Troubleshooting

Update the SSO Certificate for the Cisco Jabber Domain

This procedure applies to cloud or hybrid deployments. Use this procedure to upload an updated single sign-on (SSO) certificate for your Cisco Jabber domain.

Note Only certificates with 1024, 2048, or 4096 encryption bits and RC4-MD5 algorithms are supported.

Before You Begin

The certificate must be in a .CER or .CRT file format.

Procedure

Step 1 Log in to the WebEx Org Admin tool at https://www.webex.com/go/connectadmin.

Step 2 After loading the Administration tool, click the **Configuration** tab.

Step 3 In the left navigation bar, click on **Security Settings**.

Step 4 Click the link for **Organization Certificate Management**.
Previously imported X.509 certificates are displayed.

Step 5 In the **Alias** field, enter your company's Cisco WebEx Organization.

Step 6 Click **Browse** to navigate to the X.509 certificate.
The certificate must be in a .CER or .CRT file format.

Step 7 Click **Import** to import the certificate.
If the certificate is not according to the format specified for an X.509 certificate, an error is displayed.

Step 8 Click **Close** twice to return to the **SSO Related Options** screen.

Step 9 Click **Save** to save your Federated Web single sign-on configuration details.

Cisco Jabber Diagnostics Tool

The Cisco Jabber Diagnostics Tool provides configuration and diagnostics information for the following functionality:

- Service Discovery

- WebEx

- Cisco Unified Communications Manager Summary

- Cisco Unified Communications Manager Configuration

- Voicemail

- Certificate Validation

- Active Directory

- DNS Records

To access the Cisco Jabber Diagnostics Tool window, users must bring the hub window into focus and enter Ctrl + Shift + D. Users can update the data by clicking the **Reload** button. Users can also save the information to an html file by clicking the **Save** button.

The Cisco Jabber Diagnostics Tool is available by default. To disable this tool, you must set the DIAGNOSTICS_TOOL_ENABLED installation parameter to FALSE. For more information about this installation parameter, see *On-Premise Deployment for Cisco Jabber*, or *Cloud and Hybrid Deployments for Cisco Jabber*, depending on your setup.