

**Main page:** [Cisco Unified MeetingPlace Express, Release 2.x](#)

NOTE: If you still have problems with Cisco Unified MeetingPlace Express, contact Cisco TAC.

**Problem:** Integration with SMTP or Exchange servers is not working (e-mail notifications are not sent).

**Solution:** Check for the "unable to find valid certification path?" exception in the file called rcms.out. If you find this exception, there are three ways to solve this problem:

There are 3 possible solutions to this problem:

- Obtain and install a valid certificate issued by a recognized CA authority.
- Disable SSL/TLS on the SMTP/Exchange server
- Use 2\_X\_hotfix\_01\_CSCsw87431.zip to import the existing, non-trusted certificate to the list of trusted certificates in the Java keystore. This zip file can be found on Cisco.com.

**Problem:** Your SSL certificates are not in the PEM format.

**Solution:** Convert your SSL certificates to the PEM format. See the [Changing the Format of an SSL Certificate](#) for information.

**Problem:** You entered an incorrect certificate or private key name and clicked **Enable SSL**. The Cisco Unified MeetingPlace Express system locked you out and you cannot access any part of the application.

**Solution:** Use the SSLUtil command from the CLI to access the system. See the [SSLUtil](#) for information.

**Problem:** When generating CSRs, you clicked the **Generate CSRs** button more than once. This causes the system to create a new private key and invalidate any certificates that you have previously installed.

**Solution:** If you backed up the SSL configuration, restore it.

**Solution:** If you did not back up the SSL configuration, generate new CSRs and request new certificates from the signing authority.

**Problem:** You performed a fresh installation of Cisco Unified MeetingPlace Express since receiving the SSL certificates. Whenever you install the Cisco Unified MeetingPlace Express system, the installation program deletes any private keys and public certificates on the hard disk.

**Solution:** If you backed up the SSL configuration, restore it.

**Solution:** If you did not back up the SSL configuration, generate new CSRs and request new certificates from the signing authority.

**Problem:** The hostnames of the Cisco Unified MeetingPlace Express have changed since the system was configured for SSL. The hostnames are defined during installation.

**Solution:** Obtain new certificates.

**Problem:** The common portions of the paired public certificate/private key do not match. If these common portions do not match, the public certificate and private key will not work together and the system will be unable to communicate using SSL.

**Solution:** For the public certificate and private key to work together, they must have the same values for the modulus and exponent fields. All other values in the public certificates and private key files can be different. See the [Displaying the Contents of a Certificate](#) to see how to determine if they match.

**Problem:** The certificates do not have different names or different internal content. You need two certificates for the primary server and two certificates for the secondary (SMA) server:

- One for the End-User Interface and the Administration Center
- One for web conferencing

**Solution:** See the [Displaying the Contents of a Certificate](#) that describes how to display the contents of a certificate. After you display them, make sure the names and content are different.