CEBCF4E952D491
  Signature Algorithm: SHA1withRSA (1.2.840.113549.1.1.5)
  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 IST 2010
  To: Sat Feb 08 05:29:59 IST 2020
  Subject Name: CN=VeriSign Class 3 Secure Server CA - G3, OU=Terms of use at https://www.verisign.com/rpa (c)10, OU=VeriSign Trust Network, O=VeriSign, Inc., C=US
  Key: RSA (1.2.840.113549.1.1.1)
  Key value:
  3082010a0282010100b187841fc20c45f5bcab2597a7ada23e9cbaf6c139b88bcac2ac56c6e5bb658e44
  4f4dce6fed094ad4af4e109c688b2e957b899b13cae23434cf35bf3497b6283488174d188786c0253f9b
  c7f4326575833833b330a17b0d04e9124ad867d6412dc744a34a11d0ae961d0b15fca34b3bce6388d0
  f82d0c948610cab69a3dcaeb379c00483586295078e84563cd19414ff595ec7b98d4c471b350be28b38f
]
  
```

Buttons: Delete, Download .PEM File, Download .DER File

**Warning Dialog:**

You are about to permanently delete this certificate which may break a certificate chain if this certificate is part of an existing chain. You can determine if deleting this certificate will result in a broken certificate chain by looking into issuername and subjectname of the relevant certificates in Certificate List page. This certificate will be deleted from all the servers in the cluster. This delete action cannot be undone. Continue?

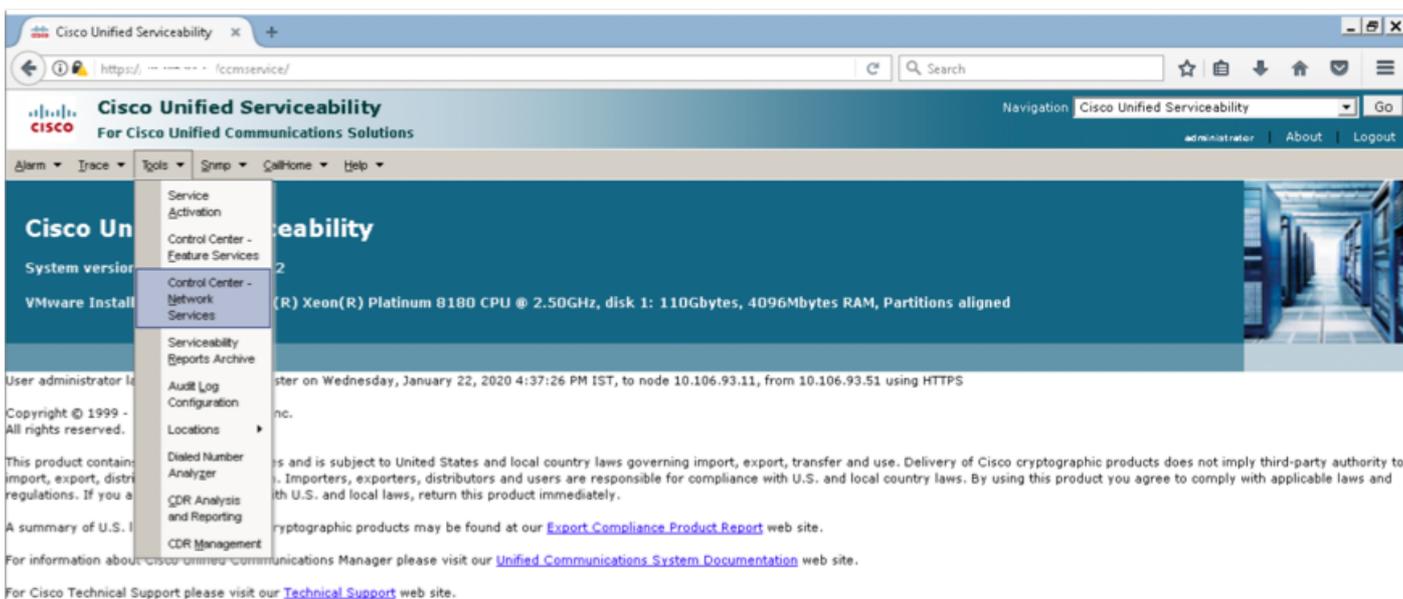
Buttons: OK, Cancel



## 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**



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



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

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

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

Service Name	Status	Start Time	Up Time
Cisco Database Layer Monitor	Running	Wed Jan 22 11:46:10 2020	1 days 10:12:02

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 [Guide d'administration UCM pour les certificats Smart Call Home](#)



certificat où Common Name contient QuoVadis

The screenshot shows the Cisco Unified Operating System Administration interface. At the top, there is a navigation bar with the Cisco logo and the text "Cisco Unified Operating System Administration For Cisco Unified Communications Solutions". The user is logged in as "administrator". Below the navigation bar, there are several tabs: "Show", "Settings", "Security", "Software Upgrades", "Services", and "Help". The main content area is titled "Certificate List" and contains three buttons: "Generate Self-signed", "Upload Certificate/Certificate chain", and "Generate CSR". Below this, there is a "Status" section indicating "1 records found". The main table displays the following data:

Certificate	Common Name	Type	Key Type	Distribution	Issued By	Expiration	Description
tomcat-trust	QuoVadis_Root_CA_2	Self-signed	RSA	QuoVadis_Root_CA_2	QuoVadis_Root_CA_2	11/24/2031	Signed Certificate

## 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 ([ciscocm.plm-CSCvs64158\\_remove\\_sch\\_cert\\_C0050-1.k3.cop.sgn](#)). 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 ([ciscocm.plm-CSCvs64158\\_remove\\_sch\\_cert\\_C0050-1.k3.cop.sgn](#)). Veuillez consulter le fichier Readme pour obtenir des instructions d'installation.