

AppAdmin Authentication Page Opens as a Blank Page

Problem Summary	A blank page opens with an error message instead of the expected AppAdmin authentication page.
Error Message	Peer's certificate has been revoked.
Possible Cause	You are using a custom Tomcat certificate that has now expired instead of the usual Unified CCX self-signed certificate.
Recommended Action	<p>There are two workarounds.</p> <p>Workaround 1</p> <p>NOTE: Cisco does not support this workaround because it could affect the browser when it connects to a server. If you are using a Firefox browser, go to Tools > Options > Encryption. Select the Validation button. Check "If an OCSP server connection fails, treat the connection as invalid."</p> <p>If you are using Internet Explorer, go to Tools > Internet Options > Advanced. Uncheck Server certificate validation.</p> <p>Workaround 2</p> <p>Regenerate the default Tomcat certificate that comes with Unified CCX and then restart Tomcat service.</p> <pre>admin:set cert regen tomcat WARNING: This operation will overwrite any CA signed certificate previously imported Proceed with regeneration (yes/no)? yes Successfully regenerated certificate for Tomcat. You must restart services related to Tomcat for the regenerated certificates to become active.</pre> <p>Or, get a new certificate from your service provider.</p>
Release	Releases 8.5(1) SU4, Release 9.0(1)
Associated CDETS #	CSCua34165