



## Certificates for Live Data

---

- [Certificates and Secure Communications](#), on page 1
- [Export Self-Signed Live Data Certificates](#), on page 1
- [Import Self-Signed Live Data Certificates](#), on page 2
- [Obtain and Upload Third-party CA Certificate](#), on page 3

## Certificates and Secure Communications

For secure Cisco Finesse, Cisco Unified Intelligence Center, AWDB, and Live Data server-to-server communication, perform any of the following:

- Use the self-signed certificates provided with Live Data.



---

**Note** When using self-signed certificates, agents must accept the Live Data certificates in the Finesse desktop when they sign in before they can use the Live Data gadget.

---

- Obtain and install a Certification Authority (CA) certificate from a third-party vendor.
- Produce a Certification Authority (CA) certificate internally.



---

**Note** After the successful upgrade, the CAs that are unapproved by Cisco are removed from the platform trust store. You can add them back, if necessary.

- For information about the list of CAs that Cisco supports, see the Cisco Trusted External Root Bundle at <https://www.cisco.com/security/pki>.
  - For information about adding a certificate, see [Insert a new tomcat-trust certificate](#).
- 

## Export Self-Signed Live Data Certificates

Live Data installation includes the generation of self-signed certificates. If you choose to work with these self-signed certificates (rather than producing your own CA certificate or obtaining a CA certificate from a

third-party certificate vendor), first export the certificates from Live Data and Cisco Unified Intelligence Center. You must export from both Side A and Side B of the Live Data and Cisco Unified Intelligence Center servers. Once done, import the certificates into Finesse, importing both Side A and Side B certificates into each side of the Finesse servers.

When using other self-signed certificates, agents must accept the Live Data certificates in the Finesse desktop when they sign in to use the Live Data gadget.

### Procedure

---

- Step 1** Sign in to Cisco Unified Operating System Administration on the Live Data server using the following URL: `https://hostname of Live Data server/cmplatform`.
- Step 2** From the **Security** menu, choose **Certificate Management**.
- Step 3** Click **Find**.
- Step 4** Perform one of the following:
- If the tomcat-trust certificate for your server is not on the list, click **Generate New**. When the certificate generation is complete, reboot your server. Then restart this procedure.
  - If the tomcat-trust certificate for your server is on the list, click the certificate to select it. (Ensure that the certificate you select includes the hostname for the server.)
- Step 5** Click **Download .PEM File** and save the file to your desktop.  
Perform these steps for both Side A and Side B.
- Step 6** After you have downloaded the Live Data certificates, sign in to Cisco Unified Operating System Administration on the Cisco Unified Intelligence Center server using the following URL: `https://hostname of CUIC server/cmplatform`, and repeat steps 2 to 5.
- 

### What to do next

Import the Live Data and Cisco Unified Intelligence Center certificates into the Finesse servers.

## Import Self-Signed Live Data Certificates

To import the certificates into the Finesse servers, use the following procedure:

### Procedure

---

- Step 1** Sign in to Cisco Unified Operating System Administration on the Finesse server using the following URL: `https://FQDN of Finesse server:8443/cmplatform`
- Step 2** From the **Security** menu, choose **Certificate Management**.
- Step 3** Click **Upload Certificate**.
- Step 4** From the **Certificate Name** drop-down list, choose **tomcat-trust**.

- Step 5** Click **Browse** and browse to the location of the Live Data or Cisco Unified Intelligence Center certificate (with the **.pem** file extension).
- Step 6** Select the file, and click **Upload File**.
- Step 7** Repeat steps 3 to 6 for the remaining unloaded certificate.
- Step 8** After you upload both certificates, restart Cisco Finesse Tomcat on the Finesse server.
- 

#### What to do next

Perform these steps for both Side A and Side B.

## Obtain and Upload Third-party CA Certificate

You can use a Certification Authority (CA) certificate provided by a third-party vendor to establish an HTTPS connection between the Live Data, Finesse, and Cisco Unified Intelligence Center servers.

To use third-party CA certificates:

- From the Live Data servers, generate and download Certificate Signing Requests (CSR) for root and application certificates.
- Obtain root and application certificates from the third-party vendor.
- Upload the appropriate certificates to the Live Data, Unified Intelligence Center, and Finesse servers.

Follow the instructions provided in the *Unified CCE Solution: Procedure to Obtain and Upload Third-Party CA certificates (Version 11.x)* technical note at : <https://www.cisco.com/c/en/us/support/docs/customer-collaboration/unified-contact-center-enterprise-1101/200286-Unified-CCE-Solution-Procedure-to-Obtai.html> .

