Certificates for Cisco Identity Service

For Cisco Finesse to communicate with the Cisco IdS server, you must import the Cisco Identity Service (IdS) certificates into Cisco Finesse.

Cisco IdS server includes the 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 Cisco IdS certificates from Cisco IdS server. You must export from both Side A and Side B of the Cisco IdS servers. Once done, import the certificates into Finesse trust store as tomcat-trust, on both Side A and Side B of the Finesse servers.

When using other self-signed certificates, agents must accept the Cisco IdS certificates in the Finesse desktop.

- Export Cisco Identity Service Certificates, on page 1
- Import Cisco IdS Certificates, on page 2

Export Cisco Identity Service Certificates

Procedure

Step 1 Sign in to Cisco Unified Operating System Administration on the Cisco IdS server using the following URL: https://*hostname of Cisco IdS server: 8443*/cmplatform.

Step 2 Select **Security** > **Certificate Management**.

Step 3 Enter the search criteria as **`tomcat-trust`** and then click **Find** to filter the certificate.

The tomcat-trust certificates list is displayed. If you do not find the tomcat certificate for your server in the **Certificate List**, then click **Generate Self-signed**. When the certificate generation is complete, reboot your server. Then restart this procedure. For more information on generating the self-signed certificate, see *Cisco Unified Operating System Administration Online Help*.

Step 4 Click the tomcat-trust certificate hyperlink in the **Common Name** column.
The tomcat **Certificate Details** dialog box is displayed.

Step 5 Click **Download .PEM File**.

Step 6 Save the .PEM file in your local machine.

What to do next

Perform the same steps for both the primary and secondary Finesse nodes.

Import the Cisco IdS certificates into the Finesse trust store as tomcat-trust.

Import Cisco IdS Certificates

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 Select **Security** > **Certificate Management** > **Upload Certificate/Certificate chain**.

Step 3 From the **Certificate Purpose** drop-down list, select **tomcat-trust**.

Step 4 In the **Upload File** field, click **Choose File** and browse to the **tomcat.pem** file that you saved on your system.

Step 5 Click **Upload**.

Step 6 Reboot the Cisco Finesse node.

Note
Perform the same steps for both the primary and secondary Finesse nodes.