



## 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.

---