



## Troubleshooting

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- [Update the SSO Certificate for the Cisco Jabber Domain](#), page 1

### Update the SSO Certificate for the Cisco Jabber Domain

This procedure applies to cloud or hybrid deployments. Use this procedure to upload an updated single sign-on (SSO) certificate for your Cisco Jabber domain.



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**Note**

Only certificates with 1024, 2048, or 4096 encryption bits and RC4-MD5 algorithms are supported.

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#### Before You Begin

The certificate must be in a .CER or .CRT file format.

#### Procedure

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- Step 1** Log in to the WebEx Org Admin tool at <https://www.webex.com/go/connectadmin>.
  - Step 2** After loading the Administration tool, click the **Configuration** tab.
  - Step 3** In the left navigation bar, click on **Security Settings**.
  - Step 4** Click the link for **Organization Certificate Management**.  
Previously imported X.509 certificates are displayed.
  - Step 5** In the **Alias** field, enter your company's Cisco WebEx Organization.
  - Step 6** Click **Browse** to navigate to the X.509 certificate.  
The certificate must be in a .CER or .CRT file format.
  - Step 7** Click **Import** to import the certificate.  
If the certificate is not according to the format specified for an X.509 certificate, an error is displayed.
  - Step 8** Click **Close** twice to return to the **SSO Related Options** screen.
  - Step 9** Click **Save** to save your Federated Web single sign-on configuration details.
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