

From: cisco-voip [<mailto:cisco-voip-bounces@puck.nether.net>] **On Behalf Of** Abhiram Kramadhathi (akramadh)

Sent: Thursday, November 17, 2016 7:00 PM

To: Clifford McGlamry <cmcglamry@forsythe.com>; Anthony Holloway <avholloway@cisco-voip@gmail.com>; Heim, Dennis <Dennis.Heim@wwt.com>

Cc: cisco-voip@puck.nether.net

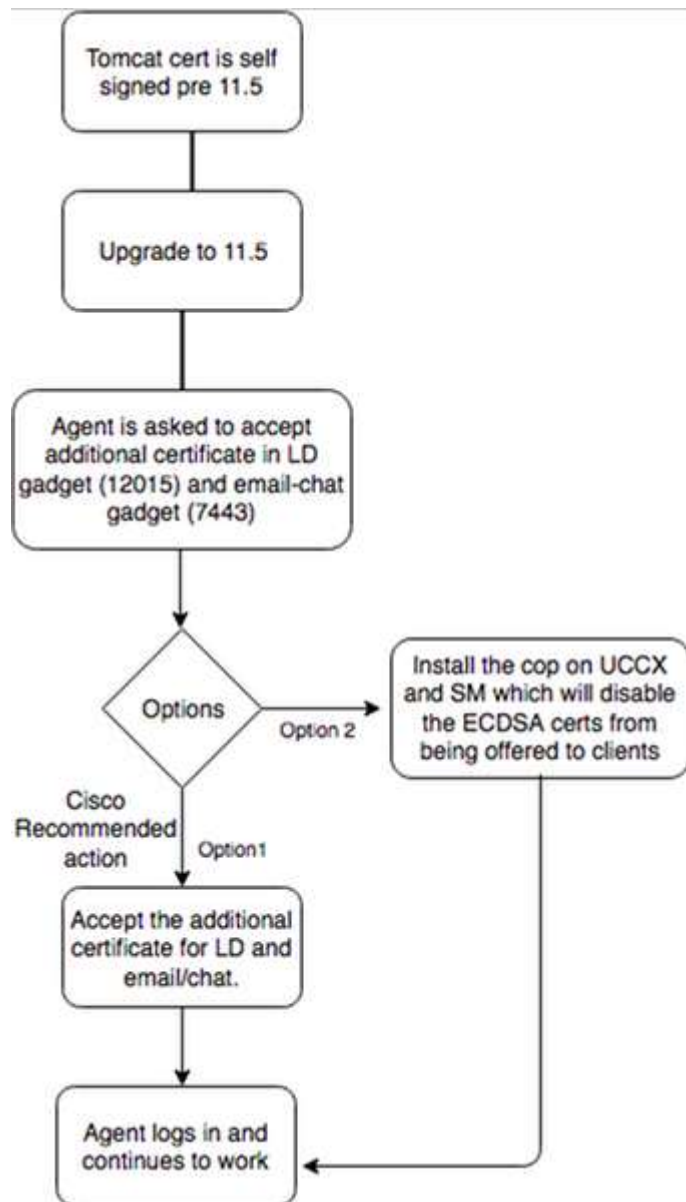
Subject: Re: [cisco-voip] UCCX 11.5 Upgrade Disaster

Hi all,

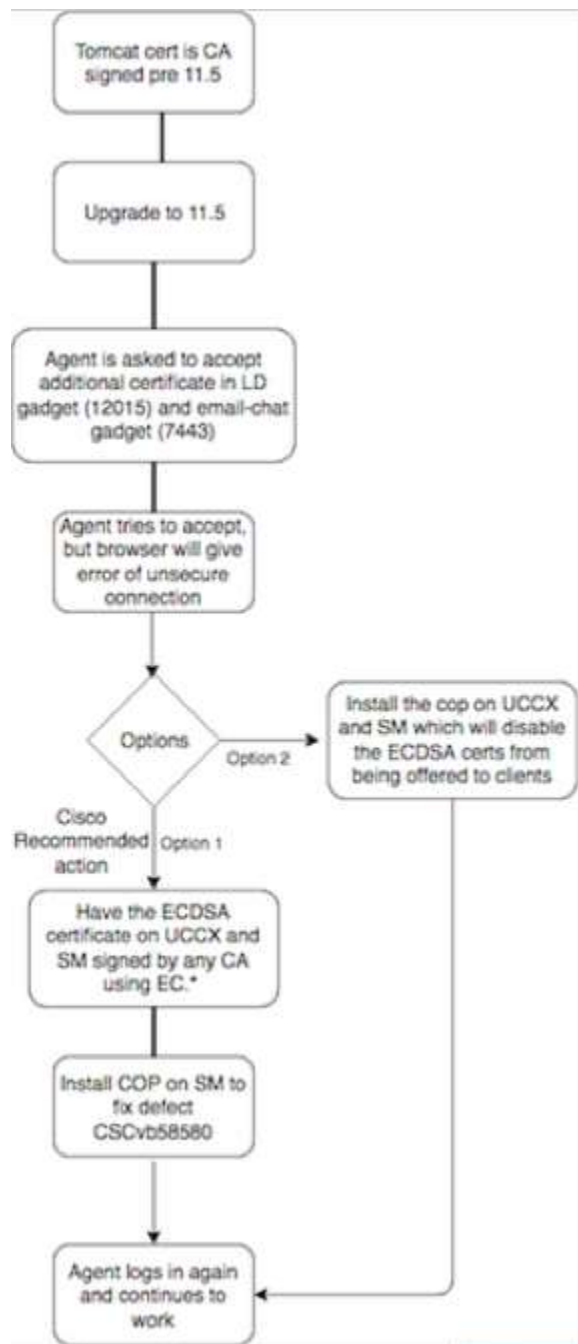
This is from a document I created internally for the teams. Hope it clarifies few of the questions below, but feel free to let me know if there are any other questions about the certificate:

Certificate combination/Web server	Default Agent Experience after upgrade to 11.5 (without any cop)	UCCX Tomcat	UCCX Openfire	UCCX
Self signed Tomcat, Self signed Tomcat-ECDSA	Agents will be asked to accept certificate in LD gadget and chat-email gadget	Self-signed	Self-signed	Self-signed
RSA CA signed Tomcat, RSA CA signed Tomcat-ECDSA	Agents can use Finesse with LD working, but email-chat gadget won't load and SM webpage does not load.*	RSA	RSA	RSA
RSA CA signed Tomcat, EC CA signed Tomcat-ECDSA	Agents can use Finesse with both LD and chat-email working*	RSA	RSA	ECDSA
RSA CA signed Tomcat, self signed Tomcat-ECDSA	Agents will be asked to accept additional certificate in LD and email-chat gadget. Accepting certificate from LD gadget will fail, accepting certificate from email-chat gadget will be successful.*	RSA	RSA	Self-signed (accept due to security mea screenshot a Customer sh certificate sig or install the disable ECD being offered

Customers moving from a self-signed environment to 11.0:



Customers moving from a CA signed environment to 11.5:



This is not to be treated as a Cisco document, but more for purposes of sharing information only. Thanks.

Regards,
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 CCIE Collaboration # 40065