

# Probleemoplossing bij certificaataanvraag voor Smart Call Home Certificate op Collaboration-producten

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## Inleiding

Dit document beschrijft de oplossingen voor de waarschuwing voor het verstrijken van het certificaat (VeriSign\_Class\_3\_Secure\_Server\_CA\_-G3.der) voor Smart Call Home die op feb 2020 wordt ingesteld in de volgende Cisco Unified Collaboration Products die in dit document worden gedekt.

- Cisco Unified Communications Manager (UCM)
- Cisco Unified Communications Manager-sessiebeheer
- Cisco IM and Presence Service (CUPS)
- Cisco Unity Connection-encryptie
- Cisco Finesse
- Cisco SocialMiner
- Cisco MediaSense
- Cisco Unified Contact Center Express
- Cisco Unified Intelligence Center (CUIC)
- Cisco gevirtualiseerde spraakbrowser
- Cisco Prime-Licentiebeheer

## Voorwaarden

## Vereisten

Er zijn geen specifieke vereisten van toepassing op dit document.

## Gebruikte componenten

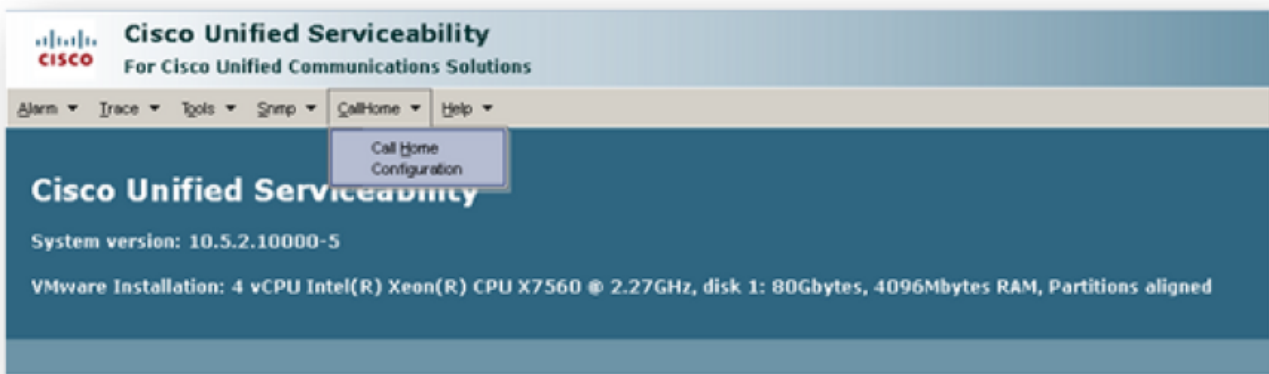
De informatie in dit document is gebaseerd op de apparaten in een specifieke laboratoriumomgeving. Alle apparaten die in dit document worden beschreven, hadden een opgeschoonde (standaard)configuratie. Als uw netwerk live is, moet u de potentiële impact van elke opdracht begrijpen.

## Achtergrondinformatie

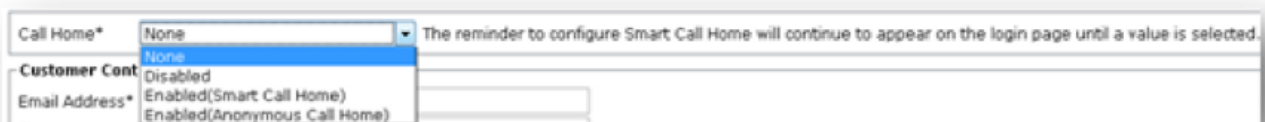
Smart Call Home is een geautomatiseerde ondersteuningsmogelijkheid die Cisco-apparaten op uw netwerk controleert. Met de optie Startpunt van de Bel kunt u de diagnostische waarschuwingen, inventaris en andere berichten naar de Smart Call Home backend-server communiceren en verzenden.

Gebruik dit gedeelte om te controleren of Smart Call Home is ingeschakeld

Stap 1. Kies CallHome > Configuration op de pagina Cisco Unified Services.



Stap 2. Controleer of het veld Startpunt is ingesteld op Uitgeschakeld of Ingeschakeld.



## Probleem

Het VeriSign-certificaat (VeriSign\_Class\_3\_Secure\_Server\_CA\_-\_G3.der), standaard geleverd als een bijna-trust certificaat voor Smart Call Home op Cisco Unified Collaboration Products, is ingesteld om in februari 2020 te verlopen. De volgende verloopwaarschuwing is hieronder te zien:

```
%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]
```

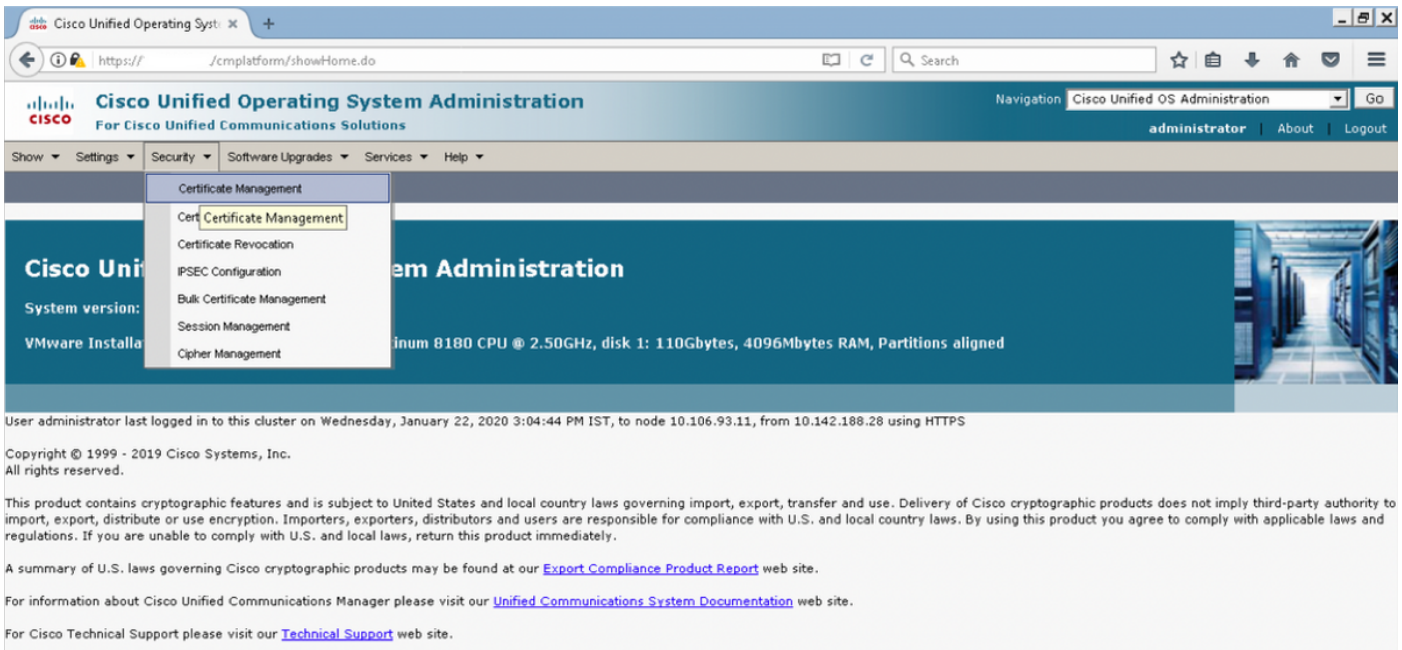
# Oplossing

Dit probleem is gedocumenteerd door Cisco bug-ID [CSCvs64158](#).

## Workround voor 11.0(1) en hogere versies

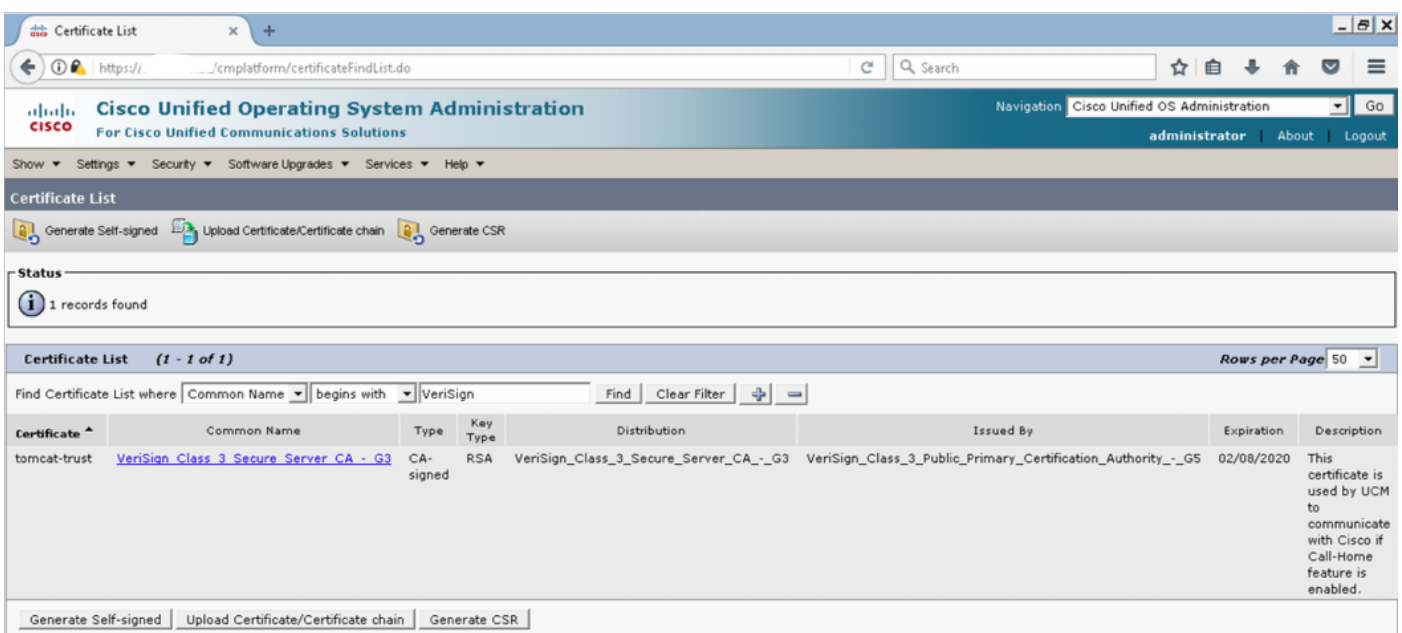
We moeten onderstaande stappen uitvoeren om het verlopen certificaat te verwijderen (VeriSign\_Class\_3\_Secure\_Server\_CA\_-G3.der)

Stap 1. Bladeren naar de Cisco Unified OS-beheerGUI op de uitgever en klik op **Security > certificaatbeheer**



The screenshot shows the Cisco Unified Operating System Administration web interface. The user is logged in as 'administrator'. The navigation menu is open, showing 'Security > Certificate Management'. The main content area displays system information: 'System version: VMware Install...', 'CPU: Intel Xeon 8180 CPU @ 2.50GHz', and 'disk 1: 110Gbytes, 4096Mbytes RAM, Partitions aligned'. A status message at the bottom indicates the user last logged in on Wednesday, January 22, 2020 at 3:04:44 PM IST.

Stap 2. Zoek een certificaatlijst waarop de gemeenschappelijke naam VeriSign bevat



The screenshot shows the 'Certificate List' page in the Cisco Unified Operating System Administration GUI. The search criteria are set to 'Common Name' begins with 'VeriSign'. One record is found:

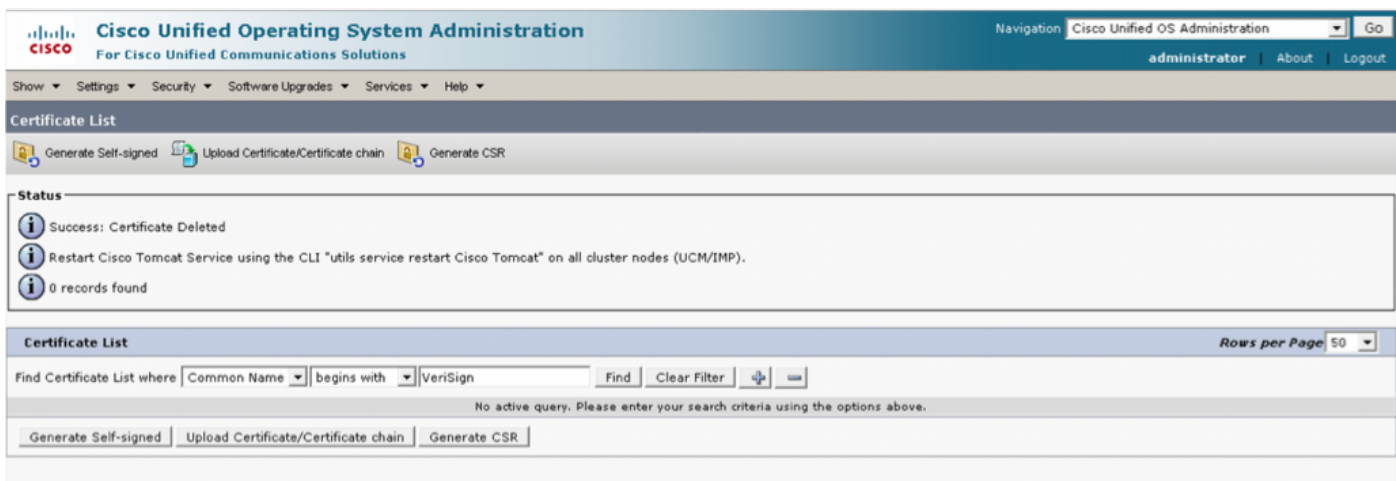
Certificate	Common Name	Type	Key Type	Distribution	Issued By	Expiration	Description
tomcat-trust	<a href="#">VeriSign_Class_3_Secure_Server_CA_-G3</a>	CA-signed	RSA	VeriSign_Class_3_Secure_Server_CA_-G3	VeriSign_Class_3_Public_Primary_Certification_Authority_-_G5	02/08/2020	This certificate is used by UCM to communicate with Cisco if Call-Home feature is enabled.

Stap 3. Klik op [VeriSign\\_Class\\_3\\_Secure\\_Server\\_CA\\_-G3](#) en u ziet het pop-upvenster met de details van het certificaat

The screenshot shows the Cisco Unified OS Administration interface. The main page is titled 'Certificate List' and shows a search bar and a list of certificates. A modal window is open, displaying the details for a specific certificate. The modal window has a title bar that says 'Certificate Details(CA-signed) - Mozilla Firefox'. The main content area of the modal window is titled 'Certificate Details for VeriSign\_Class\_3\_Secure\_Server\_CA\_-\_G3, tomcat-trust'. It contains several sections: '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: This certificate is used by UCM to communicate with Cisco if Call-Home feature is enabled.), and '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: 3082010a0282010100b187841fc20c45f5bcab2597a7ada23e9cbaf6c139b88bcac2ac56c6e5bb658e444f4dce6fed094ad4af4e109c688b2e957b899b13cae23434c1f35bf3497b6283488174d188786c0253f9bc7f4326575833833b330a17bd0d04e9124ad867d6412dc744a34a11d0aea961d0b15fca34b3bce6388d0f82d0c948610cab69a3dcaeb379c00483586295078e84563cd19414ff59sec7b98d4c471b350be28b38f). At the bottom of the modal window, there are three buttons: 'Delete', 'Download .PEM File', and 'Download .DER File'.

Stap 4. Klik op de knop **Verwijderen** en klik op **OK**. Het certificaat moet worden verwijderd uit alle knooppunten in het cluster.

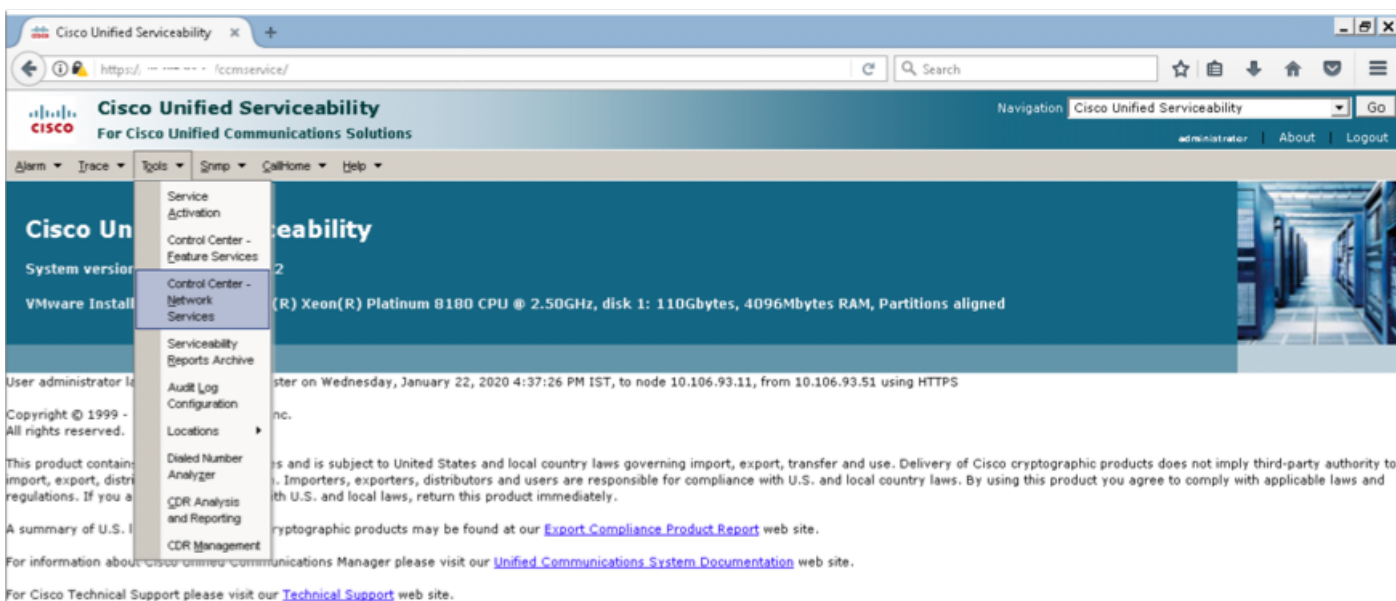
The screenshot shows the Cisco Unified OS Administration interface. The main page is titled 'Certificate List' and shows a search bar and a list of certificates. A modal window is open, displaying the details for a specific certificate. The modal window has a title bar that says 'Certificate Details(CA-signed) - Mozilla Firefox'. The main content area of the modal window is titled 'Certificate Details for VeriSign\_Class\_3\_Secure\_Server\_CA\_-\_G3, tomcat-trust'. It contains several sections: '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: This certificate is used by UCM to communicate with Cisco if Call-Home feature is enabled.), and '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: 3082010a0282010100b187841fc20c45f5bcab2597a7ada23e9cbaf6c139b88bcac2ac56c6e5bb658e444f4dce6fed094ad4af4e109c688b2e957b899b13cae23434c1f35bf3497b6283488174d188786c0253f9bc7f4326575833833b330a17bd0d04e9124ad867d6412dc744a34a11d0aea961d0b15fca34b3bce6388d0f82d0c948610cab69a3dcaeb379c00483586295078e84563cd19414ff59sec7b98d4c471b350be28b38f). At the bottom of the modal window, there are three buttons: 'Delete', 'Download .PEM File', and 'Download .DER File'. A warning dialog box is overlaid on the modal window, with the text: '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?'. At the bottom of the dialog box, there are two buttons: 'OK' and 'Cancel'.



## Voor alle andere versies

We moeten de volgende stappen uitvoeren voordat we het certificaat verwijderen

Stap 1. Navigeer naar **Cisco Unified Services > Tools > Control Center - Network Services**



Stap 2. Stop melding van Cisco-certificaatwijziging op alle knooppunten in het cluster



Stap 3. Ingevallen van IM and Presence Server Stop **Platform Management Web Services** en **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

Stap 4. Verwijdert het certificaat op alle knooppunten, inclusief IM and Presence zoals beschreven in Sectie *Workround voor 11.0(1) en hoger* in dit document.

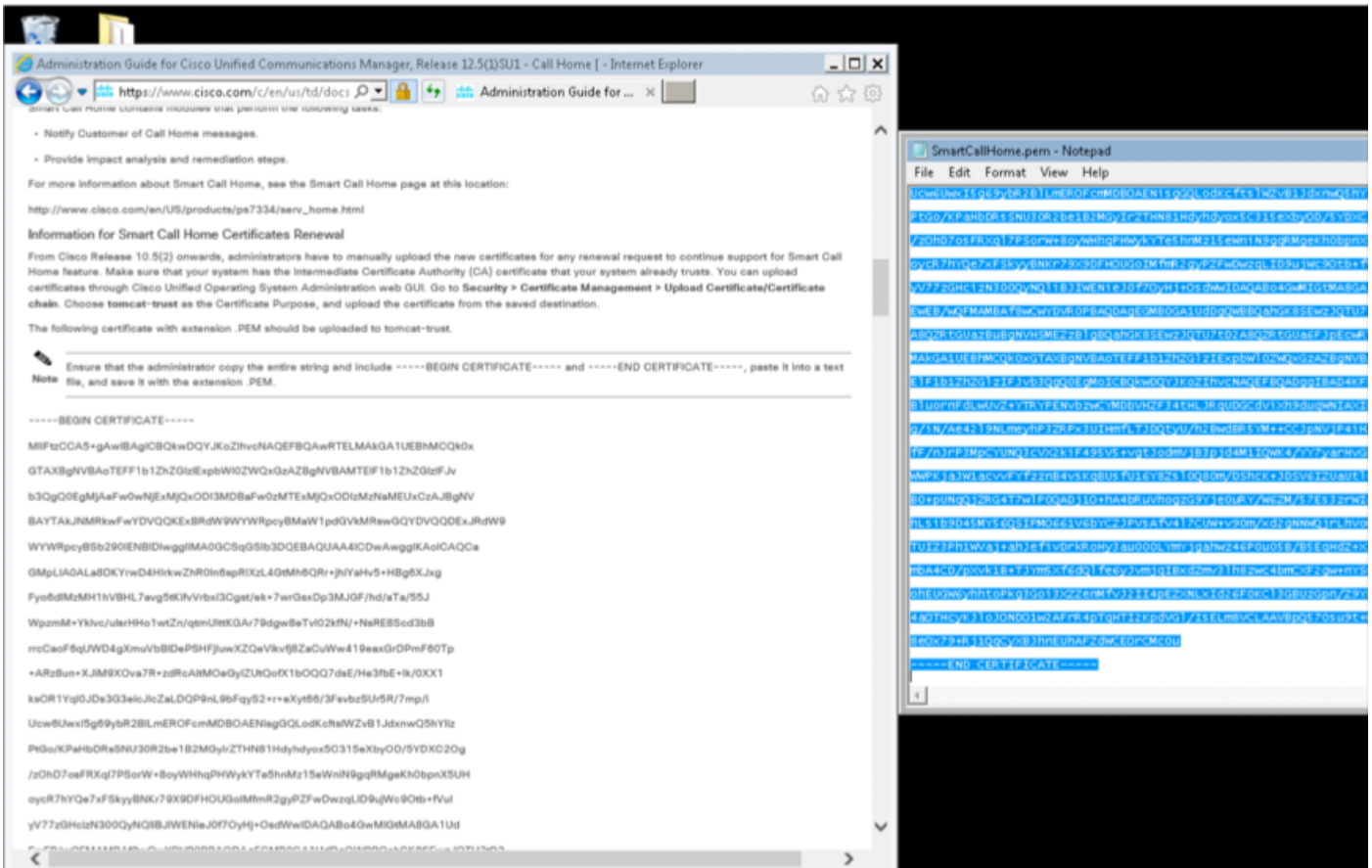
Stap 5. Start de service die in Stap 2 en Stap 3 is gestopt.

Opmerking: Als u het certificaat verwijdert en u een upgrade uitvoert vóór 7 feb. 2020, wordt het certificaat na de upgrade opnieuw weergegeven. Dit moet worden verwijderd. Alle upgrades na 7 feb. 2020 worden niet opnieuw toegevoegd aan het certificaat

## Smart Call Home-certificaten - herstartprocedure

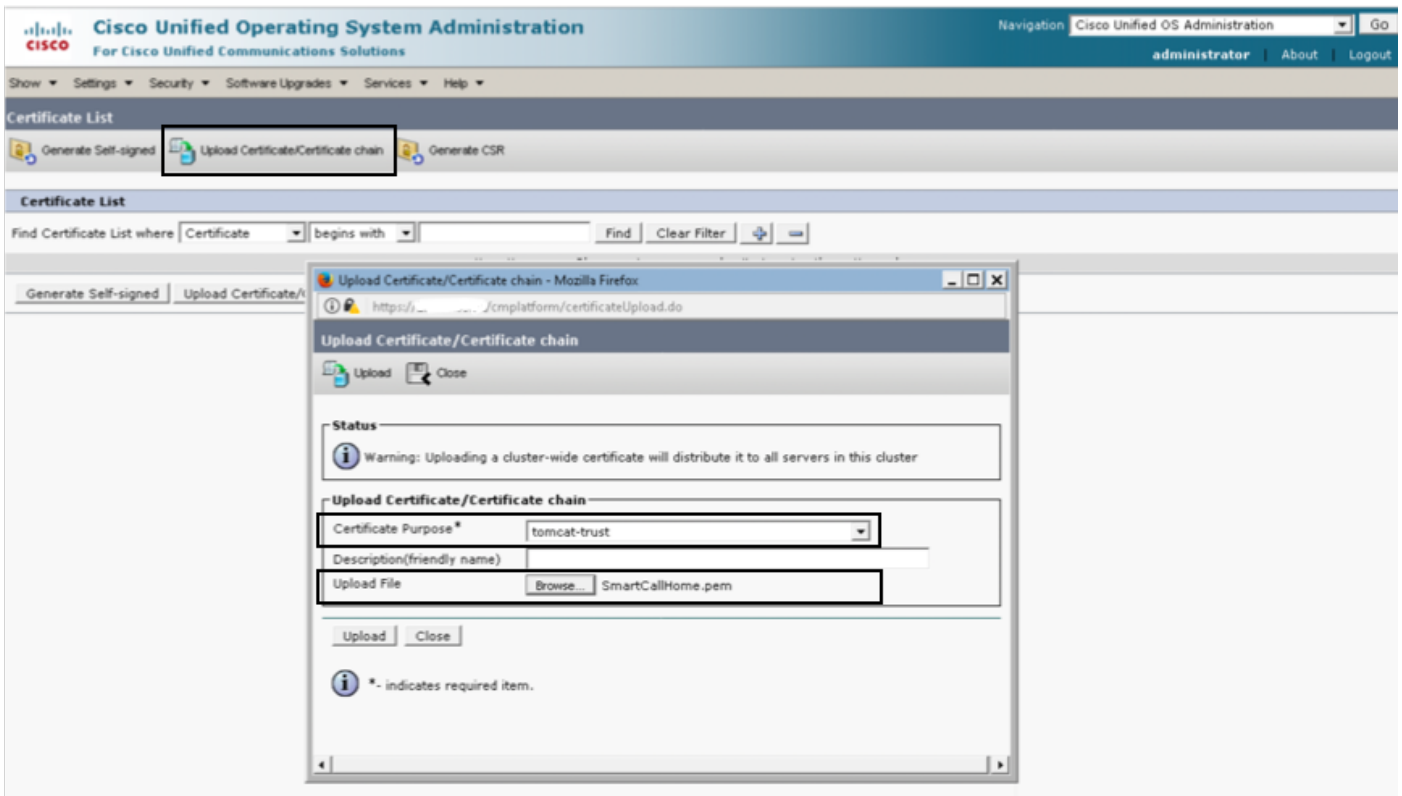
Als Smart Call Home wordt uitgeschakeld, is er geen verdere actie vereist na het verwijderen van het certificaat. Als Smart Call Home is ingeschakeld, volgt u de stappen

Stap 1. Kopieer de certificaatinhoud van de Sectie [UCM-beheergids voor Smart Call Home Certificates](#)



Opmerking: Hetzelfde certificaat is geldig voor versie 10.5 en hoger

Stap 2. Upload het .pem-bestand als u wilt vertrouwen in Cisco Unified OS-beheerpagina voor het certificaat per screenshot



Stap 3. Controleer QuoVadis\_Root\_CA\_2 is vermeld als tomcat-trust door een certificaataanvraag

in te dienen waarbij de Common Name QuoVadis bevat

Cisco Unified Operating System Administration  
For Cisco Unified Communications Solutions

Navigation Cisco Unified OS Administration Go  
administrator | About | Logout

Show Settings Security Software Upgrades Services Help

Certificate List

Generate Self-signed Upload Certificate/Certificate chain Generate CSR

Status  
1 records found

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	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

Generate Self-signed Upload Certificate/Certificate chain Generate CSR

## Voor Cisco Prime License Manager

### Voor Prime Licentiebeheer 10.5

Het verlopen certificaat (VeriSign\_Class\_3\_Secure\_Server\_CA\_-\_G3) kan uit systeem worden verwijderd door dit COP-bestand toe te passen ([ciscocm.plm-CSCvs64158\\_remo\\_sch\\_cert\\_C0050-1.k3.cop.sgn](http://ciscocm.plm-CSCvs64158_remo_sch_cert_C0050-1.k3.cop.sgn)). Lees het leesmij-bestand voor installatie-instructies.

### Voor Prime License Manager 11.5

Het verlopen certificaat (VeriSign\_Class\_3\_Secure\_Server\_CA\_-\_G3) kan van systeem worden verwijderd door dit COP-bestand toe te passen ([ciscocm.plm-CSCvs64158\\_remo\\_sch\\_cert\\_C0050-1.k3.cop.sgn](http://ciscocm.plm-CSCvs64158_remo_sch_cert_C0050-1.k3.cop.sgn)). Lees het leesmij-bestand voor installatie-instructies.