



Certificates for Live Data



Note The procedures in this appendix are applicable only for Unified CCE deployments. For information about Live Data certificates with Packaged CCE deployments, see the *Cisco Packaged Contact Center Enterprise Installation and Upgrade Guide*.

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Certificates and Secure Communications

For secure Cisco Finesse, Cisco Unified Intelligence Center, and Live Data server-to-server communication, perform any of the following:

- Use the self-signed certificates provided with Live Data.



Note When using self-signed certificates, agents must accept the Live Data certificates in the Finesse desktop when they sign in before they can use the Live Data gadget.

- Obtain and install a Certification Authority (CA) certificate from a third-party vendor.
- Produce a Certification Authority (CA) certificate internally.

Export Self-Signed Live Data Certificates

Live Data installation includes the generation of 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), you must first export the certificates from Live Data and Cisco Unified Intelligence Center, as described in this procedure. You must export from both Side A and Side B of the Live

Data and Cisco Unified Intelligence Center servers. You must then import the certificates into Finesse, importing both Side A and Side B certificates into each side of the Finesse servers.

As is the case when using other self-signed certificates, agents must accept the Live Data certificates in the Finesse desktop when they sign in before they can use the Live Data gadget.

Procedure

- Step 1** Sign in to Cisco Unified Operating System Administration on Cisco Unified Intelligence Center (<https://hostname of Cisco Unified Intelligence Center server/cmplatform>).
- Step 2** From the **Security** menu, select **Certificate Management**.
- Step 3** Click **Find**.
- Step 4** Do one of the following:
- If the tomcat certificate for your server is on the list, click the certificate to select it. (Ensure that the certificate you select includes the hostname for the server.)
 - If you are using self-signed certificate, do the following:
 - a. Click **Generate New**.
 - b. When the certificate generation is complete, restart the Cisco Tomcat service and the Cisco Live Data NGINX service.
 - c. Restart this procedure.
- Step 5** Click **Download .pem file** and save the file to your desktop.
Be sure to perform these steps for both Side A and Side B.
- Step 6** After you have downloaded the certificates from Cisco Unified Intelligence Center, sign in to Cisco Unified Operating System Administration on the Live Data server (<http://hostname of LiveData server/cmplatform>), and repeat steps 2 to 5. This is applicable only for Standalone LiveData.
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What to do next

You must now import the Live Data and Cisco Unified Intelligence Center certificates into the Finesse servers.

Import Self-Signed Live Data Certificates

To import the certificates into the Finesse servers, use the following procedure.

Procedure

- Step 1** Sign in to Cisco Unified Operating System Administration on the Finesse server using the following URL:
<http://FQDN of Finesse server:8443/cmplatform>
- Step 2** From the **Security** menu, select **Certificate Management**.

- Step 3** Click **Upload Certificate**.
- Step 4** From the **Certificate Name** drop-down list, select **tomcat-trust**.
- Step 5** Click **Browse** and browse to the location of the Cisco Unified Intelligence Center certificate (with the **.pem** file extension).
- Step 6** Select the file, and click **Upload File**.
- Step 7** After you have uploaded the Cisco Unified Intelligence Center certificate repeat steps 3 to 6 for Live Data certificates. This is applicable only for standalone Live Data.
- Step 8** After you upload both the certificates, restart Cisco Finesse Tomcat on the Finesse server.
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What to do next

Be sure to perform these steps for both Side A and Side B.

Obtain and Upload Third-party CA Certificate

You can use a Certification Authority (CA) certificate provided by a third-party vendor to establish an HTTPS connection between the Live Data, Finesse, and Cisco Unified Intelligence Center servers.

To use third-party CA certificates:

- From the Live Data servers, generate and download a Certificate Signing Requests (CSR).
- Obtain root and application certificates from the third party vendor.
- Upload the appropriate certificates to the Live Data, Unified Intelligence Center, and Finesse servers.

Follow the instructions provided in the *Unified CCE Solution: Procedure to Obtain and Upload Third-Party CA certificates (Version 11.x)* technical note at : <https://www.cisco.com/c/en/us/support/docs/customer-collaboration/unified-contact-center-enterprise-1101/200286-Unified-CCE-Solution-Procedure-to-Obtai.html> .

