# **Install PCA / PCP on vCenter Failing with Certificate Error**

## Contents

Introduction Prerequisites Requirements Components Used Problem Solution Related Information

## Introduction

This document describes a specific install failure with vCenter 7.0U2 or higher with PCA and PCP.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- vCenter
- VMware
- Prime Collaboration Provisioning (PCP)
- Prime Collaboration Assurance (PCA)

### **Components Used**

The information in this document is based on vCenter 7.0 U2 and PCA 12.1SP4.

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

## Problem

When installing PCA / PCP on vCenter 7.0SU2 or higher the deployment fails with certificate errors during the review details

These errors are not seen on vCenter 7.0SU2: Only seen on vCenter 7.0 and 7.0U1, installs on Center 7.0 and 7.0U1 work. if you click on ignore as shown in the image:



The error for vCenter 7.0U2 or higher; at which point the install fails with this certificate error is as shown in the image:

			annan pranoit toot + (G) (G
Ce	rtificate Management		SUVEWCOLOIDA.DEN.DISN.MIL -
	Error occurred while adding trusted roo bearing subject CN+CISCO SYSTEMS), it valid certificate chain	t certificates: com vmware vapitatid errors.Error, NC.O+CISCO SYSTEMS, INC.L+San Jose,ST+Ca	create trusted root chain failed : Certificate X afornia,C+US is expired. Please retry with a
	Machine SSL Certificate	VMware Certificate	STS Signing Certificate

VMWare forums confirmed that this is correct for OVAs signed by expired certs in this <u>VMWare KB</u><u>Article</u>.

Note: PCA 12.1SP4 certificate on the OVA is already expired as Cisco generated OVA in 2021

Certific	ite Information	
nis certificato	nas expired or is not yet valid.	
Issued to	CISCO SYSTEMS, INC.	
Issued by	: DigiCert SHA2 Assured ID Code Signing CA	
Valid fron	11/28/2019 to 12/7/2022	

his (	Certificat	te Inforn has expi	nation red or is	s not yet v	valid.	
	Issued to:	CISCO S	YSTEMS,	INC.		
1	Issued by:	DigiCert	SHA2 As:	ured ID Co	de Signin	g CA
	Valid from	11/28/20	)19 <b>to</b> 1	2/7/2022		
			-			

Both PCA and PCP End Of Life announcement: <u>https://www.cisco.com/c/en/us/products/cloud-systems-management/prime-collaboration/eos-eol-notice-l...</u>

Since both products are pastedEnd of SW Maintenance Releases, Cisco is not able to regenerate the OVA with a valid certificate.

## Solution

Installation of PCA and PCP can be done with the Embedded ESXi Host Client.

Step 1. From vCenter, find the host that PCA or PCP is installed on and click on that host. Via the Action Menu select **Remove from Inventory** as shown in the image.



#### â€f

â€f
- J

Step 2. Confirm you want to remove the host from the inventory by clicking on **Yes** as shown in the image.

Rem	nove Host 10.89.121.160	×				
	Removing a host also removes all of its virtual machines, resource pools and vApps from the inventory of vCenter Server.					
⚠	In addition, past performance data, host level permissions, user created alarms, and the values of custom attributes will be deleted. Any vApps currently on the host will turn into resource pools.					
	Remove this host?					
	NO					

Step 3. Access the host you just removed in the previous steps that use the host IP Address, to access VMWare ESXi Host Clent, known as **Emebbed Host Client** as shown in the image.

<b>vm</b> ware <sup>.</sup> ESXi Host Client™	
root	
LOGIN	

#### â€f

Step 4. In the left panel, click on **Virtual Machines** then click on **Create / Register VM** as shown in the image.

- ESX Heat Clark							
Q Respire C	() PC Market and - What Markins						
-0							
Harage	10 Create / Register VM	De Preser un Collever ut	Hitsent   Chilan	0 Autors			Q learch
Martin	Unuel markets	- Baba -	Veed spece -	Sum 15 -	Hot same	- mat (PV	- matimeners
O titue Martines at	C S arise contains	· horeau	10.1 08	OwnERS AVE UNK AVE	uriges contributing	101.00	100-18
E troup 2	C dl auto republication	S Roomal	14.26.08	Ore034/58/8446	University	0.000	0.46
O Antonio X	C S when contribute	S hornal	10.02-08	Carefold Articles and	whyse contribute	207 8010	30408
	C S HARRING POPPS	S Rooma	80.108	that has the province to the lott	And Difference of the local di	17 Marca	3.00-08
	C Stratitions of	S Normal	10.0108	Other 02:645	radiation and the	100.000	6.04.08
	C S with a to	· horeau	10.02.08	Red that Enterprise Linux 1:00-610	And Table or New York, such	1.1-049	1.02.08
	C S ration con store	S horized	80.0.08	that the Distortion Linux & Statistic	University of the local sectors of the local sector	12100	5.00.00
	C The name and	S Normal	10.108	that man is many many many is the state	University	0.000	016 MB
	C S water units	S format	81.718	Monand Western Server 2008 .	And the other data and	2104	10.07.08
	C S Hard Color of Charles	S Normal	10.09.08	OwnEDE Faller & KD	And CORP. of The	102100-0	8.05.08
	C S with a bid	S horized	10.09.08	Caretol Faller and	redition or find	100 890	8-05-08
	() 10 million and and	Station .	100.08.08	that the Enterprise situal 6 (64 64)	*****	184.1810	4.05.08
	Such There.						
	3 m-100						
	C Recent lasts						
	Test - 1	farget - Initial	er - Owend	- Started	<ul> <li>Band +</li> </ul>		- Completed *
	Intel Income and a Cold Street, 41, 41	@ Histor	and shares a	a da las las de las de las de		-	0 Acres 25

Step 5. Select **Deploy a virtual machine from an OVF or OVA file** then click **Next** as shown in the image.

1 Select creation type 2 Select OVF and VMDK files	Select creation type How would you like to create a Virtual Machine?
Select storage     License agreements     Deployment options     Additional settings     Ready to complete	Create a new virtual machine Deploy a virtual machine from an OVF or OVA file Register an existing virtual machine

Step 6: Proceed with the VMWare steps to create a new virtual machine. Once these steps are completed the PCA / PCP install starts. Watch the task list for installation to be completed.

Note: Do these steps after the installation has been completed.

Step 7. How to add host back to vCenter.

Log in to vCenter, and find the data center in the left panel you want the host to be added to as shown in the image.



Step 8. Proceed with the VMWare vCenter steps to add the host.

## **Related Information**

- Configure Prime Collaboration Assurance (PCA)
- <u>Cisco Prime Collaboration Provisioning Guide</u>
- <u>Cisco Technical Support & Downloads</u>