Contents

Introduction

This document describes how to configure Self-Signed or Certificate Authority (CA) Certificate on Unified Contact Center Enterprise (UCCE) Windows 2008 R2 servers.

Prerequisites

Requirements

Cisco recommends that you have knowledge of the Signed and Self-Signed certificate process.

Components Used

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

- Windows 2008 R2
- UCCE 10.5(1)

Configure

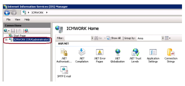
Setting up certificate for HTTPS communication on windows server is a three step process

- Generate Certificate Signing Request (CSR) from Internet Information Services (IIS) Manager
- Upload the CA Signed Certificate to Internet Information Services (IIS) Manager
- Bind the Signed CA Certificate to the Default Web Site

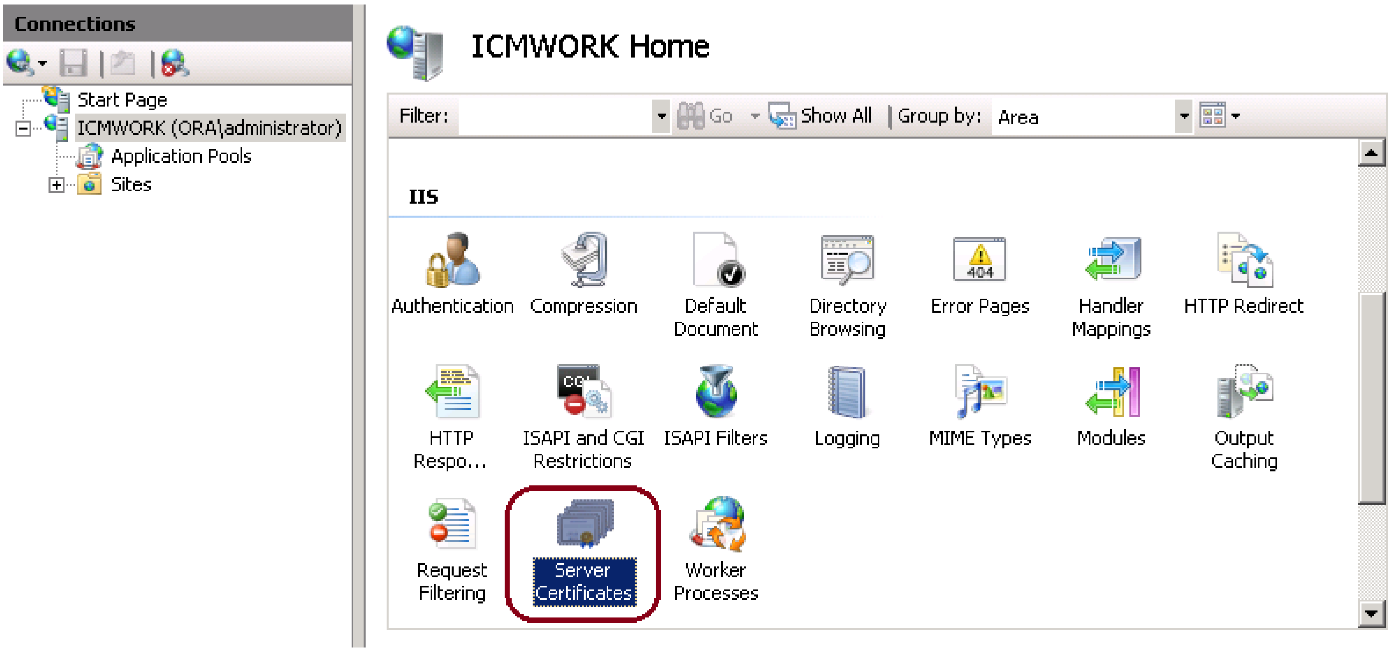
Step 1. Generate CSR from Internet Information Services (IIS) Manager

1. Log on to Windows, click **Start > Run > All Programs > Administrative Tools > Internet Information Services (IIS) Manager**, as shown in this image. Do not select IIS version 6 if it exists.

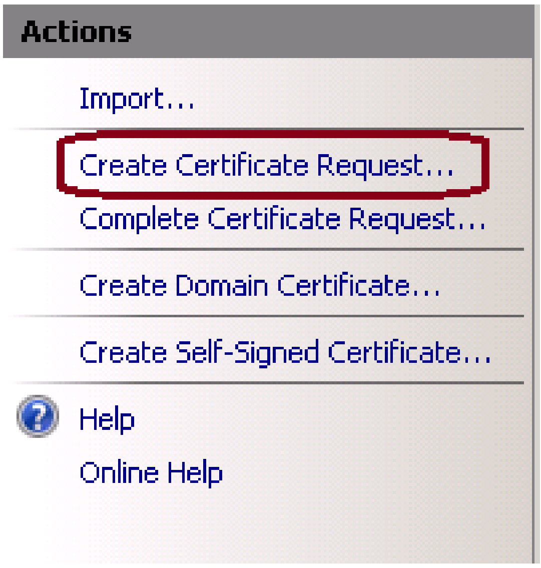
2. In the Connections window pane to the left, select the server name, as shown in this image.



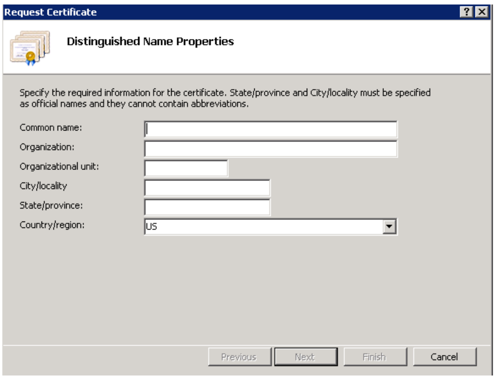
3. In the middle window pane, select **IIS > Server Certificates**. Double click on Server Certificates to generate the certificate window, as shown in this image.



4. On the right pane, click on **Actions > Create Certificate Request**, as shown in this image.


Actions
Import...
Create Certificate Request...
Complete Certificate Request...
Create Domain Certificate...
Create Self-Signed Certificate...
Help
Online Help

5. To complete the certificate request, enter in the Common name, Organization, Organization unit, City/locality, State/province and Country/region, as shown in this image.



Request Certificate

Distinguished Name Properties

Specify the required information for the certificate. State/province and City/locality must be specified as official names and they cannot contain abbreviations.

Common name:

Organization:

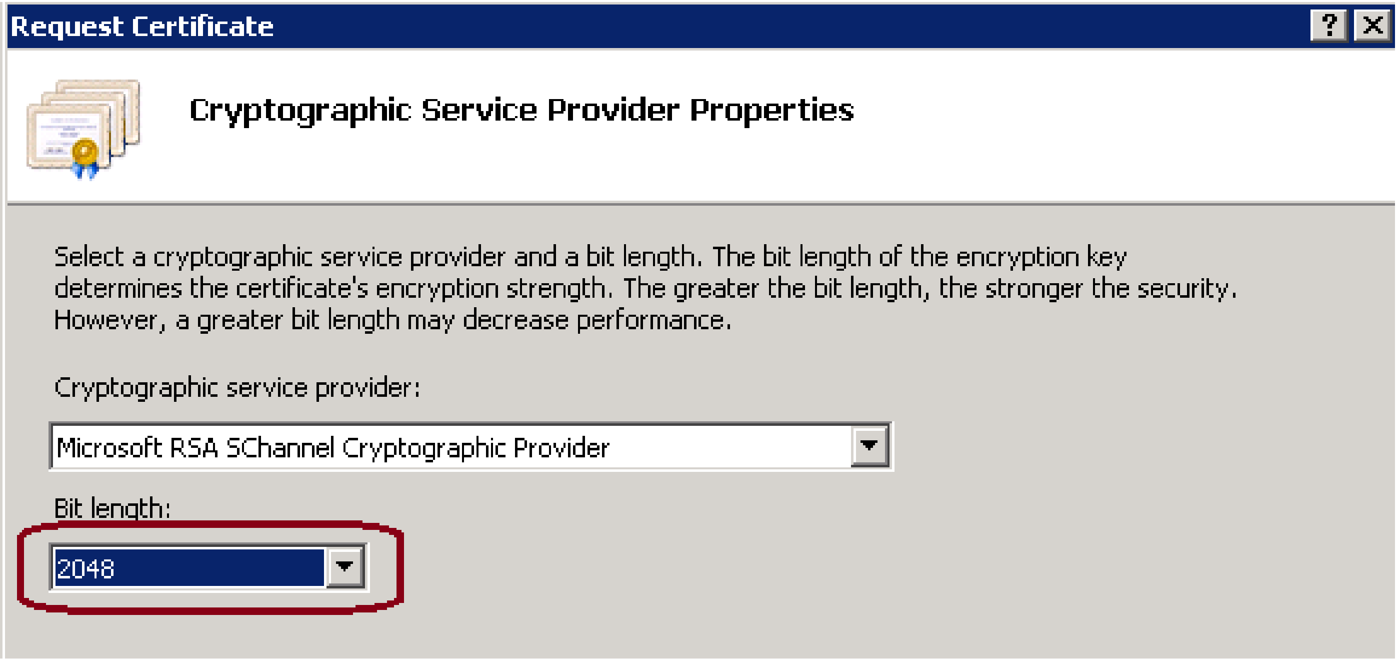
Organizational unit:

City/locality

State/province:

Country/region: US

6. Click Next to modify the cryptographic and security bit length, it is recommended to use at least 2048 for better security, as shown in this image.



Request Certificate

Cryptographic Service Provider Properties

Select a cryptographic service provider and a bit length. The bit length of the encryption key determines the certificate's encryption strength. The greater the bit length, the stronger the security. However, a greater bit length may decrease performance.

Cryptographic service provider: Microsoft RSA SChannel Cryptographic Provider

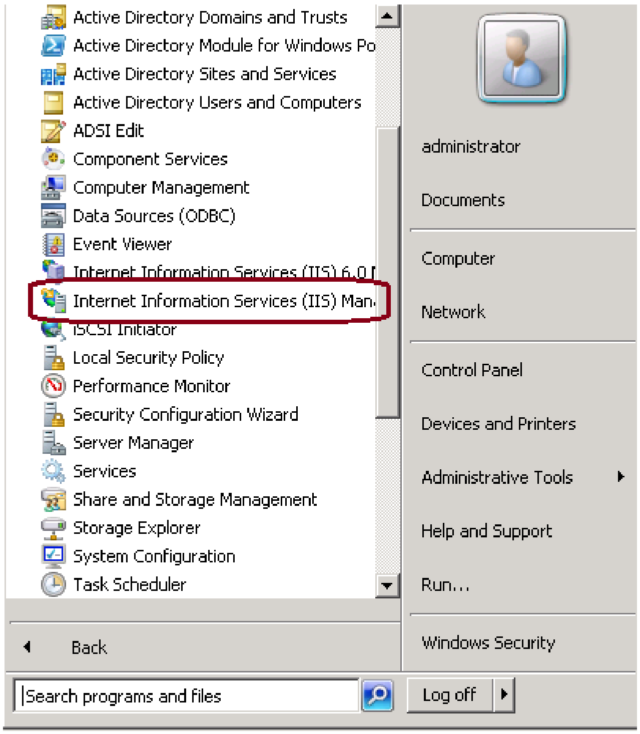
Bit length: 2048

7. Save the certificate request in desired location which will be saved as a .TXT format, as shown in this image.

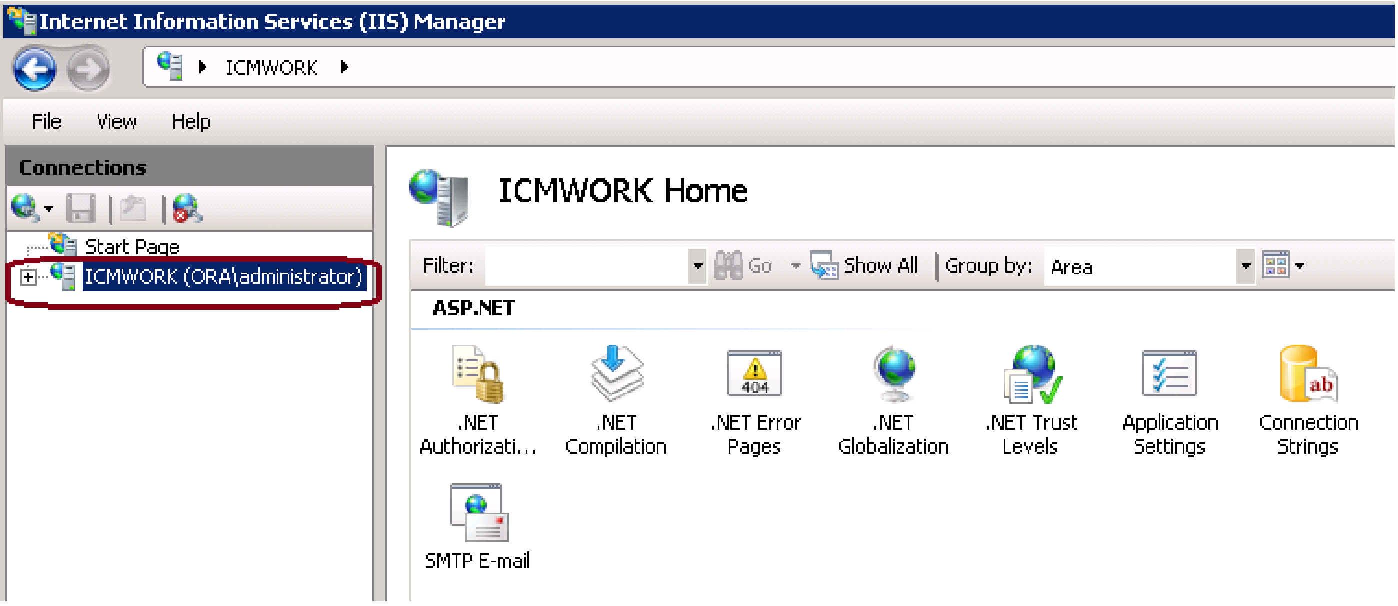
8. Provide this file to be signed by the team who manages the internal CA or external CA service request, as shown in this image.

Step 2. Upload the CA Signed Certificate to Internet Information Services (IIS) Manager

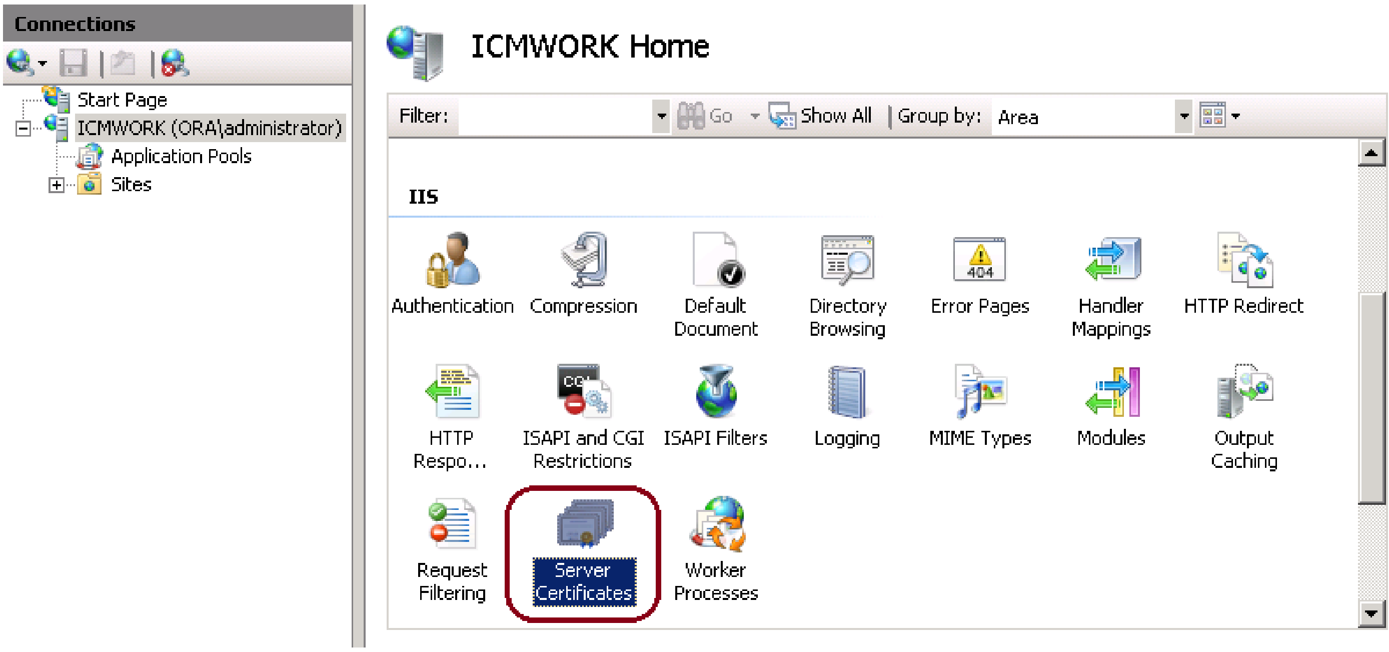
1. Log on to Windows, click **Start > Run > All Programs > Administrative Tools > Internet Information Services (IIS) Manager,** as shown in this image. Do not select IIS version 6 if it exists.



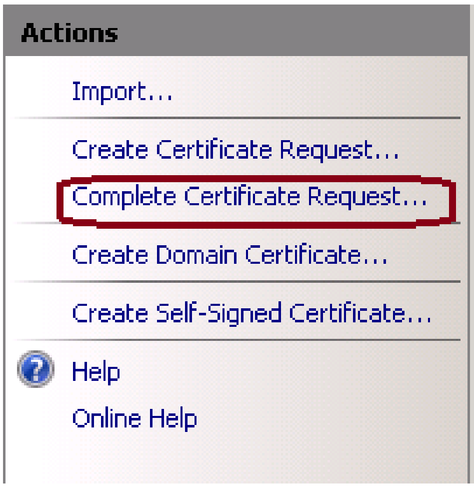
2. In the Connections window pane to the left, select the server name, as shown in this image.



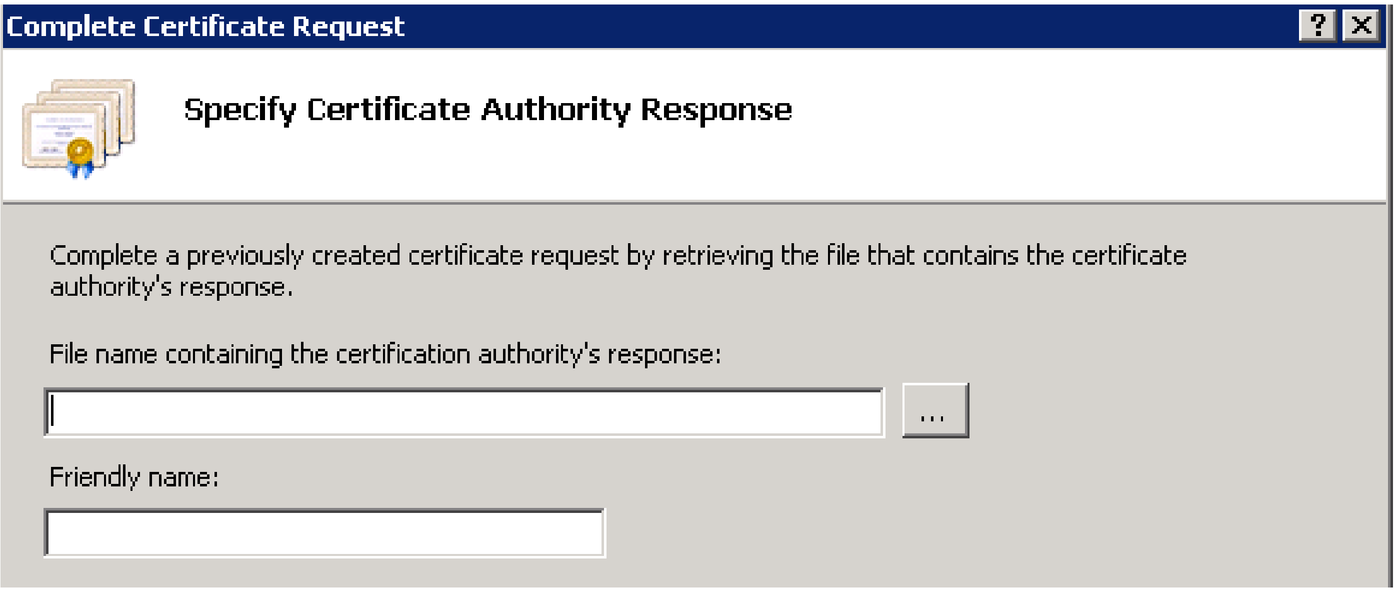
3. In the middle window pane, select **IIS > Server Certificates**. Double click on Server Certificates to generate the certificate window



4. On the right pane, click on **Actions > Complete Certificate Request**, as shown in this image.


Actions
Import...
Create Certificate Request...
Complete Certificate Request...
Create Domain Certificate...
Create Self-Signed Certificate...
Help
Online Help

5. Prior to this step, ensure that the signed certificate is in .CER format and has been uploaded to the local server. Click the … button to browse the .CER file. Inside the Friendly name, use the FQDN of the server



Complete Certificate Request

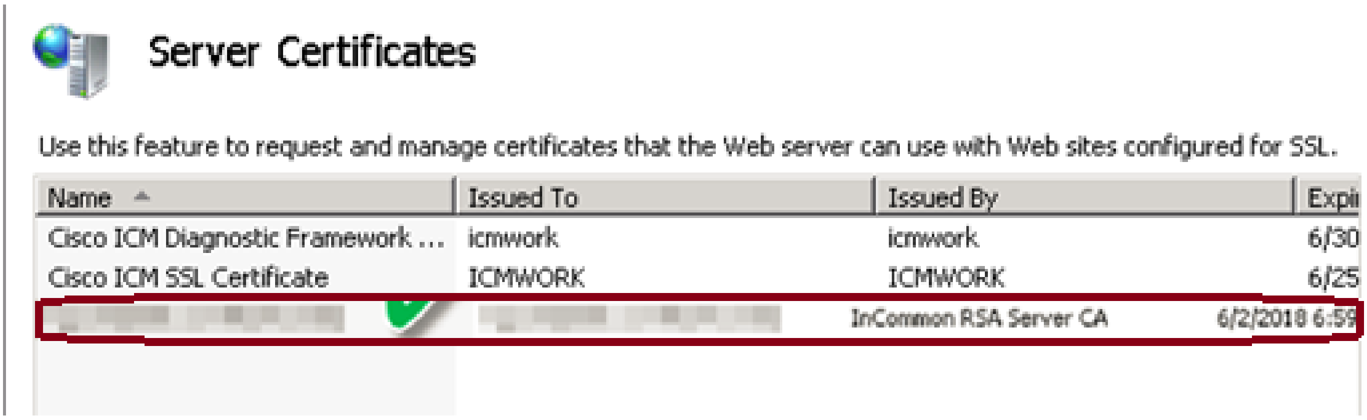
Specify Certificate Authority Response

Complete a previously created certificate request by retrieving the file that contains the certificate authority's response.

File name containing the certification authority's response:

Friendly name:

6. Click OK to upload the certificate. When complete, confirm the certificate now appears in Server Certificates window



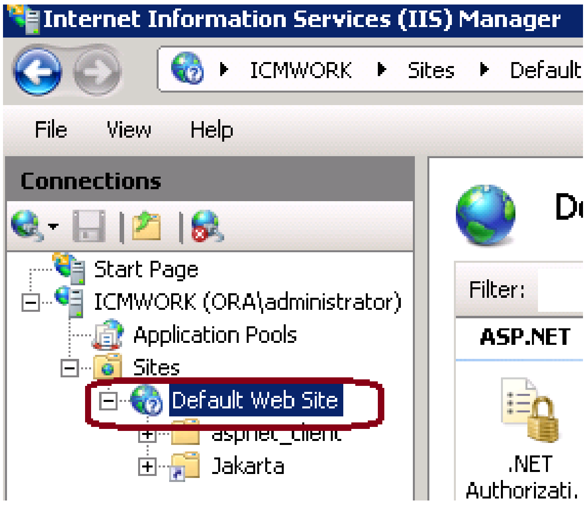
Server Certificates

Use this feature to request and manage certificates that the Web server can use with Web sites configured for SSL.

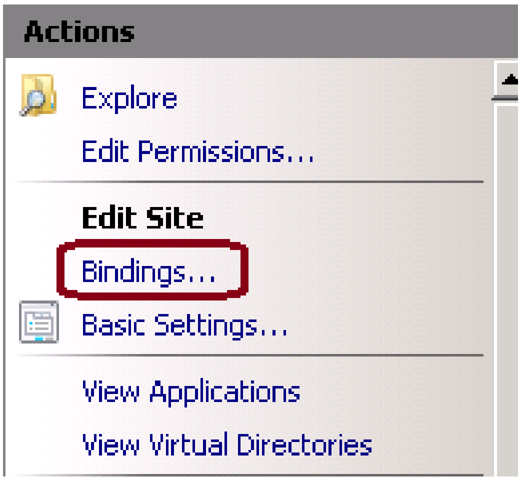
Name	Issued To	Issued By	Expi
Cisco ICM Diagnostic Framework ...	icmwork	icmwork	6/30
Cisco ICM SSL Certificate	ICMWORK	ICMWORK	6/25
[redacted]	[redacted]	InCommon RSA Server CA	6/2/2018 6:59

Step 3. Bind the Signed CA Certificate to the Default Web Site

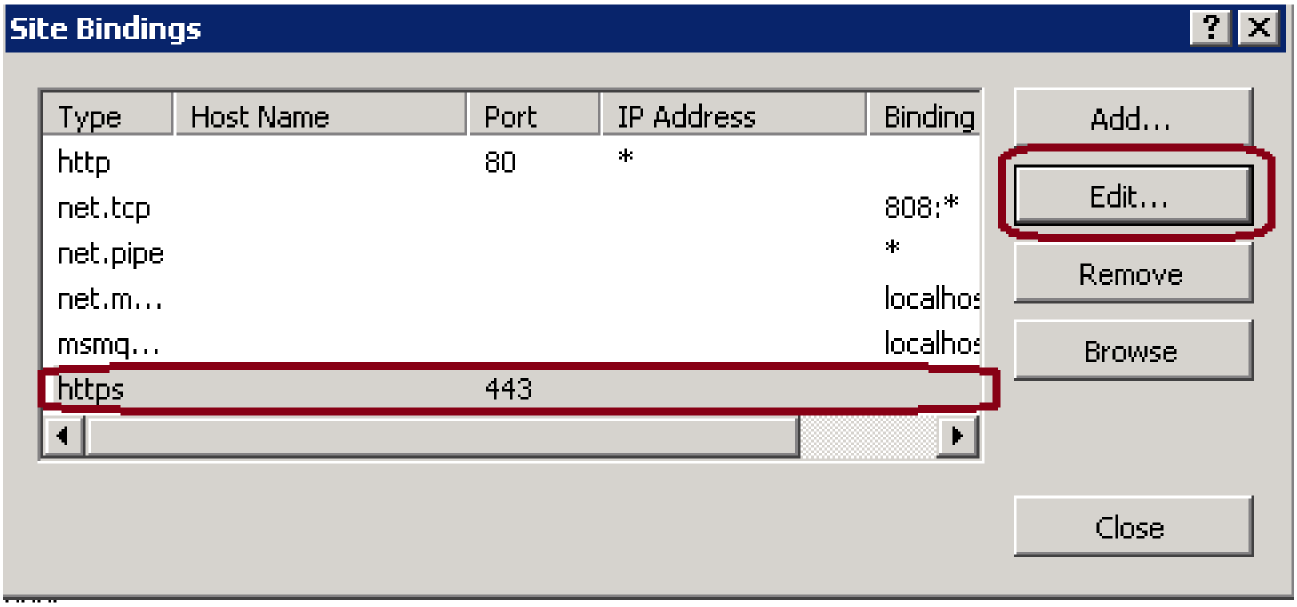
1. In IIS Manager Under the Connections window plane, left hand, click on the **<server_name> > Sites > Default Web Site**, as shown in this image.



2. Under Actions window pane on right hand side, click on Bindings

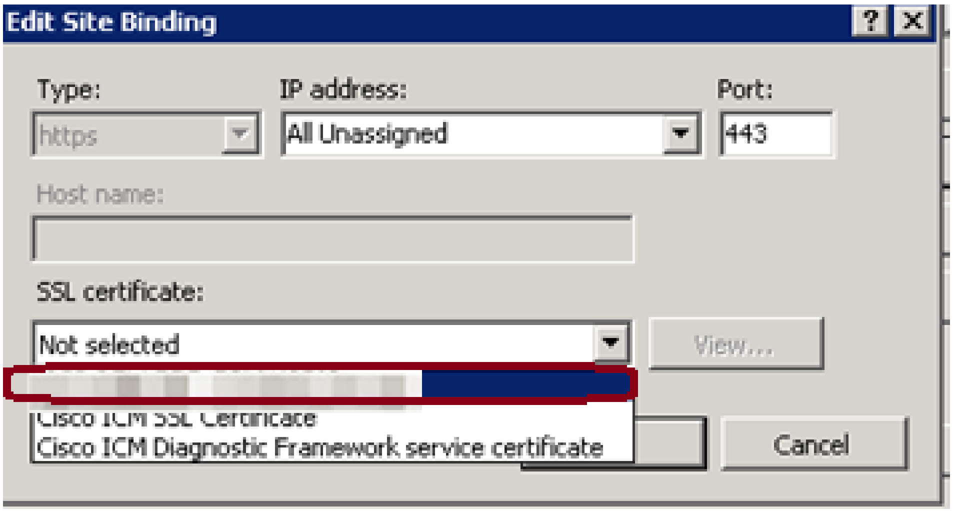


3. At the site bindings window, click on https to highlight more options. Click on Edit to continue


Site Bindings

Type	Host Name	Port	IP Address	Binding
http		80	*	
net.tcp				808:*
net.pipe				*
net.m...				localhos
msmq...				localhos
https		443		

4. Under the SSL certificate parameter, click on the down arrow to select the Signed Certificate uploaded previously. View the Signed Certificate to verify the Certification Path and values matches the local server. When completed press OK, then Close to exit out of the Site Bindings window


Edit Site Binding

Type: https

IP address: All Unassigned

Port: 443

Host name:

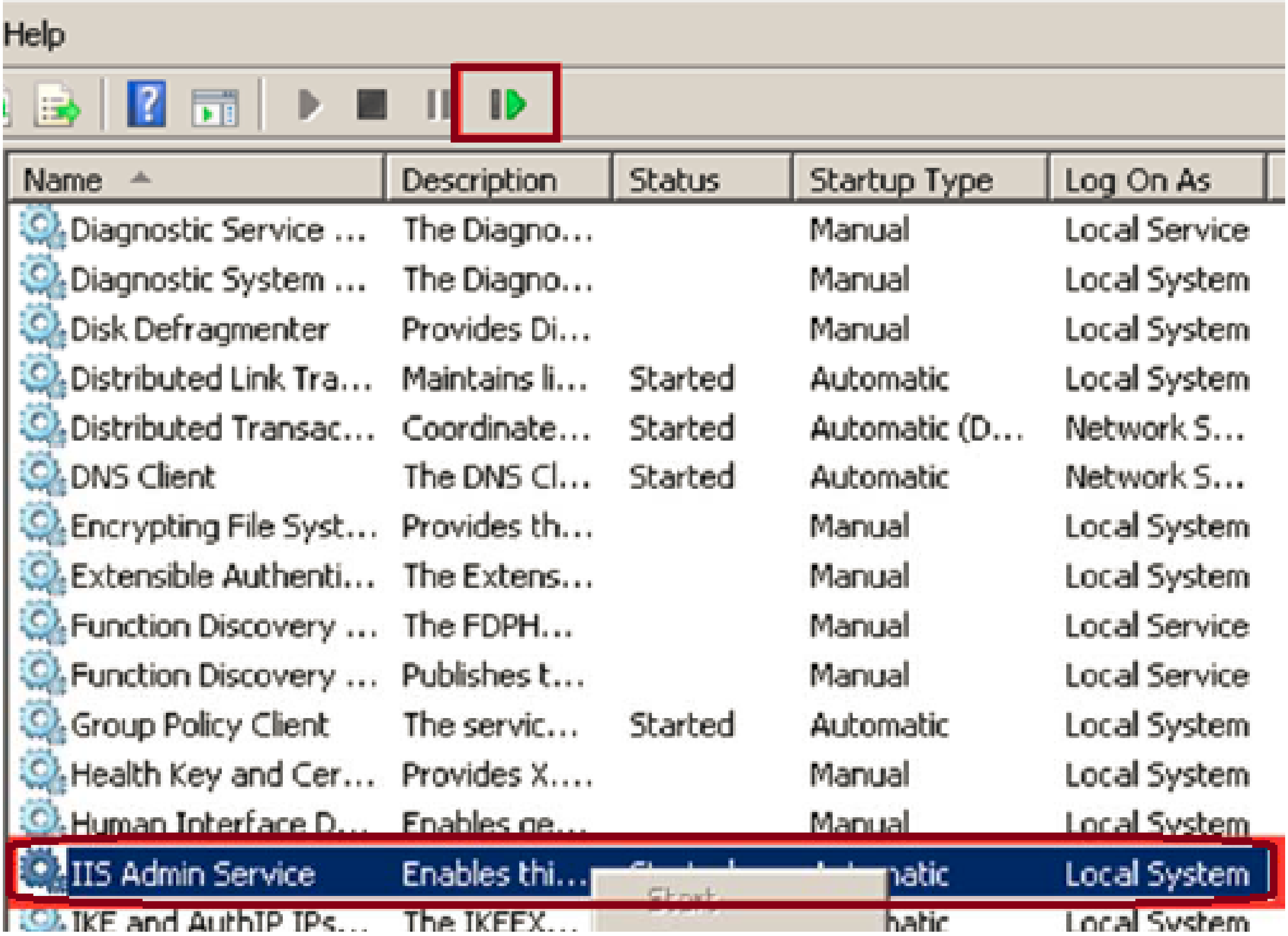
SSL certificate: Not selected

[redacted]

Cisco ICM SSL Certificate

Cisco ICM Diagnostic Framework service certificate

5. Restart the IIS Admin Service under the Services MMC snap-in by clicking on **Start > Run > services.msc.**, as shown in this image.



Name	Description	Status	Startup Type	Log On As
Diagnostic Service ...	The Diagno...		Manual	Local Service
Diagnostic System ...	The Diagno...		Manual	Local System
Disk Defragmenter	Provides Di...		Manual	Local System
Distributed Link Tra...	Maintains li...	Started	Automatic	Local System
Distributed Transac...	Coordinate...	Started	Automatic (D...	Network S...
DNS Client	The DNS Cl...	Started	Automatic	Network S...
Encrypting File Syst...	Provides th...		Manual	Local System
Extensible Authenti...	The Extens...		Manual	Local System
Function Discovery ...	The FDPH...		Manual	Local Service
Function Discovery ...	Publishes t...		Manual	Local Service
Group Policy Client	The servic...	Started	Automatic	Local System
Health Key and Cer...	Provides X....		Manual	Local System
Human Interface D...	Enables ge...		Manual	Local System
IIS Admin Service	Enables thi...		natic	Local System
IKE and AuthIP IPs...	The IKEEX...		hatic	Local System

6. If successful, the client web browser should not prompt any certificate error warning when entering in the FQDN URL for the web site.

Note: If IIS Admin Service is missing restart the World Wide Web Publishing service.

Verify

There is currently no verification procedure available for this configuration.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.