

TM1 Technical Bulletin

TM1 SSL Certificate Expiration in Version 9.1

Date: November 28, 2007

Relevant TM1 Versions: All TM1 9.1 versions (prior to 9.1 SP3)

Issue

Two SSL certificates, Tm1admsvrcert.pem and Tm1svrcert.pem, which were installed with all versions of TM1 9.1, expired on 27-November-2007.

Upon certificate expiration, the TM1 server cannot successfully connect to an Admin Server. When you attempt to start the TM1 server you will receive the following error:

Cannot connect to admin server at host <host name> and port <port number>.

Because the TM1 server cannot register on an Admin Server, TM1 users cannot see any servers when they open Client, Perspectives, or Architect.

This issue affects only those customers who use the Applix SSL certificates. Customers using their own SSL certificates did not experience the certificate expiration.

Solution

Cognos has generated new SSL certificates which will not expire until 2016. To restore your TM1 system:

1. Download the new SSL certificates from <http://www.applix.com/support/downloads.asp?docid=1679>.
2. Extract the certificates to the <TM1_install>\bin\ssl directory. If you accepted the default installation directory, the full path to this directory is C:\Program Files\Applix\bin\ssl.
3. Restart your TM1 Admin Server and TM1 server.