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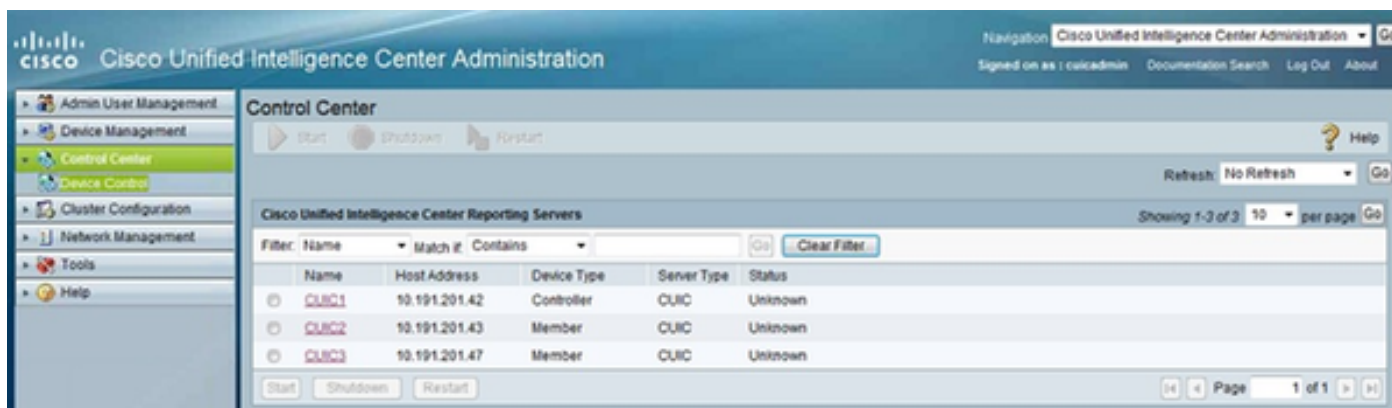
[Related Defects](#)

Introduction

In Cisco Unified Intelligence Center (CUIC) the cluster nodes are displayed with a misleading “Unknown” status.

Problem

In the CUIC Administrator under **Control Center** -> **Device Center** tab check nodes status.



Download catalina.out logs using the following command.

```
admin:file get activelog tomcat/logs/catalina*
```

Find the following error messages in the catalina.log file.

```
com.cisco.ccbu.oamp.omgr.wsm.WSMConnectionException: Fatal transport error:  
sun.security.validator.ValidatorException: No trusted certificate found  
at com.cisco.ccbu.oamp.omgr.wsm.WSMRequest.sendRequest(WSMRequest.java:167)  
at  
com.cisco.ccbu.oamp.omgr.wsm.status.HttpStatusRequestManager$HttpStatusRequestWorker.ru  
n(HttpStatusRequestManager.java:95)
```

```
com.cisco.ccbu.oamp.omgr.wsm.WSMConnectionException: Fatal transport error:  
sun.security.validator.ValidatorException: No trusted certificate found  
at com.cisco.ccbu.oamp.omgr.wsm.WSMRequest.sendRequest(WSMRequest.java:167)  
at  
com.cisco.ccbu.oamp.omgr.wsm.status.HttpServmStatusRequestManager$HttpServmStatusRequ  
estWorker.run(HttpStatusRequestManager.java:90)
```

Solution

In case of self-signed certificates - regenerate Tomcat certificate and restart "Cisco Tomcat" service.

```
admin:set cert regen tomcat
```

```
admin:utils service restart Cisco Tomcat
```

As for CA signed certificates - they need to be regenerated according to the procedure.

[UCCE: Obtain and Upload CA Signed Certificate](#)

Ensure that all the certificates from the chain are uploaded in the correct order starting from the root.

Related Defects

[CSCua46681](#) OAMP device control shows CUIC status as UNKNOWN 9.0(1)

[CSCua47572](#) OAMP welcome page shows application & system version as unknown 9.0(1)

[CSCun82152](#) Dataset status is unknown caused by open ended scheduled reports 8.x, 9.x, 10.0

[CSCur39984](#) CUIC reports failing with "Dataset Status is Unknown" error message 10.5(1),9.1(1)

[CSCuy08053](#) Database Status Is Unknown 10.6(1)

[CSCuu10923](#) Control center buttons are disabled (e.g. Start, Shutdown, Restart) 10.5.1, 11.0