Cisco Business 250 or 350 Series Switch Embedded Probe Does Not Connect to the Manager for CBD

Objective

This article explains that when using Cisco Business Dashboard (CBD) if the embedded switch probe is not connecting to the manager, the problem could be your certificate name.

Hardware

Cisco Business 250 and 350 Series Switches

Software

Cisco Business Dashboard

Here's the Scoop

When using CBD with a signed certificate on it, if you plan to use the embedded probe of the switch, the switch has to trust the certificate on the dashboard. Usually, that means the root CA certificate (which signed the Dashboard certificate) needs to be installed on the switch.

The switch won't trust the certificate on the Dashboard if the root CA certificate was imported onto the switch and there was a space in the name. If the switch doesn't trust the certificate on the Dashboard, the embedded probe will not connect.

How to Check the Certificate Name

Step 1

Log in to the Web User Interface (UI) of the switch and select **Advanced** on the top right corner of the page.

Q	admin	English	~	Basic Basic	~
				Advanced	

Click Security.



Step 3

Scroll down and select Certificates Settings > CA Certificates Settings.



Step 4

Select the certificate. In this example, you will see a space between words in the name. In this scenario, the probe will fail to make a successful connection to the manager. If you have a space in the name of your certificate, you need to delete and recreate it.

CA Certificate Table									
+	Details								
	Type equals to signer								
	Owner equals to			Go Clear Filter					
	Certificate Name	Туре	Owner	Valid From	Valid To	Status			
	signer	signer	signer	11-Aug-24 18:29:55	33-Nov-18 21:59:46	Valid			
	Dashboard Root CA	Static	static	20-Aug-11 00:00:00	21-Mar-18 23:59:59	Valid			
	CiscoCoreDownloaded_0	Dynamic	pnp	13-May-30 19:48:47	38-May-30 19:48:47	Valid			
\Box	CiscoCoreDownloaded_1	Dynamic	pnp	17-May-26 19:19:29	99-May-26 19:19:29	Valid			

Step 5

Click the certificate and the delete icon.

A Certificate Table							
÷	Details						
	Type equals to signer						
Owner equals to			Go Clear Filter				
	Certificate Name	Туре	Owner	Valid From	Valid To	Status	
\Box	signer	signer	signer	11-Aug-24 18:29:55	33-Nov-18 21:59:46	Valid	
	Dashboard Root CA	Static	static	20-Aug-11 00:00:00	21-Mar-18 23:59:59	Valid	
\Box	CiscoCoreDownloaded_0	Dynamic	pnp	13-May-30 19:48:47	38-May-30 19:48:47	Valid	

Step 6

Click the add icon.



Step 7

Add a certificate name that does not have any spaces. Copy and paste the certificate information. Do not have any spaces in the name!

Import CA Certificate					
When entering the	certificate, it must contain	the "BEGIN" and "END" markers.			
Certificate Name:	DashboardRootCA	(15/160 characters used)			
• Certificate:	BEGIN CERTIFICATE MIIFxTCCBK2gAwlBAglQanjhZstquf7TGuLCPWAS8TANBgkqhkiG9w0BAQsFADCB jzELMAkGA1UEBhMCR0lxGzAZBgNVBAgTEkdyZWF0ZXlgTWFuY2hlc3RlcjEQMA4G A1UEBxMHU2FsZm9yZDEYMBYGA1UEChMPU2VjdGlnbyBMaW1pdGVkMTcwNQYDVQQD Ey5TZWN0aWdvlFJTQSBEb21haW4gVmFsaWRhdGlvbiBTZWN1cmUgU2VydmVyIENB MB4XDTIwMDoxMTAwMDAwMEoXDTIxMDMxODIzNTk10VowGzEZMBcGA1UEAxMOY21k				

Conclusion

That's it, if that was your issue, you should be good to go. To monitor this workaround for future updates, <u>click this link</u>.

For more information on certificates, check out the following:

Manage Certificates on the Cisco Business Dashboard Using Let's Encrypt Certificates with Cisco Business Dashboard Using Let's Encrypt Certificates with Cisco Business Dashboard and DNS Validation