

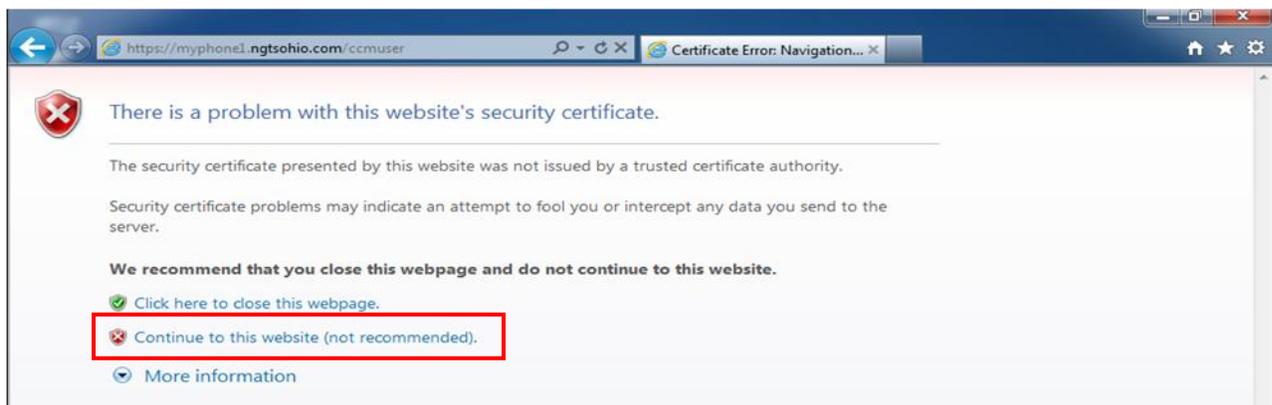
Resolve Certificate Issue with Cisco Unified CM User Options

The Cisco Unified Communications Manager (CCM) is the website used to add speed dials and entries to the personal address book. This document shows how to resolve the certificate issue.

1. Open Internet Explorer and enter the address: <https://myphone1.ngtsohio.com/ccmuser>.

Note: When you go to this site you get the following warning about a problem with the security certificate.

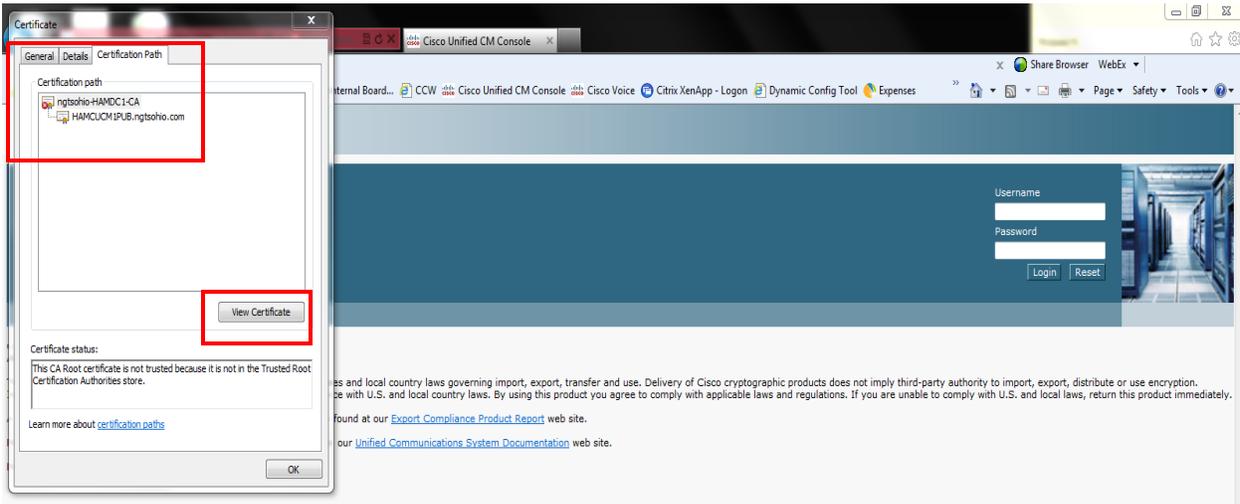
2. Click the red **Continue** link to display the *Cisco Unified CM User Options* window. Refer to Figure below.



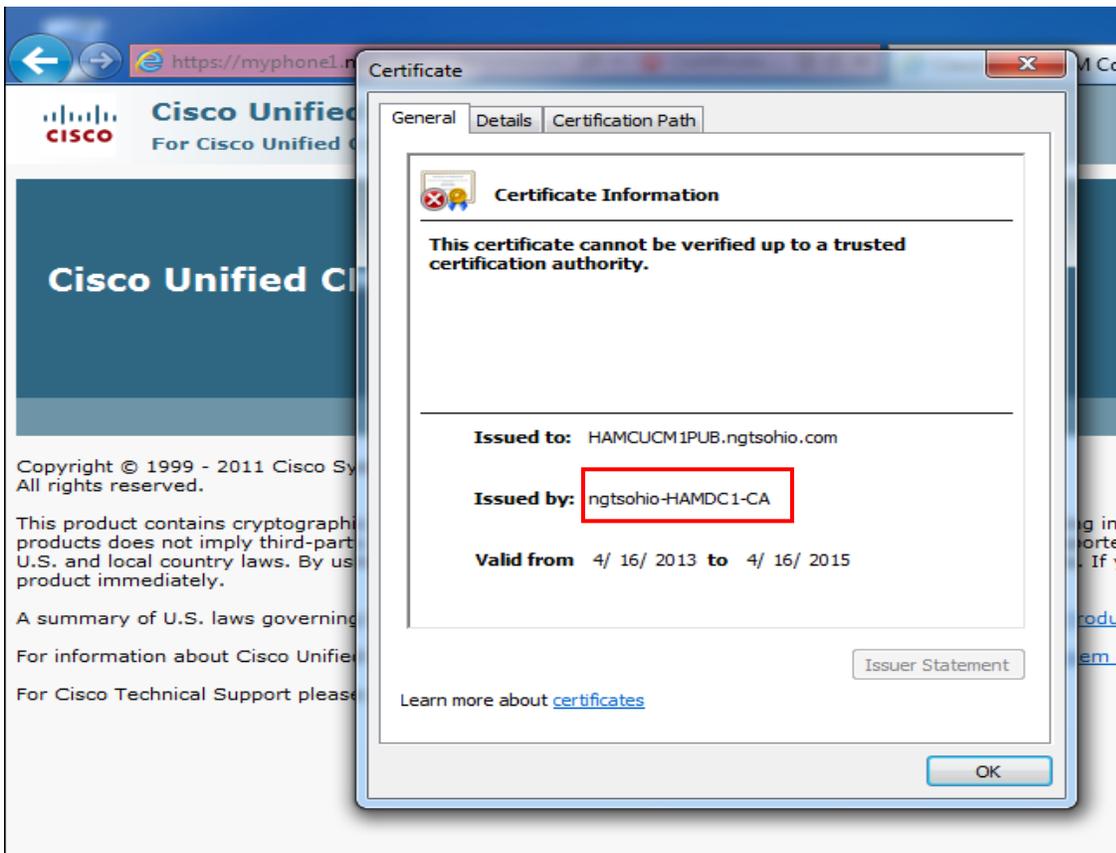
3. Click the red shield icon **Certificate** to display the *Untrusted Certificate* box.



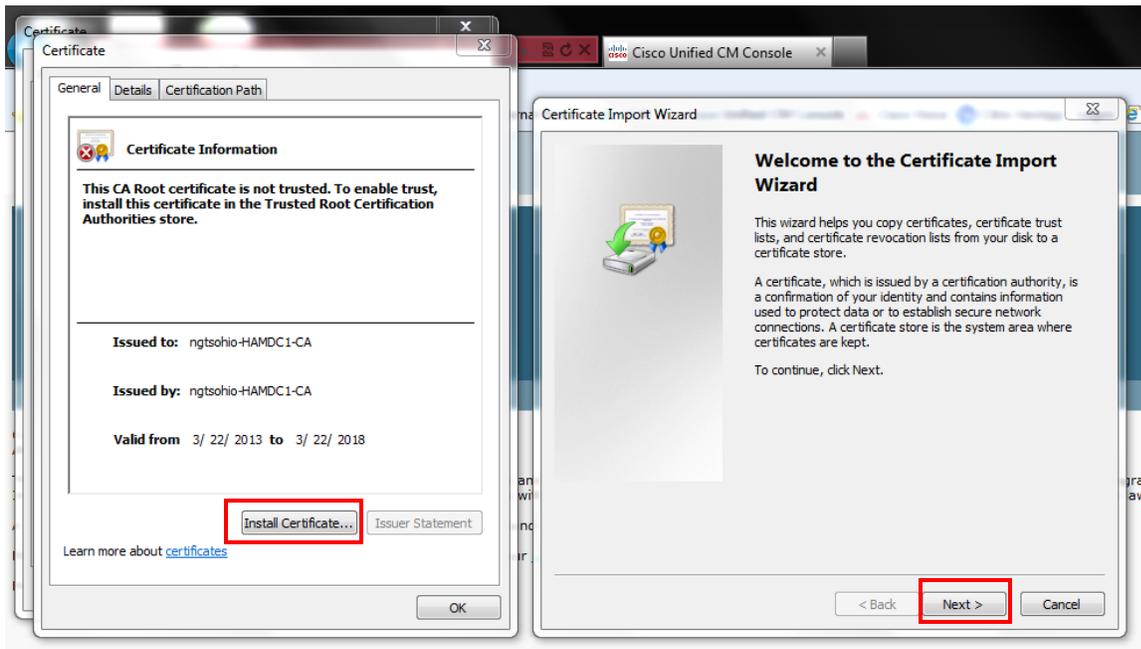
4. Click on the *Certification Path* Tab to display the **Certificate path**.



5. Select the **ngtsohio-HAMDC1-CA** and click **View Certificate**.
6. Then click **OK**.

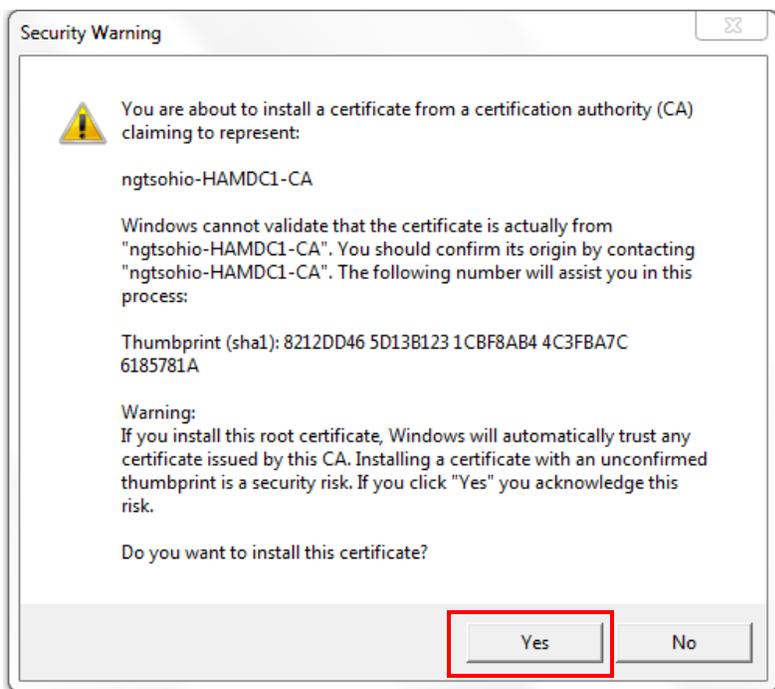


7. Click on **Install Certificate**.



8. Click on **Next** on the *Certificate Import Wizard* window.
9. Then select place all certificates in the following store.
10. Browse to *Trusted Root Certificate Authorities*, select **OK** then click **Next**.
11. Then, click **Finish**.
12. When the *Security Warning* display, click **Yes**.

Note: It now states the import was successful.



13. Close all *Internet Explorer* (IE) windows.
14. Now reopen IE and go to <https://myphone1.ngtsohio.com/ccmuser>.

Note: The red banner no longer displays a warning.

