

Collaboration產品上的Smart Call Home證書的證書過期故障排除

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簡介

本文檔介紹為Smart Call Home提供的Verisign證書(VeriSign_Class_3_Secure_Server_CA_-_G3.der)的證書過期警報的解決方案，這些證書過期警報設定為在2020年2月過期，見本文檔中介紹的以下Cisco Unified Collaboration產品。

思科整合通訊管理員(UCM)

Cisco Unified Communications Manager Session Management Edition

Cisco IM和狀態服務(CUPS)

Cisco Unity Connection

Cisco Finesse

Cisco SocialMiner

Cisco MediaSense

Cisco Unified Contact Center Express

思科整合情報中心(CUIC)

思科虛擬化語音瀏覽器

Cisco Prime License Manager

必要條件

需求

本文件沒有特定需求。

採用元件

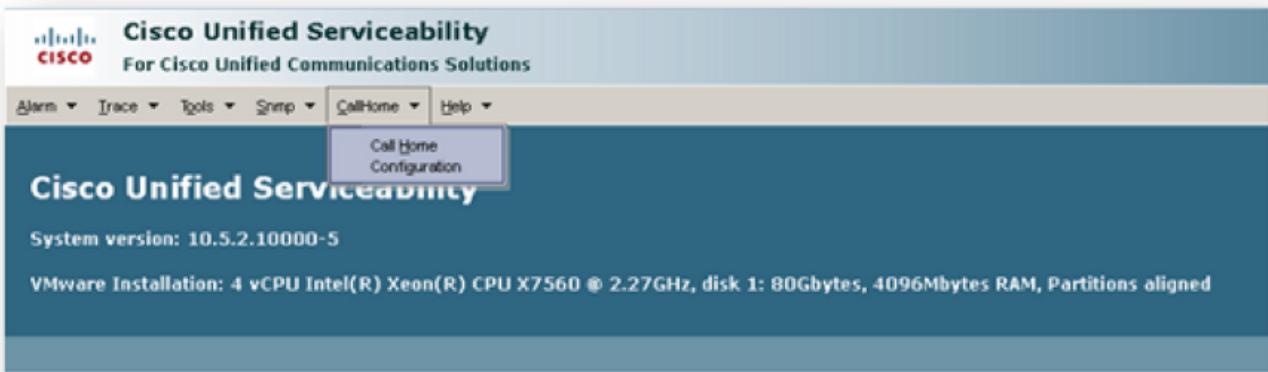
本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路正在作用，請確保您已瞭解任何指令可能造成的影響。

背景資訊

Smart Call Home是一種自動支援功能，可監控您網路上的思科裝置。Call Home功能允許您通訊並將診斷警報、清單和其他消息傳送到Smart Call Home後端伺服器。

使用此部分驗證是否已啟用Smart Call Home

步驟1.從Cisco Unified Serviceability頁面，選擇CallHome > Configuration。



步驟2.檢查Call Home欄位是否設定為Disabled或Enabled



問題

Cisco Unified Collaboration產品上的Smart Call Home預設提供的VeriSign證書 (VeriSign_Class_3_Secure_Server_CA_-_G3.der)為tomcat-trust證書，該證書將於2020年2月到期。以下過期警報可能會出現：

```
%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]
```

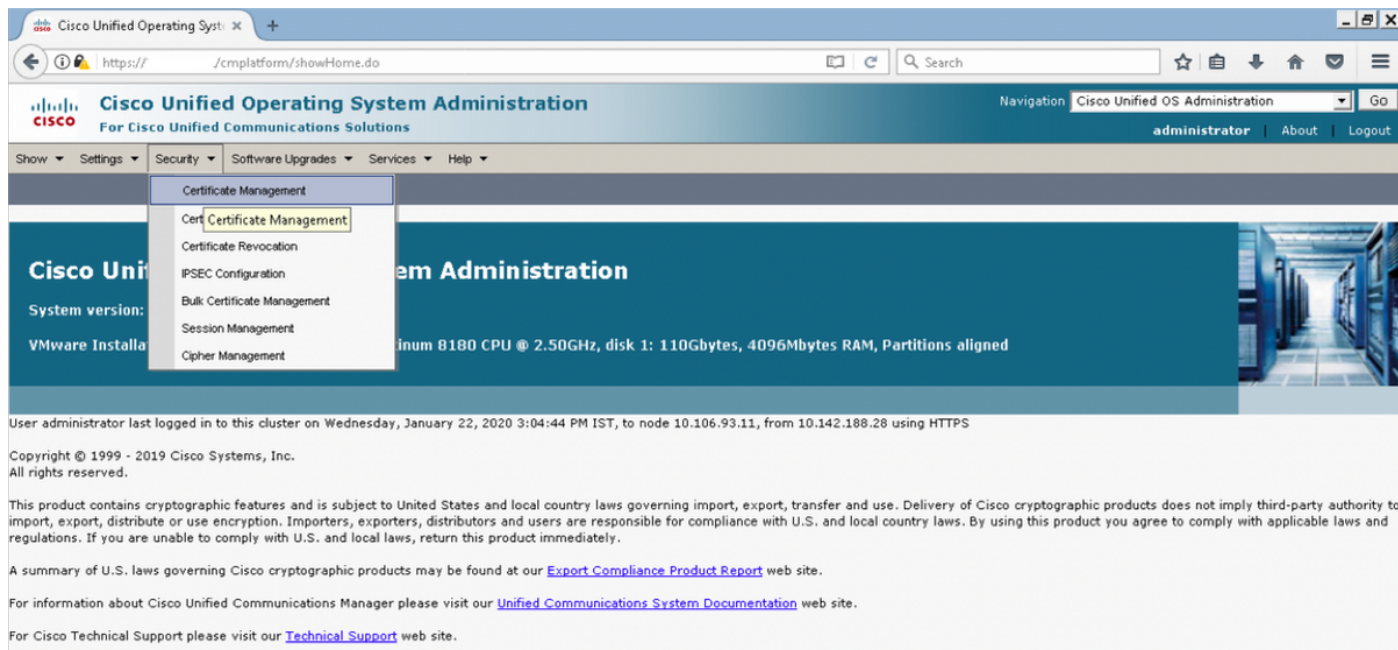
解決方案

此問題已記錄在Cisco錯誤ID [CSCvs64158](#)中。

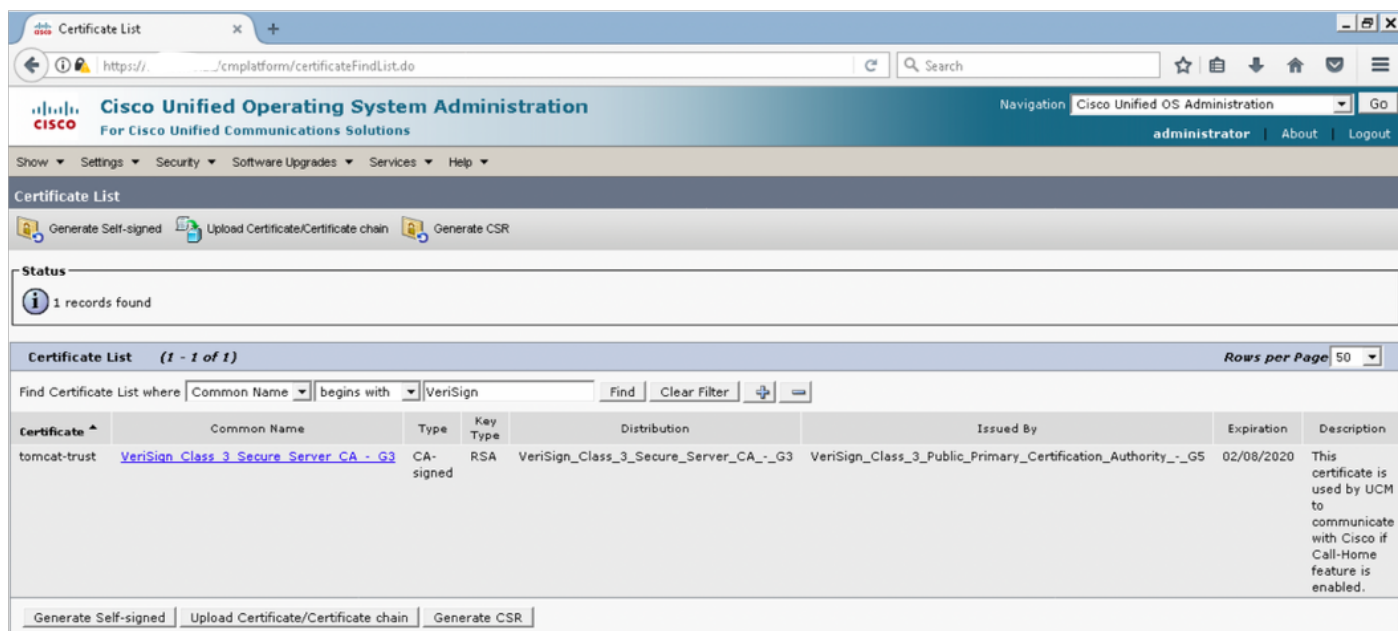
11.0(1)及更高版本的解決方法

我們需要執行以下步驟來刪除過期的證書(VeriSign_Class_3_Secure_Server_CA_-_G3.der)

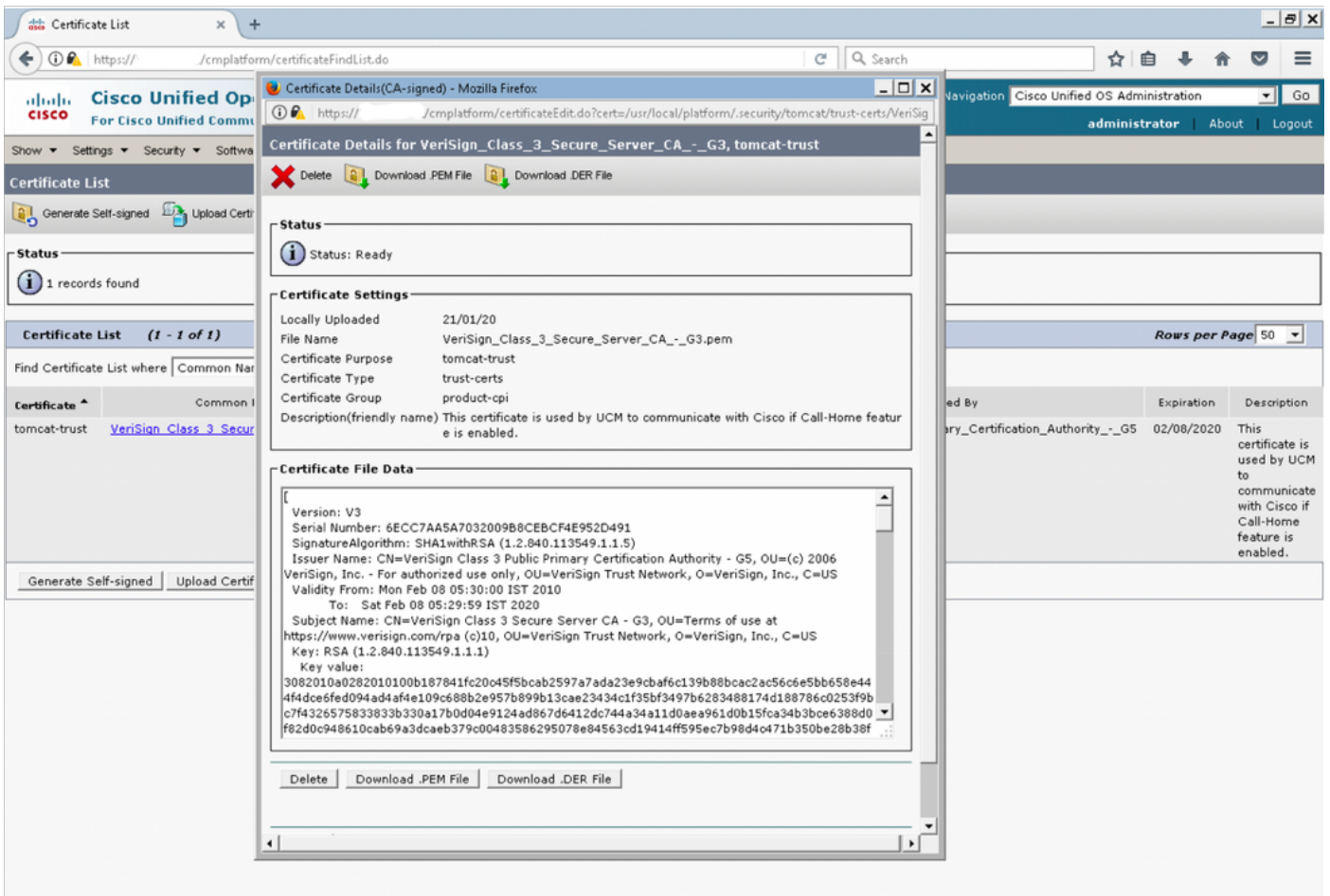
步驟1. 瀏覽到發佈器上的Cisco Unified OS Administration GUI，然後點選Security > Certificate Management



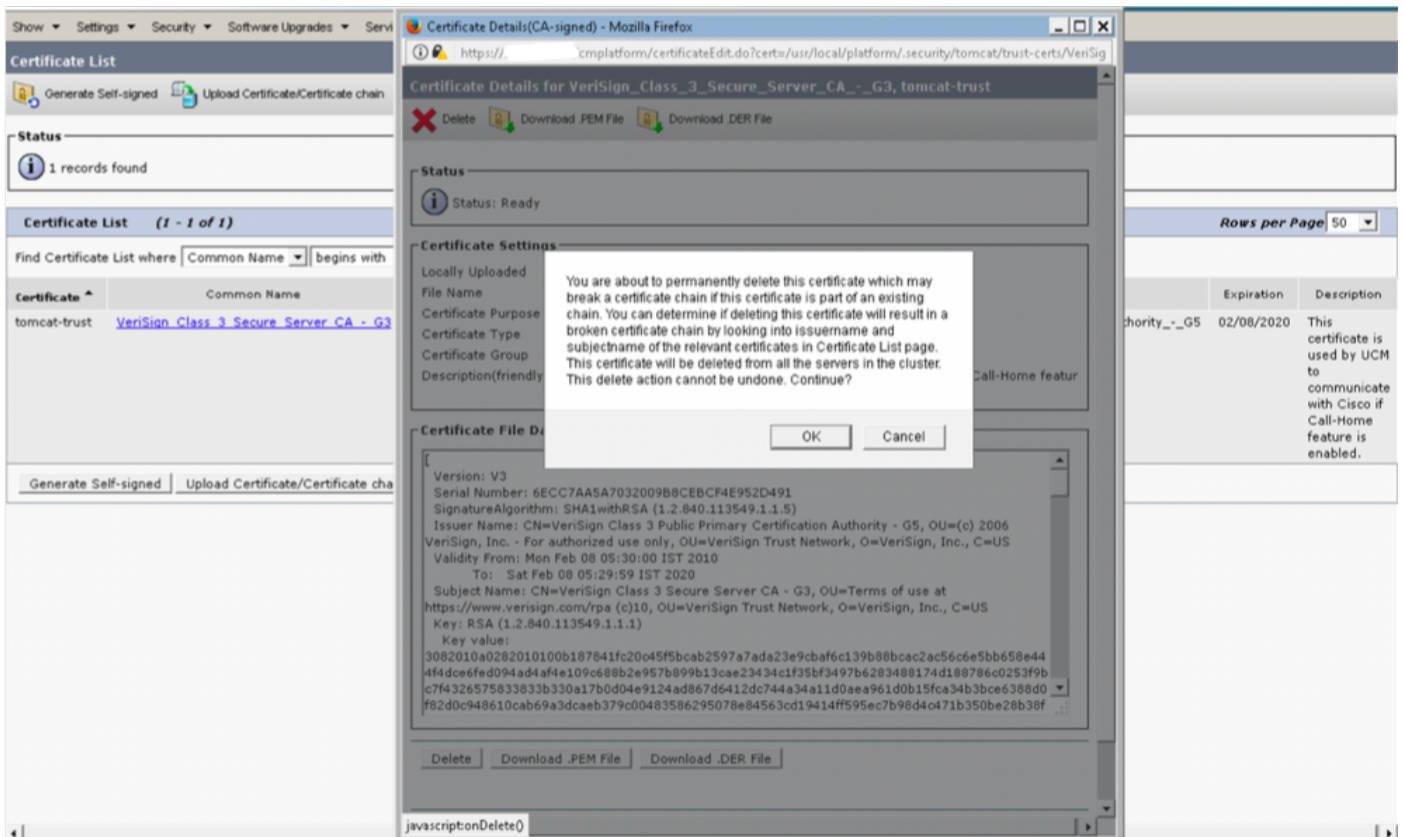
步驟2. 查詢公用名包含VeriSign的證書清單

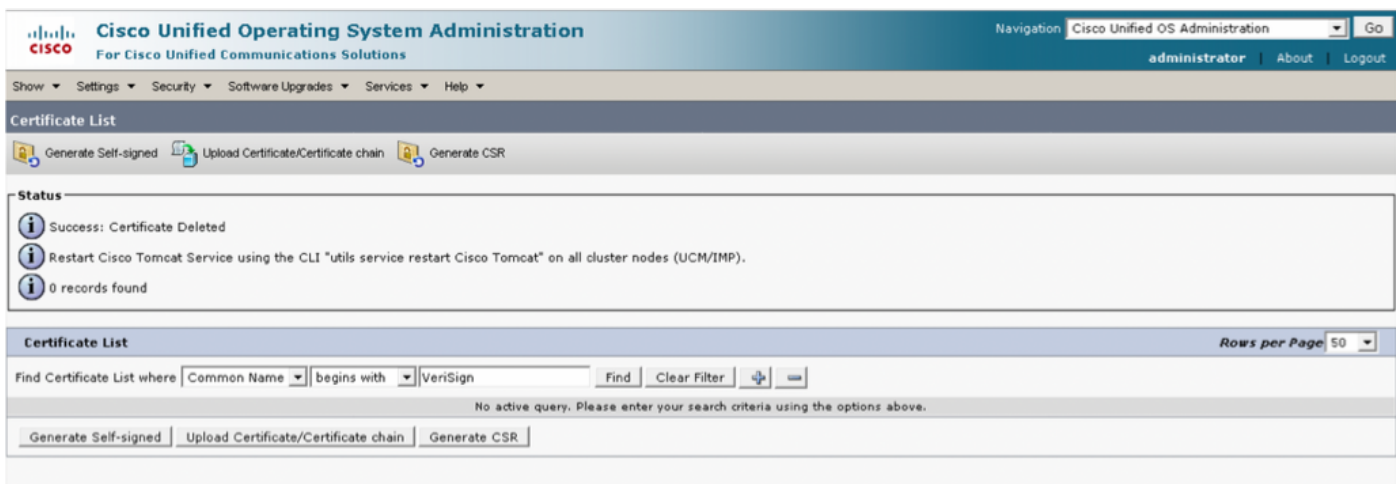


步驟3. 按一下VeriSign_Class_3_Secure_Server_CA_-_G3，您將看到突出顯示證書詳細資訊的彈出視窗



步驟4.按一下「Delete」按鈕，系統提示您發出警告，然後按一下「OK」。應從群集中的所有節點中刪除證書。

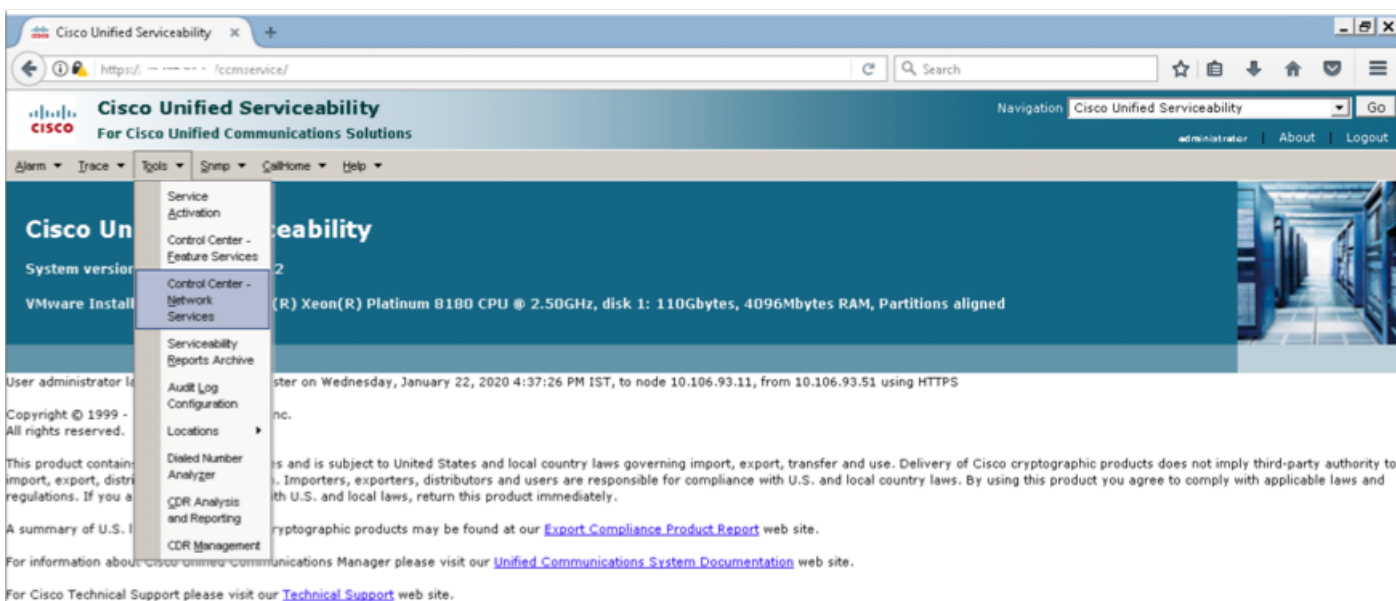




對於所有其他版本

刪除證書之前，我們需要執行以下步驟

步驟1.導覽至Cisco Unified Serviceability > Tools > Control Center - Network Services



步驟2.停止集群中所有節點上的Cisco Certificate Change Notification



步驟3.如果IM and Presence Server停止Platform Administration Web Services和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

步驟4.按照本文 11.0(1)及更高版本解決方法一節所述，刪除包括IM和線上狀態在內的所有節點上的證書

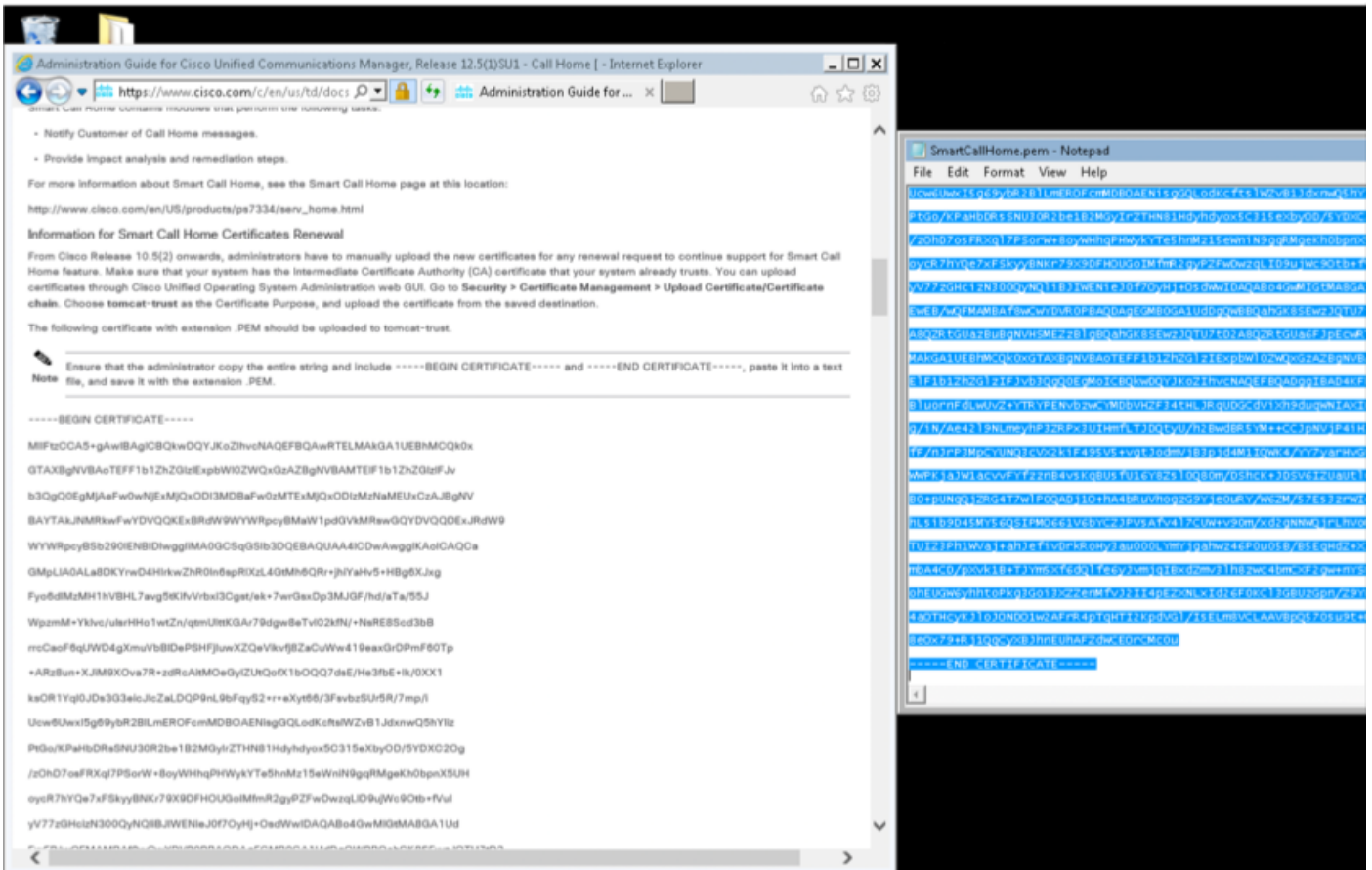
步驟5.啟動步驟2和步驟3中停止的服務。

附註：如果您刪除證書，並在2020年2月7日之前進行升級，則證書將在升級後重新出現，必須再次刪除。2020年2月7日之後的任何升級都不會重新新增證書

Smart Call Home證書續訂過程

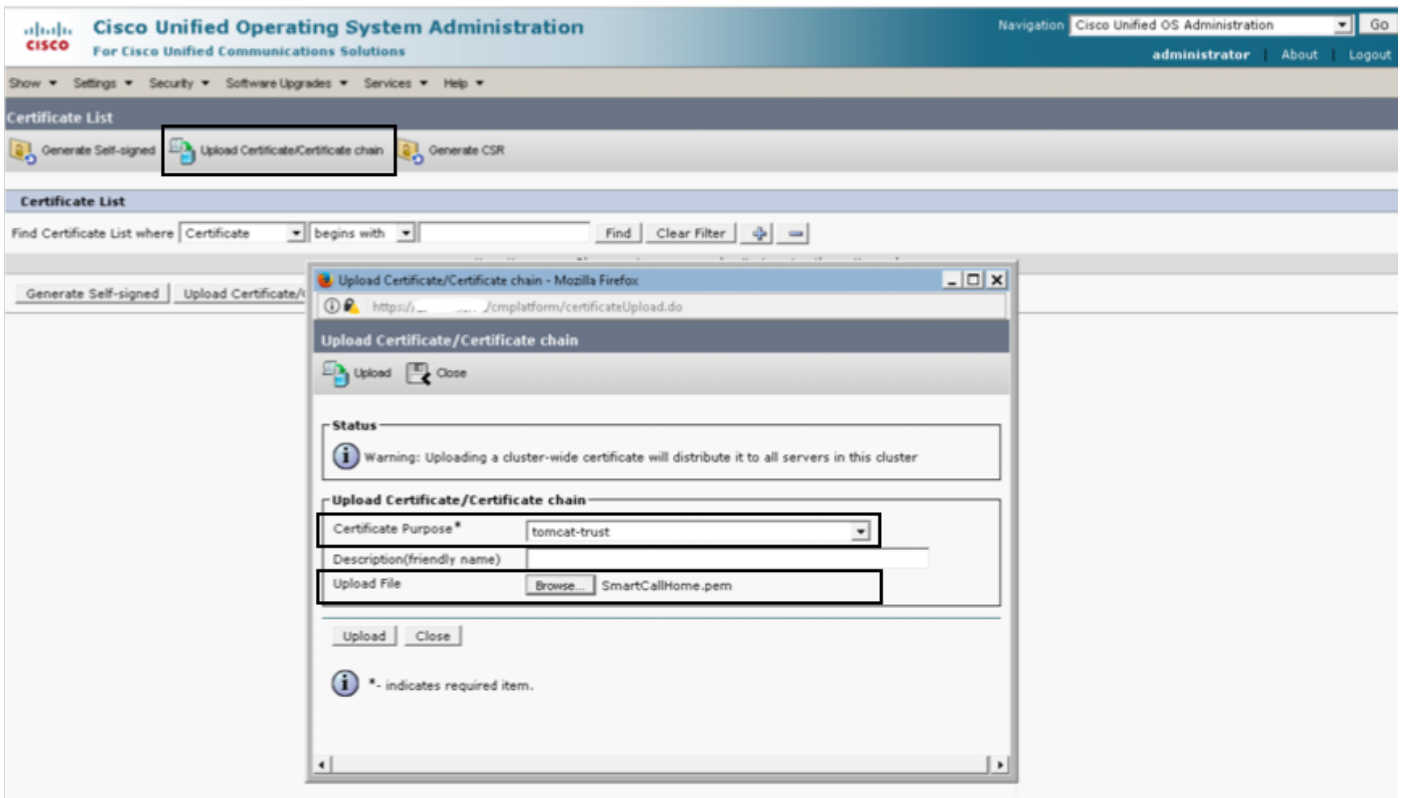
如果Smart Call Home被禁用，則刪除證書後無需執行進一步的操作。如果已啟用Smart Call Home，請按照以下步驟操作

步驟1.從[UCM管理指南](#)的Smart Call Home證書資訊部分複製證書內容



附註：同一證書對10.5及更高版本有效

步驟2.在Cisco Unified OS Administration GUI Certificate Management頁面上傳.pem檔案，每個屏幕截圖均顯示tomcat-trust



步驟3.通過查詢公用名包含QuoVadis的證書，驗證QuoVadis_Root_CA_2是否列為tomcat-trust

Cisco Unified Operating System Administration
For Cisco Unified Communications Solutions

Navigation: Cisco Unified OS Administration Go

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Certificate List

Status

i 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

對於Cisco Prime License Manager

適用於Prime授權管理員10.5

可以通過應用此COP檔案([ciscocm.plm-CSCvs64158_remove_sch_cert_C0050-1.k3.cop.sgn](#))從系統中刪除過期的證書(VeriSign_Class_3_Secure_Server_CA_-_G3)。有關安裝說明，請檢視自述檔案。

適用於Prime授權管理員11.5

可以通過應用此COP檔案([ciscocm.plm-CSCvs64158_remove_sch_cert_C0050-1.k3.cop.sgn](#))從系統中刪除過期的證書(VeriSign_Class_3_Secure_Server_CA_-_G3)。有關安裝說明，請檢視自述檔案。