Collaboration產品上的Smart Call Home證書的證 書過期故障排除

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簡介

本文檔介紹為Smart Call Home提供的Verisign證書(VeriSign_Class_3_Secure_Server_CA_-_G3.der)的證書過期警報的解決方案,這些證書過期警報設定為在2020年2月過期,見本文檔中介 紹的以下Cisco Unified Collaboration產品。

思科整合通訊管理員(UCM) Cisco Unified Communications Manager Session Management Edition Cisco IM和狀態服務(CUPS) Cisco Unity Connection Cisco Finesse Cisco SocialMiner Cisco MediaSense Cisco Unified Contact Center Express 思科整合情報中心(CUIC) 思科虛擬化語音瀏覽器 Cisco Prime License Manager

必要條件

需求

本文件沒有特定需求。

採用元件

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除(預設))的組態來啟動。如果您的網路正在作用,請確保您已瞭解任何指令可能造成的影響。

背景資訊

Smart Call Home是一種自動支援功能,可監控您網路上的思科裝置。Call Home功能允許您通訊並 將診斷警報、清單和其他消息傳送到Smart Call Home後端伺服器。

使用此部分驗證是否已啟用Smart Call Home

步驟1.從Cisco Unified Serviceability頁面,選擇CallHome > Configuration。



步驟2.檢查Call Home欄位是否設定為Disabled或Enabled

Call Home*	None	The reminder to configure Smart Call Home will continue to appear on the login page until a value is selected
Customer Cont	None Disabled	
Email Address*	Enabled(Smart Call Home) Enabled(Anonymous Call Home)	

問題

Cisco Unified Collaboration產品上的Smart Call Home預設提供的VeriSign證書 (VeriSign_Class_3_Secure_Server_CA_-_G3.der)為tomcat-trust證書,該證書將於2020年2月到期 。以下過期警報可能會出現:

%UC_CERT-4-CertValidLessThanMonth: %[Message=Certificate expiration Notification. Certificate name:VeriSign_Class_3_Secure_Server_CA_-G3.der Unit:tomcat-trust Type:own-cert] [AppID=Cisco Certificate Monitor][ClusterID=][NodeID=UCM-PUB.ciscolab.com]

解決方案

此問題已記錄在Cisco錯誤ID CSCvs64158中。

11.0(1)及更高版本的解決方法

步驟1.瀏覽到發佈器上的Cisco Unified OS Administration GUI,然後點選**Security > Certificate** Management



All rights reserved.

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at our Export Compliance Product Report web site.

For information about Cisco Unified Communications Manager please visit our Unified Communications System Documentation web site.

For Cisco Technical Support please visit our Technical Support web site.

步驟2.查詢公用名包含VeriSign的證書清單

就 Certifica	rte List × +															-	a x
(https:///cmplatform/certificateFindList.	do						C Q Searc	:h			1	n 🏚	+	A		≡
CISCO Unified Operating System Administration For Cisco Unified Communications Solutions								Navi	igation	Cisco Unif	fied OS / admi	Adminis nistrat	tration	About	• •	GO ogout	
Show - Settin	ngs 💌 Security 💌 Software Upgrades 💌 Servic	ces 🕶 H	elp 🔻														
Certificate Li	ist																
Generate S	Self-signed 🗿 Upload Certificate/Certificate chain	🔋 Gen	erate CSF	۶													
- Status																	
(i) 1 record	is found																
Certificate	List (1 - 1 of 1)												R	tows p	er Pag	e 50	•
Find Certificat	e List where Common Name 💌 begins with	▼ VeriS	Sign		Find Clear	Filter 🛟 🖙	-										
Certificate *	Common Name	Type	Key Type		Distribution				Issued 8	Ву			E	Expiratio	on	Descri	ption
tomcat-trust	<u>VeriSian Class 3 Secure Server CA - G3</u>	CA- signed	RSA	VeriSign_Cla	ass_3_Secure_Si	erver_CAG3	VeriSi	gn_Class_3_Publ	ic_Primary_	_Certifica	tion_Auth	nority	,G5 02	2/08/20	120 T u t o f	This certifica- used by commu- vith Cis Call-Ho ceature enabled	ate is UCM nicate sco if me is J.
Generate S	elf-signed Upload Certificate/Certificate chai	in Gen	ierate C	SR													

步驟3.按一下VeriSign_Class_3_Secure_Server_CA_-_G3,您將看到突出顯示證書詳細資訊的彈出 視窗



步驟4.按一下「Delete」按鈕,系統提示您發出警告,然後按一下「OK」。應從群集中的所有節點 中刪除證書。

Show - Settings - Security - Software Upgrades - Servi	😻 Certificate Details(CA-signed) - Mozilla Firefox	- 🗆 X			
Certificate List	https://, cmplatform/certificateEdit.do?cert=/usr/local/platform/.security/tomcat/trust-ce	rts/VeriSig			
💽 Generate Self-signed 👜 Upload Certificate/Certificate chain	Certificate Details for VeriSign_Class_3_Secure_Server_CAG3, tomcat-trust	<u>^</u>			
_ Status	X Delete Download PEM File Download DER File				
1 records found	_ Status	_			
	(i) Status: Ready				
Certificate List (1 - 1 of 1)	Certificate Settings		_	Rows per P	age 50 💌
	Locally Uploaded You are about to permanently delete this certificate which may		_	Frankis March	B i . N
Certificate Common Name	Certificate Purpose chain. You can determine if deleting this certificate will result in a		thereity - CE	Expiration	Description
	Certificate Type Certificate Group Description(friendly Certificate File Dr [Certificate	eatur	JION NY00	02/00/2020	certificate is used by UCM to communicate with Cisco if Call-Home feature is enabled.
Generate Self-signed Upload Certificate/Certificate cha	Version: V3 Serial Number: 65CC7AA5A7032009B8CEBCF4E952D491 SignatureAlgorithm: SHA1withRSA (1.2.840.113549.1.1.5) Issuer Name: CN=VerSign Class 3 Public Primary Certification Authority - G5, OU=(c) 2006 Version, Inc For authorized use only, OU=VerSign Trust Network, O=VerSign, Inc., C=US Validity From: Mon Feb 08 05:30:00 IST 2010 T0: Safe Feb 08 05:29:59 IST 2020 Subject Name: CM=VerSign Class 3 Secure Server CA - G3, OU=Terms of use at https://www.versign.com/rpa (c)10, OU=VerSign Trust Network, O=VerSign, Inc., C=US Key: RSA (1.2.840.113549.1.1.1) Key: RSA (1.2.840.113549.1.1.1) Key: Value: 308201040282010100b187841fc20c45f5bcab2597878462434c1f35bf3497b6283488174d188766c0253f9E C7f4326575833833b330a17b0d04e9124ad867d6412dc744a34a11d0ae3961d015fca34b3bce5388dd JBelete Download .PEM File Download .DER File Javascript:onDelete0				

Cisco Unified Operating System Administration	Navigation Cisco Unified OS Administration 💽 GO
For Lisco Unified Communications Solutions	administrator About Logout
Show - Settings - Security - Software Upgrades - Services - Help -	
Certificate List	
💽 Generate Self-signed 🕮 Upload Certificate/Certificate chain 📵 Generate CSR	
r Status	
Success: Cartificate Dalated	
Restart Cisco Tomcat Service using the CLI "utils service restart Cisco Tomcat" on all cluster nodes (UCM/IMP).	
1 0 records found	
Certificate List	Rows per Page 50
Find Certificate List where Common Name 💌 begins with 💌 VeriSign 🛛 Find Clear Filter 🜵 😑	
No active query. Please enter your search criteria using the options above.	
Generate Self-signed Upload Certificate/Certificate chain Generate CSR	

對於所有其他版本

刪除證書之前,我們需要執行以下步驟

步驟1.導覽至Cisco Unified Serviceability > Tools > Control Center - Network Services



For Cisco Technical Support please visit our <u>Technical Support</u> web site.

步驟2.停止集群中所有節點上的Cisco Certificate Change Notification

🗯 Ci	sco Unified Serviceability-C × +				_ # X
(4)0	A https://:/ccmservice/MainServlet.class		C Q Search	☆ 白 ♣ ★	, ≡
1	Madiouu vouuiuizitiadike Akeo Setalos	Kunning	AAAA 1911 55 10:23:12 5050	T 09Å2 TT:04:TA	
C	A Cisco DB	Running	Wed Jan 22 10:37:35 2020	1 days 11:19:59	
C	A Cisco DB Replicator	Running	Wed Jan 22 10:37:36 2020	1 days 11:19:58	
C	SNMP Master Agent	Running	Wed Jan 22 10:37:40 2020	1 days 11:19:54	
С	MIB2 Agent	Running	Wed Jan 22 10:37:41 2020	1 days 11:19:53	
C	Host Resources Agent	Running	Wed Jan 22 10:37:42 2020	1 days 11:19:52	
С	System Application Agent	Running	Wed Jan 22 10:37:43 2020	1 days 11:19:51	
C	Cisco CDP Agent	Running	Wed Jan 22 10:37:44 2020	1 days 11:19:50	
С	Cisco Syslog Agent	Running	Wed Jan 22 10:37:45 2020	1 days 11:19:49	
0	Cisco Certificate Expiry Monitor	Running	Wed Jan 22 10:37:57 2020	1 days 11:19:37	
(•	Cisco Certificate Change Notification	Running	Wed Jan 22 10:37:58 2020	1 days 11:19:36	
0	Cisco Tomcat	Running	Wed Jan 22 10:37:38 2020	1 days 11:19:56	
С	Platform Communication Web Service	Running	Wed Jan 22 10:52:02 2020	1 days 11:05:32	
0	Cisco Smart License Manager	Running	Wed Jan 22 10:38:17 2020	1 days 11:19:17	

步驟3.如果IM and Presence Server停止Platform Administration Web Services和Cisco Intercluster Sync Agent

C	isco Unified Serviceability-C × +									-
D	MainServlet.class		C	☆ 自 ♣ 余						
	Service Name	Status	Start	Time	Up Tin	ie				
	A Cisco DB	Running	1	Wed Jan 22 11:46:08 2020		1	L days	: 10:	12:04	
	A Cisco DB Replicator	Running	1	Wed Jan 22 11:46:09 2020		1	L days	: 10:	12:03	
	Cisco Tomcat	Running	1	Wed Jan 22 11:46:13 2020		1	L days	: 10:	11:59	
	SNMP Master Agent	Running	1	Wed Jan 22 11:46:14 2020		1	L days	: 10:	11:58	
	MIB2 Agent	Running	1	Wed Jan 22 11:46:15 2020		1	L days	; 10:	11:57	
	Host Resources Agent	Running	1	Wed Jan 22 11:46:16 2020		1	1 days	: 10:	11:56	
	System Application Agent	Running	1	Wed Jan 22 11:46:17 2020		1	1 days	: 10:	11:55	
	Cisco CDP Agent	Running	1	Wed Jan 22 11:47:42 2020		1	l days	; 10:	10:30	
	Cisco Syslog Agent	Running	1	Wed Jan 22 11:47:43 2020		1	l days	: 10:	10:29	
	Cisco Certificate Expiry Monitor	Running	1	Wed Jan 22 11:47:58 2020		1	l days	; 10:	10:14	
Ĩ	Platform Administrative Web Service	Running	1	Wed Jan 22 11:58:49 2020		1	l days	09:	59:23	
	Platform Communication Web Service	Running	1	Wed Jan 22 11:48:08 2020		1	l days	: 10:	10:04	
d	Presence Services									
	Service Name	Status	Start	Time	Up Tin	ne				
	Cisco Sync Agent	Running	1	Ned Jan 22 11:47:52 2020		1	l days	: 10:	10:20	
	Cisco Login Datastore	Running	1	Ned Jan 22 12:08:29 2020		1	L days	09:	49:43	
	Cisco Route Datastore	Running	1	Wed Jan 22 11:46:12 2020		1	L days	: 10:	12:00	
	Cisco Config Agent	Running	1	Ned Jan 22 11:48:09 2020		1	L days	: 10:	10:03	
	Cisco OAM Agent	Running	1	Ned Jan 22 11:48:10 2020		1	L days	: 10:	10:02	
	Cisco Client Profile Agent	Running	1	Ned Jan 22 12:10:20 2020		1	l days	: 09:	47:52	
	Cisco Intercluster Sync Agent	Running	1	Wed Jan 22 11:47:56 2020		1	days	: 10:	10:16	
	Cisco XCP Config Manager	Running	1	Ned Jan 22 11:47:55 2020		1	days	: 10:	10:17	
	Cisco XCP Router	Running	1	Wed Jan 22 11:48:11 2020		7	L days	: 10:	10:01	
	Cisco Server Recovery Manager	Running	1	Ned Jan 22 11:47:54 2020		7	L days	: 10:	10:18	
	Cisco IM and Presence Data Monitor	Running	1	Wed Jan 22 11:47:53 2020		1	L days	: 10:	10:19	
	Cisco Presence Datastore	Running	1	Ned Jan 22 12:04:25 2020		1	L days	: 09:	53:47	
	Cisco SIP Registration Datastore	Running	1	Wed Jan 22 12:12:48 2020		1	L days	: 09:	45:24	
	Cisco RCC Device Selection Service	Running	1	Wed Jan 22 11:48:13 2020		1	L days	10:	09:59	
	nicor									
	Service Name	Status	Start	Time	Up Tin	ne				
1	Cisco Database Laver Monitor	Rupping		Ned lan 22 11:46:10 2020		1	l davs	: 10:	12:02	
		- san in in rig					,.			
	Services									
	Service Name	Status	Start	Time	Up Tin	ie i			50.05	
	SUAP -Real-Time Service APIs	Running	1	ved Jan 22 11:59:09 2020		1	days	09:	59:03	
	SOAP -Performance Monitoring APIs	Running	1	Wed Jan 22 11:59:09 2020		1	days	09:	59:03	
	SOAP -Log Collection APIs	Running	1	Ved Jan 22 11:59:09 2020		2	days	:09:	59:03	

步驟4.按照本文11.0(1)及更高版本解決方法一節所述,刪除包括IM和線上狀態在內的所有節點上的 證書

步驟5.啟動步驟2和步驟3中停止的服務。

附註:如果您刪除證書,並在2020年2月7日之前進行升級,則證書將在升級後重新出現,必 須再次刪除。2020年2月7日之後的任何升級都不會重新新增證書

Smart Call Home證書續訂過程

如果Smart Call Home被禁用,則刪除證書後無需執行進一步的操作。如果已啟用Smart Call Home,請按照以下步驟操作

步驟1.從UCM管理指南的Smart Call Home證書資訊部分複製證書內容

🥭 Administration Guide for Cisco Unified Communications Manager, Release 12.5(1)SU1 - Call Home [- Internet Explorer 💶 🗖 🗙	
🌀 🕢 🗰 https://www.cisco.com/c/en/us/td/docs 🔎 🛀 🏰 54/ministration Guide for 🗙 🛄 💮 🏠 🛞	
Notify Customer of Call Home messages.	- In-
 Provide impact analysis and remediation steps. 	SmartCallHome.pem - Notepad
For more information about Smart Call Home, see the Smart Call Home page at this location:	File Edit Format View Help
http://www.claco.com/en/US/products/ps7334/serv_home.html	Developed as a series of the s
Information for Smart Call Home Certificates Renewal	
From Clisco Release 10.5(2) onwards, administrators have to manually upload the new certificates for any renewal request to continue support for 5mart Call Home feature. Make sure that your system has the intermediate Certificate Authority (CA) certificate that your system already trusts. You can upload certificates through Clisco Unified Operating System Administration web OUI. Go to Security > Certificate Management > Upload Certificate/Certificate chair. Choose temcat-trust as the Certificate Purpose, and upload the certificate from the saved destination.	
The following certificate with extension .PEM should be uploaded to tomcat-trust.	Careford Acquired Control Control Control of Control C
Ensure that the administrator copy the entire string and includeBEGIN CERTIFICATE andEND CERTIFICATE, paste it into a text Neter Ella, and save it with the extension .PEM.	MAKGALUEBINKQKOVGTADERNVBADTEFELDINKKOVI KOZISIWCNQEGOZALERNVE BIELDISHCOVI I ZIFI VIDIQQQE GMOZOEQNWQYVI KOZISIWCNQEFEQADQQEBADKE
BEQIN CERTIFICATE	8) MonnedLwuvzen TRYPENvbzwchMbbvHze3 4 EHL JR QUDGodM1 Schoolugwit Ava 9/1 N/Ac42) 19NLmcy1P3 2R Px3 U I HmfLT3 DQ LyU/h2 BwdBR 5 MH+CC3 pNv 1 P41 H
MIIFtzCCA5+gAwlBAgiCBQkwDQYJKoZihveNAQEFBQAwRTELMAkGA1UEBhMCQk0x	fs/nonP3MpCruNq3cVx2k1F495V5+Vgt0odmV5B3p3d4M13Qwx4/nr7yanHvd
GTAXBgNVBAoTEFF1b12hZQIzIExpbWI02WQxQzAZBgNVBAMTEIF1b12hZQIzIFJv	WWPKjaJWlacvvFYfzznB4vsKqBUsfUl6Y8Zsl0Q80m/DShcK+JDSv6IZUaUtl
b3QgQ0EgMjAøFw0wNjExMjQx0Dl3MD8øFw0zMTExMjQx0DlzMzNaMEUxCzAJ8gNV	B0+pUNg232RG4T7W1POQAD310+hA4bRUVhog2G9Y3e0uRY/W62M/57E532rWI
BAYTALRMRRwFwYDVQQKExBRdW9WYWRpcyBMaW1pd0VkMRawGQYDVQQDExJRdW9	hL51b9D45MY56Q5IPMD661V6bYC23PV5AfV417CUW+v90m/xd2gNNwQ3mLhV0
WYWRpcyB5b290IENBIDIwggIIMA0GC5qG5ib3DQEBAQUAA4ICDwAwggIKAoICAQCa	TU123Ph1W/aj+ah3efivorkRoHy3au000L1mrjgahwz46P0u058/85EqHdz+x
GMpLIA0ALa8DKYrwD4HirkwZhR0in6spRIXzL4GtMh6QRr+jhlYaHv5+HBg6X.Jxg	mbA4CD/pxxk18+T3Ym5xf6dQ1fe6y3vmjq18xdzmv31h8zwc4bmcxF2gw+nYS
Fyo6dlMzMH1hVBHL7avg56KlkV/rbxl3Cgat/ek+7wrGaxDp3MJGF/hd/aTa/55J	OhEUGWSynhitoPkg3Go13KzzenMfv3z114pEzonLX1dz6E0KC13G8UzGpn/Z97
WpzmM+Yklvq/ularHHo1wtZn/qtmUlttKGA/79dgw8eTvl02ktN/+NaRE85cd3b8	4aoTHCyK31o30ND01w2AFFR4pTQHT12KpdvG1/1sELm8vCLAAV8pQ570su91+
rrcCaoF6qUWD4gXmuVb8lDeP5HFJluwXZQeVikvfj8ZaCuWw419eaxGrDPmF60Tp	BEOX 29 FR 1200 YXB) THE UNAFZ DWC EONYMCOU
+ARz8un+XJIM9XOva7R+zdRcAhMOeGylZUtQofX1bOQQ7daE/He3fbE+lk/0XX1	END_CERTIFICATE
ksOR1Yql0JDs303elcJlcZaLDQP9nL9bFqy52+r+eXyt86/3Fevbz5Ur5R/7mp/l	1
Ucw6UwxI5g69ybR2BILmER0FcmMDB0AENisgGQLodKcftsIWZvB1JdxnwQ5hYliz	
PtGo/KPaHbDReSNU30R2be1B2MGy/rZTHN81Hdyhdyox5C315eXbyOD/5YDXC2Og	
/zOhD7osFRXqI7PSorW+8oyWHhqPHWykYTe5hnMz15eWnIN9gqRMgeKh0bpnX5UH	
oycR7hYQe7xF5kyyBNKr79X8DFHOUGoIMfmR2gyPZFwOwzqUD9uJWc9Otb+fVul	
yV77zGHclzN300QyNQIBJIWENieJ0f7OyHj+OedWwIDAQABo4GwMI0tMA80A1Ud	

附註:同一證書對10.5及更高版本有效

步驟2.在Cisco Unified OS Administration GUI **Certificate Management頁面上傳.pem**檔案,**每個屏** 幕截圖均顯示tomcat-trust

ahah. Cisco Unified Operating	g System Administration	Navigation	Cisco Unified OS Administration		▼ Go
CISCO For Cisco Unified Communication	s Solutions		administrator	About	Logout
Show • Settings • Security • Software Upgrades	s 🕶 Services 💌 Help 🕶				
Certificate List					
Generate Self-signed Dipload Certificate/Certific	cate chain 🔒 Generate CSR				
Certificate List					
Find Certificate List where Certificate 💌 be	gins with 💌 Find Clear Filter 🎂 🛥				
	Unload Certificate/Certificate chain - Mozilla Firefox	×			
Generate Self-signed Upload Certificate/(https:///cmplatform/certificateUpload.do	-			
	Joload Certificate/Certificate chain				
1	Likipad 🔲 Close				
l r	Status				
	Warning: Uploading a cluster-wide certificate will distribute it to all servers in this cluster				
	Upload Certificate/Certificate chain	- 1			
ŕ	Certificate Purpose* tomcat-trust				
14	Description(friendly name)				
l l l	Upload File Browse SmartCallHome.pem				
-		- 1			
	Upload Close				
	(i) *- indicates required item.				
<u> </u>					

alada Cisco	Unified Operating Sys	tem Adminis	tration		Navigation	Cisco Unified OS Adm	ninistration	▼ Go
CISCO For Cisc	o Unified Communications Solut	ions				adminis	trator About	Logout
Show - Settings -	Security 🔻 Software Upgrades 👻 Se	rvices 🔻 Help 🔻						
Certificate List								
Generate Self-signe	d Dpload Certificate/Certificate chai	n 🧿 Generate CSR						
_ Status —								
1 records found								
Certificate List	(1 - 1 of 1)						Rows per Pag	e 50 💌
Find Certificate List w	here Common Name 💌 begins wit	h 💌 QuoVadis	Fi	ind 🛛 Clear Filter 🔄 🕂 📼				
Certificate *	Common Name	Type	Кеу Туре	Distribution	Issued By	Expiration	Descript	ion
tomcat-trust	<u>OuoVadis Root CA 2</u>	Self-signed	RSA	QuoVadis_Root_CA_2	QuoVadis_Root_CA_2	11/24/2031	Signed Certifica	te
Generate Self-signe	Upload Certificate/Certificate c	hain Generate CS	R					

對於Cisco Prime License Manager

適用於Prime授權管理員10.5

可以通過應用此COP檔案(<u>ciscocm.plm-CSCvs64158_remove_sch_cert_C0050-1.k3.cop.sgn)從系</u> <u>統中刪除過期的證書(</u>VeriSign_Class_3_Secure_Server_CA_-_G3)。 有關安裝說明,請檢視自述檔 案。

適用於Prime授權管理員11.5

可以通過應用此COP檔案(<u>ciscocm.plm-CSCvs64158_remove_sch_cert_C0050-1.k3.cop.sgn</u>)從系 統中刪除過期的證書(VeriSign_Class_3_Secure_Server_CA_-_G3)。 有關安裝說明,請檢視自述檔 案。