



Troubleshooting Multi-Server Certificate

Cisco Unity Connection supports Multi-server Subject Alternate Name (SAN). See the following sections for information on troubleshooting problems with Multi-server certificates.

- [Initial Debugging and Identifying Topology Details, on page 1](#)

Initial Debugging and Identifying Topology Details

Initial Debugging

- Identify the hostname of both the publisher and subscriber nodes in the Unity Connection cluster.
- Identify the node from which the CSR was generated and pushed.
- Identify the node from which the certificate was uploaded.
- Ensure that the Cisco Tomcat and Platform Administrative Web Service (PAWS) are running.



Note You can use the `utils service list` CLI command to list the running services.

Collecting Log Files

The logs can be collected by the Real-Time Monitoring Tool (RTMT) or the Command Line Interface. For detailed instructions, see the "Traces and Logs" chapter of the Cisco Unified Real-Time Monitoring Tool Administration Guide, Release 12.0(1), available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/service/12_0_1/rmtm/cucm_b_cisco-unified-rtmt-administration-1201.html

CLI commands to List and Get Log Files

- CLI command to list the log file is `file list<file name>`
- CLI command to get the log file is `file get<file name>`

Required Log Files

There are two log files that needs to be collected for analyzing issues with Multi-server Certificate.

- Cisco Tomcat.
- Connection Branch Sync Service.

CLI Commands examples

Below are the CLI command examples to list and collect the log files.

- CLI command to list the log files:
 - file list activelog cuc/diag_Tomcat*
 - file list activelog cuc/diag_CUCE_Sync*
- CLI command to collect the log file:
 - file get activelog cuc/diag_Tomcat_00000001.uc
 - file get activelog cuc/diag_CUCE_Sync00000001.uc

After analyzing the log files, if you cannot resolve the problem, contact Cisco TAC.