

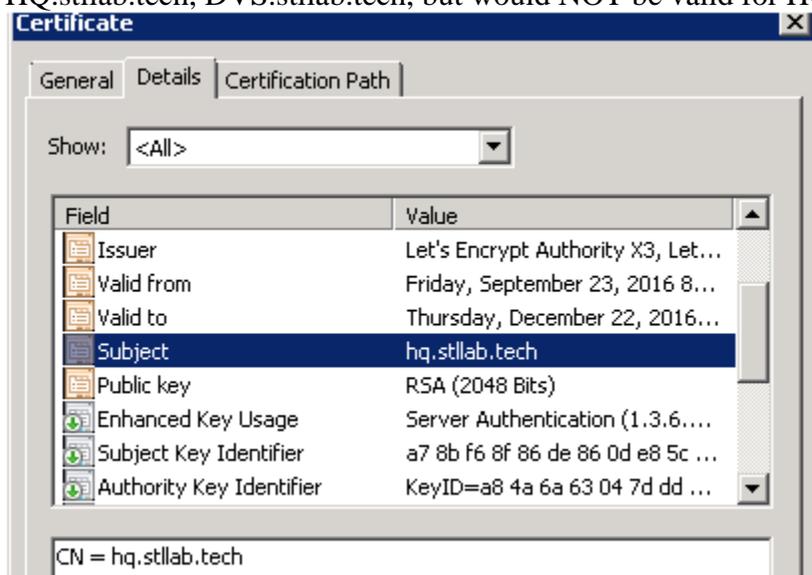
# Mitel HQ Certificate Installation and Quick Start

## General Certificate Validation

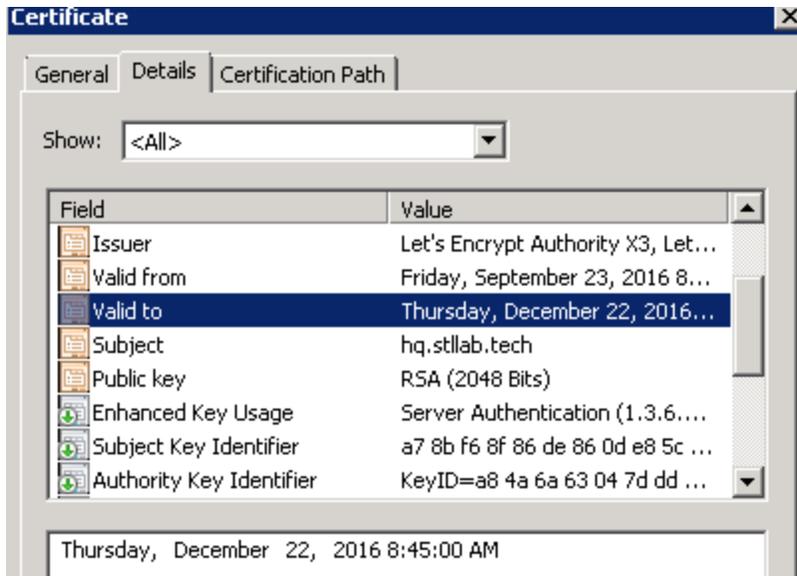
**There are multiple items that are checked to determine the validity of the certificate.**

1) The Subject on the certificate must match the hostname configure on the service.

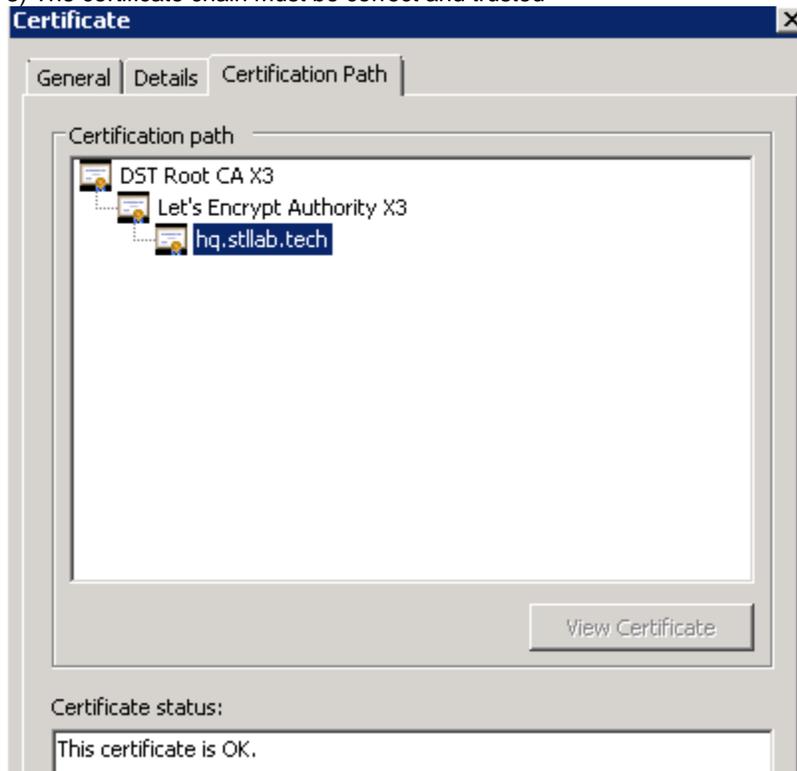
Note: Wildcard certificates are valid for any hostname under a specific domain (this does not work for subdomains). For example, a Certificate supplied to \*.stllab.tech will be valid for HQ.stllab.tech, DVS.stllab.tech, but would NOT be valid for HQ.CA.STLLAB.TECH.



2) The "Valid To" date must not have been surpassed



3) The certificate chain must be correct and trusted



### Certificates prerequisites in Director

1) Configure Fully Qualified Domain Name under Platform Equipment - General Tab

**ShoreGear SoftSwitch: Headquarters - 172.16.8.66**

**GENERAL**    MUSIC ON HOLD    VOICE APPLICATION    CERTIFICATE

Name:

Description:

Site:  [Go to this site](#)

IP address:

Secondary IP address:

Fully qualified domain name:

Proxy server URL:

**Note:** This name **MUST** resolve to the IP address on this tab. If it does not, this must be resolved in DNS. If it does not, phones will not connect to server directory, history and visual voicemail.

2) If you do not already have a certificate.

Create Certificate Signing Request from under System - Security - Certificate Signing Request

Select "Create a new private key".

You **MUST** save your private key. Your certificate will not function without it.

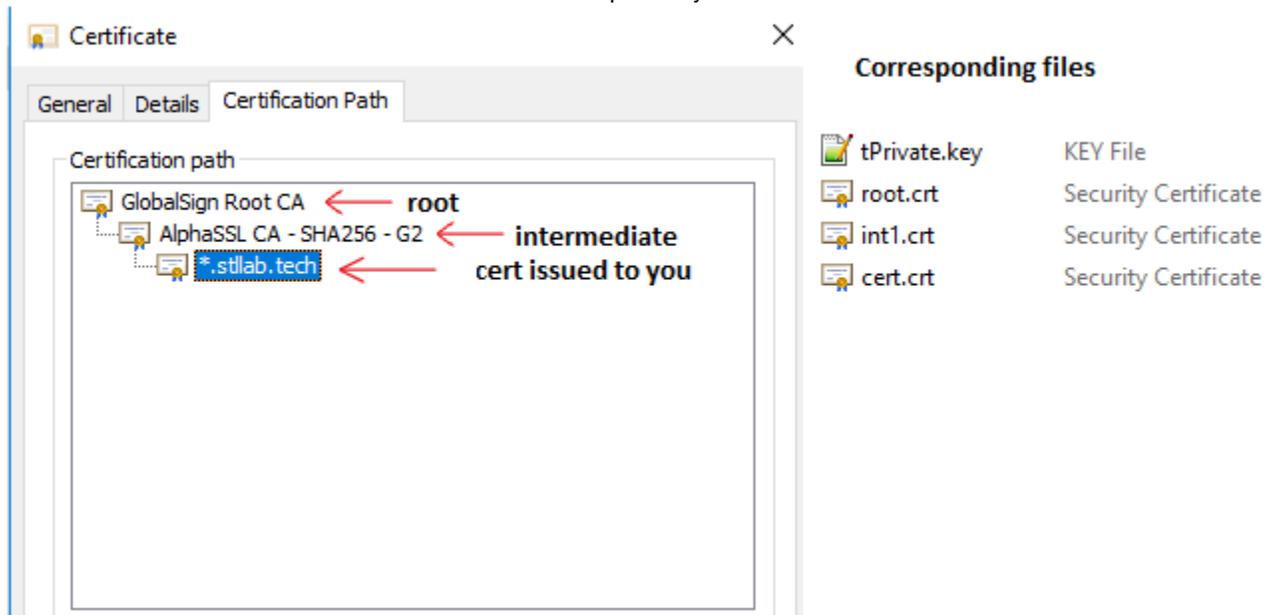
3) Provide the CSR to your Certificate Authority. They may provide you multiple files in return including :

- Certificate for your FQDN
- Intermediate Certificate(s)

You will want to download certificates in Base64 format, this may also be referred to as "apache format" .

### The Certificate Chain

A certificate contains a "chain of trust" up to the Root certificate. It is best practice when installing certificates to install all of the certificate files in this chain to ensure best interoperability with devices and clients.



## Installation

### HQ , Windows DVS, Linux DVS

The ShoreTel system requires certificates to be installed in different formats depending on the device you are installing it on.

These certificates are installed through Director.

Each certificate must be its own .crt file. Many certificate authorities will provide a certificate and an intermediate bundle file. The intermediate bundle file must be separated into individual files before installing the certificate into director.

Example of a bundle file:

Name	Date modified	Type	Size
hq.stllab.tech.key	9/26/2016 10:12 AM	KEY File	2 KB
STAR_stllab_tech.ca-bundle	2/11/2014 11:00 PM	CA-BUNDLE File	5 KB
STAR_stllab_tech.crt	9/23/2016 12:00 AM	Security Certificate	2 KB

When opened in notepad or notepad++ these bundle files will contain multiple blocks of certificate data like the below:

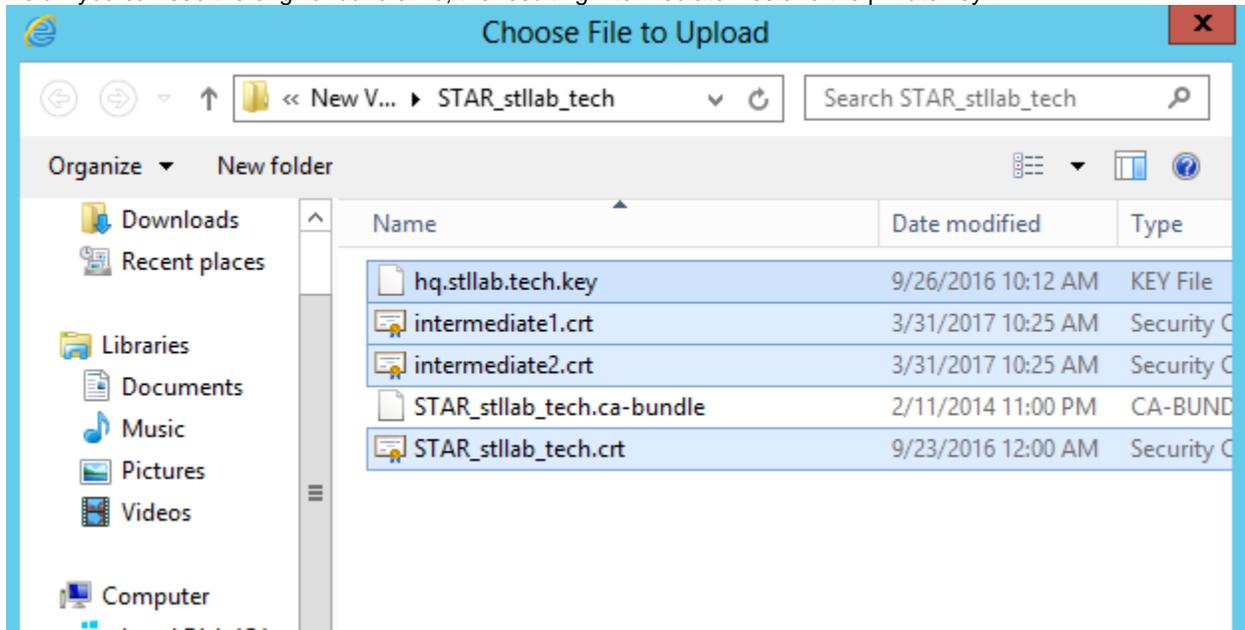
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-----BEGIN CERTIFICATE-----
CERTIFICATE
DATA
-----END CERTIFICATE-----
-----BEGIN CERTIFICATE-----
CERTIFICATE
DATA
-----END CERTIFICATE-----

```

These must be separated into separate .crt files. As an example, take the first certificate block and save it as intermediate1.crt, the second block as intermediate2.crt

Below you can see the original bundle file, the resulting intermediate files and the private key



This method will ensure the certificate is in the correct format for Director installation.