

Customer Care Message

Instructions to download & install the hotfix:

1. Customers download the hotfix from the download location specified below in the **Instructions Section**
2. Instructions to install the hotfix are found in readme.txt found in the download location.
3. Upon completion of the install, the hot fix install script will indicate success or failure. Success means the hot fix has been properly installed.
- **In case of failure, the script will report the reason for failure and automatically back out the changes. To help customers Cisco has created a web page for troubleshooting issues related to the MeetingPlace certificate issue. Please visit [http://docwiki.cisco.com/wiki/Cisco_Unified_MeetingPlace - WebEx Certificate Upgrade](http://docwiki.cisco.com/wiki/Cisco_Unified_MeetingPlace_-_WebEx_Certificate_Upgrade) before engaging Cisco TAC.**
4. The installation may be attempted again when the problem is resolved.
5. The package includes a script to back out the changes in case that proves to be necessary.

Instructions

Note: Make sure you have valid credentials to logon to cisco.com before you begin the download. Please contact Cisco TAC if you have issues downloading the hotfix.

If your deployment type is WebEx Scheduling then follow below instructions:

1. Go to <http://www.cisco.com/cisco/software/navigator.html?mdfid=278785523&flowid=5382>
2. Select appropriate MeetingPlace version (from third scroll pane)
3. Click on Unified MeetingPlace Application Server link
4. Expand All Releases button and select the appropriate version.
5. Download the "Cisco Unified MeetingPlace Application Server Release <version> Certificate Patch Readme" file and follow the installation instructions in that file. **Note:** All necessary binary files mentioned in the Readme file are available for download at the same location as the Readme file.
6. Follow the instructions in the [above](#) Readme file to install the hotfix.

If your deployment type is MeetingPlace Scheduling then follow below instructions:

1. Download and apply the hotfix for your version of the Cisco Unified MeetingPlace Web Conferencing
 - a. Go to <http://www.cisco.com/cisco/software/navigator.html?mdfid=278785523&flowid=5382>
 - b. Expand All Releases button and select the appropriate version.
 - c. Download the **Cisco Unified MeetingPlace Web Conferencing Release <version> Certificate Patch** file
 - d. Run the downloaded Patch installer (detailed instruction described in the "Cisco Unified MeetingPlace Application Server Release <version> Certificate Patch Readme", see below)
2. Download and apply the hotfix for MP Application server as follows:
 - a. Go to <http://www.cisco.com/cisco/software/navigator.html?mdfid=278785523&flowid=5382>
 - b. Select appropriate MeetingPlace version (from third scroll pane)
 - c. Click on Unified MeetingPlace Application Server link
 - d. Expand All Releases button and select the appropriate version.
 - e. Download the "Cisco Unified MeetingPlace Application Server Release <version> Certificate Patch Readme" file and follow the installation instructions in that file. **Note:** All necessary binary files mentioned in the Readme file are available for download at the same location as the Readme file.
 - f. Follow the instructions in the [above](#) Readme file to install the hotfix.

Customer Care Message

Useful Trouble-Shooting Tips

- If you experience entitlement issues downloading software with your CCO account, please attach a contract with software download permissions using the Cisco Service Contract Center at <http://www.cisco.com/web/services/ordering/csc/index.html> . If you need assistance with this tool, please open a case with the Cisco Service Support Center at <http://www.cisco.com/web/siteassets/contacts/international.html> and select your country for a local assistance phone number. Based on your contract number, they will be able to assist you. If you have questions about your contract, please reach out to your Cisco Sales contact or Cisco Account team for assistance.
- **To help customers Cisco has created a web page for troubleshooting issues related to the MeetingPlace certificate issue. Please visit [http://docwiki.cisco.com/wiki/Cisco_Unified_MeetingPlace - WebEx Certificate Upgrade](http://docwiki.cisco.com/wiki/Cisco_Unified_MeetingPlace_-_WebEx_Certificate_Upgrade) before engaging Cisco TAC.**

Customer Care Message

Appendix

Sample Readme file for MeetingPlace 8.5

1. If your deployment is 'MeetingPlace/WebEx with MeetingPlace Scheduling' (Type I) MPWeb server needs to be patched first
Detailed instructions can be found on:
Downloads Home -> Products -> Voice and Unified Communications -> Unified Communications Applications ->
Conferencing -> Cisco Unified MeetingPlace ->
Cisco Unified MeetingPlace Web Conferencing -> MeetingPlace Web Conferencing Software-8.5(3) -> Cisco Unified
MeetingPlace Web Conferencing Security Patch

If your deployment is 'MeetingPlace/WebEx with WebEx Scheduling' (Type II) go to step 2.

2. "su" to the root user:

```
su -
```

3. Copy installation files to the server,
(/mpx-record is a good destination for it).

4. Verify the MP_HF_Update_Certs85MR2.bin image is executable and run it:

```
chmod u+x MP_HF_Update_Certs85MR2.bin  
./MP_HF_Update_Certs85MR2.bin
```

5. Verify that all 3 certificates are added to trust store by running

```
keytool -list -keystore $JAVA_HOME/jre/lib/security/cacerts -storepass changeit -trustcacerts -noprompt | grep  
cisco2048  
keytool -list -keystore $JAVA_HOME/jre/lib/security/cacerts -storepass changeit -trustcacerts -noprompt | grep  
dstrootcax3  
keytool -list -keystore $JAVA_HOME/jre/lib/security/cacerts -storepass changeit -trustcacerts -noprompt | grep  
verisigncag5
```

6. Warning: Do not proceed with this step until you are sure that steps 1-5 are successfully finished

Verify 8_5_4_18_hotfix_Multinode_Admin_ConfMan.bin image is executable and run it:

```
chmod u+x 8_5_4_18_hotfix_Multinode_Admin_ConfMan.bin  
./8_5_4_18_hotfix_Multinode_Admin_ConfMan.bin
```

7. Once the system is back up, verify the installation (log in to Admin Web and verify that version in footer is 8.5.4.18)

TO ROLLBACK THIS PATCH:

As root, run

```
./8_5_4_18_hotfix_Multinode_Admin_ConfMan.bin -r
```

from the location used in step 2. Note that MP_HF_Update_Certs85MR2.bin only adds certificates to trust store and therefore there is no need to revert it.