

## AppAdmin Authentication Page Opens as a Blank Page

<b>Problem Summary</b>	A blank page opens with an error message instead of the expected AppAdmin authentication page.
<b>Error Message</b>	Peer's certificate has been revoked.
<b>Possible Cause</b>	You are using a custom Tomcat certificate that has now expired instead of the usual Unified CCX self-signed certificate.
<b>Recommended Action</b>	<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 &gt; Options &gt; 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 &gt; Internet Options &gt; 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>
<b>Release</b>	Releases 8.5(1) SU4, Release 9.0(1)
<b>Associated CDETS #</b>	CSCua34165