

# Bug Search Tool

## Redsky support for CER 12.5 CSCvx40261

### Description

**Symptom:**

SSL Handshake To RedSky (Intrado) Failure in CERAdmin logs

%CER-CER\_SYSADMIN-3-ERROR:Caught IOException while opening connection to URL for VUI portal

%CER-CER\_SYSADMIN-3-ERROR:Handshake failed

%CER-CER\_SYSADMIN-7-DEBUG:javax.net.ssl.SSLHandshakeException: Handshake failed

%CER-CER\_SYSADMIN-3-ERROR:Authentication failure; certificate / keystore may be corrupt.

%CER-CER\_SYSADMIN-7-DEBUG:com.cisco.e911.vui.connectivity.VUIConnectException: Authentication failure; certificate / keystore may be corrupt.

**Conditions:**

After uploading a new certificate from RedSky CER displays the following error:  
"Connection failed. Authentication failure; certificate / keystore may be corrupt.

**Workaround:**

Contact TAC for root workaround:

On each server:

open this file \$JAVA\_HOME/jre/lib/security/java.security  
change the below order of security providers  
from:-  
security.provider.1=com.cisco.ciscosssl.provider.ciscojce.CiscoJCEProvider  
security.provider.2=com.rsa.jsafe.provider.JsafeJCE  
security.provider.3=com.rsa.jsse.JsseProvider  
security.provider.4=sun.security.provider.Sun  
to :-  
security.provider.1=com.rsa.jsafe.provider.JsafeJCE  
security.provider.2=com.rsa.jsse.JsseProvider  
security.provider.3=sun.security.provider.Sun

Restart tomcat afterwards.

**Further Problem Description:**

Redsky expects SNI TLS extension to offer back the proper cert but CER fails to append the same and hence ciscoJ aborts internally as TLS unknown alert.

Was the description about this Bug Helpful? (1)

### Details

Last Modified: Mar 11,2021

Status: Open

Severity: 3 Moderate

Product: (1)  
Cisco Emergency Responder

Known Affected Releases: (1)  
12.5(1.21900.35)

Known Fixed Releases: (0)  
  
Download software for Cisco  
Emergency Responder  
(http://software.cisco.com/download/navigator.html?mdfid=272877967)

### Community Discussion on CSCvx40261 - Cisco Community

0 Discussion(s)

Start Community Discussion (https://community.cisco.com/t5/forums/postpage/board-id/5451-discussions-cisco-bug-discussions?message-subject=CSCvx40261 - Redsky support for CER 12.5)

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