



Troubleshooting

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Update the SSO Certificate for the Cisco Jabber Domain

This procedure applies to cloud or hybrid deployments. Use this procedure to upload an updated single sign-on (SSO) certificate for your Cisco Jabber domain.



Note Only certificates with 1024, 2048, or 4096 encryption bits and RC4-MD5 algorithms are supported.

Before you begin

The certificate must be in a .CER or .CRT file format.

Procedure

- Step 1** Log in to the Webex Org Admin tool at <https://www.webex.com/go/connectadmin>.
 - Step 2** After loading the Administration tool, click the **Configuration** tab.
 - Step 3** In the left navigation bar, click on **Security Settings**.
 - Step 4** Click the link for **Organization Certificate Management**.
Previously imported X.509 certificates are displayed.
 - Step 5** In the **Alias** field, enter your company's Webex Organization.
 - Step 6** Click **Browse** to navigate to the X.509 certificate.
The certificate must be in a .CER or .CRT file format.
 - Step 7** Click **Import** to import the certificate.
If the certificate is not according to the format specified for an X.509 certificate, an error is displayed.
 - Step 8** Click **Close** twice to return to the **SSO Related Options** screen.
 - Step 9** Click **Save** to save your Federated Web single sign-on configuration details.
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Cisco Jabber Diagnostics Tool

Windows and Mac

The Cisco Jabber Diagnostics Tool provides configuration and diagnostics information for the following functionality:

- Service Discovery
- Webex
- Cisco Unified Communications Manager Summary
- Cisco Unified Communications Manager Configuration
- Voicemail
- Certificate Validation
- Active Directory
- DNS Records

To access the Cisco Jabber Diagnostics Tool window, users must bring the hub window into focus and enter **Ctrl + Shift + D**. Users can update the data by clicking the **Reload** button. Users can also save the information to an html file by clicking the **Save** button.

The Cisco Jabber Diagnostics Tool is available by default. To disable this tool, you must set the `DIAGNOSTICS_TOOL_ENABLED` installation parameter to `FALSE`. For more information about this installation parameter, see *On-Premise Deployment for Cisco Jabber*, or *Cloud and Hybrid Deployments for Cisco Jabber*, depending on your setup.