Cisco Business 250 or 350 Series Switch Embedded Probe Does Not Connect to the Manager for CBD

Objective

This article explains that when using Cisco Business Dashboard (CBD) if the embedded switch probe is not connecting to the manager, the problem could be your certificate name.

Hardware

- Cisco Business 250 and 350 Series Switches

Software

- Cisco Business Dashboard

Here's the Scoop

When using CBD with a signed certificate on it, if you plan to use the embedded probe of the switch, the switch has to trust the certificate on the dashboard. Usually, that means the root CA certificate (which signed the Dashboard certificate) needs to be installed on the switch.

The switch won't trust the certificate on the Dashboard if the root CA certificate was imported onto the switch and there was a space in the name. If the switch doesn't trust the certificate on the Dashboard, the embedded probe will not connect.
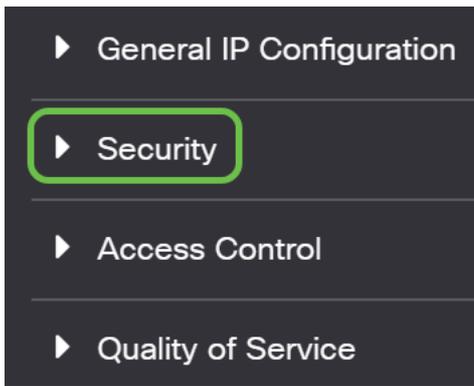
How to Check the Certificate Name

Step 1

Log in to the Web User Interface (UI) of the switch and select **Advanced** on the top right corner of the page.
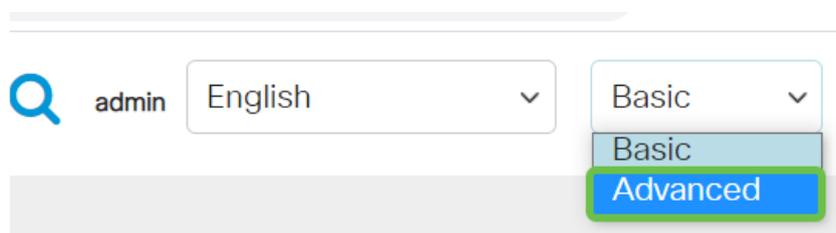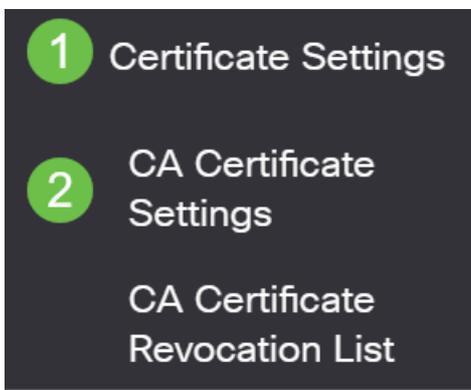

Step 2

Click **Security.**

Step 3

Scroll down and select **Certificates Settings > CA Certificates Settings**.

Step 4

Select the certificate. In this example, you will see a space between words in the name. In this scenario, the probe will fail to make a successful connection to the manager. If you have a space in the name of your certificate, you need to delete and recreate it.

CA Certificate Table

	Certificate Name	Type	Owner	Valid From	Valid To	Status
☐	signer	signer	signer	11-Aug-24 18:29:55	33-Nov-18 21:59:46	Valid
☑	Dashboard Root CA	Static	static	20-Aug-11 00:00:00	21-Mar-18 23:59:59	Valid
☐	CiscoCoreDownloaded_0	Dynamic	pnp	13-May-30 19:48:47	38-May-30 19:48:47	Valid
☐	CiscoCoreDownloaded_1	Dynamic	pnp	17-May-26 19:19:29	99-May-26 19:19:29	Valid

Step 5

Click the certificate and the **delete icon**.

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☐	CiscoCoreDownloaded_0	Dynamic	pnp	13-May-30 19:48:47	38-May-30 19:48:47	Valid
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Step 6

Click the **add icon**.

Step 7

Add a certificate name that does not have any spaces. Copy and paste the certificate information. Do not have any spaces in the name!

Conclusion

That's it, if that was your issue, you should be good to go. To monitor this workaround for future updates, **click this link**.

For more information on certificates, check out the following:

Manage Certificates on the Cisco Business Dashboard
Using Let's Encrypt Certificates with Cisco Business Dashboard

Using Let's Encrypt Certificates with Cisco Business Dashboard and DNS Validation