

Enable SSL on a Cisco ICM WebView Server

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Introduction

This document provides information about enabling Secure Sockets Layer (SSL) communication on the Cisco Intelligent Contact Management (ICM) WebView server. This requires generating a certificate request from the Microsoft Internet Information Server (IIS) and installing the certificate.

Note: Running SSL is not a supported deployment configuration defined by Cisco in versions prior to 7.0, therefore this information should only be used in a lab scenario.

Before You Begin

Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

Prerequisites

Readers of this document should be knowledgeable of the following:

- Navigating in a Microsoft Windows NT environment
- Configuring Microsoft IIS

Components Used

The information in this document is based on the software and hardware versions below.

- Cisco WebView for Cisco ICM versions below 7.0

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

Request and Install the Certificate

For SSL to work properly on the Cisco WebView server you must run one of the software versions listed above. Refer to the information that relates to your environment:

- [Microsoft IIS on Microsoft Windows NT](#)
- [Microsoft IIS on Microsoft Windows 2000](#)

Microsoft IIS on Microsoft Windows NT

To run SSL in a production environment, you must obtain a certificate from a registered Certificate Authority (CA). Instructions for completing this task can be found on the Microsoft web site, [How to Create and Install an SSL Certificate in Internet Information Server 4.0 \(Q228991\)](#) .

Microsoft IIS on Microsoft Windows 2000

To run SSL in a production environment, you must obtain a certificate from a registered CA. Instructions for completing this task can be found on the Microsoft web site, [How to Enable SSL for All Customers Who Interact with Your Web Site in Internet Information Services \(Q298805\)](#) .

If you are running SSL in a test environment, setup a local CA to generate your certificate. Instructions for completing this task can be found on the Microsoft web site, [How to Configure SSL in a Windows 2000 IIS 5 Test Environment Using Certificate Server 2.0 \(Q290625\)](#) .

Related Information

- [How to Create and Install an SSL Certificate in Internet Information Server 4.0 \(Q228991\)](#)
- [How to Enable SSL for All Customers Who Interact with Your Web Site in Internet Information Services \(Q298805\)](#)
- [How to Configure SSL in a Windows 2000 IIS 5 Test Environment Using Certificate Server 2.0 \(Q290625\)](#)
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