



## CAM 14.2 Certificate Manager

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# CAM Certificate Manager

Use CAM Certificate Manager when you need to be able to use encrypted credentials on multiple CAM Administration Service machines.

You can use this utility to generate a [certificate](#) that contains a persistent, private key, and then export the certificate for loading on other CAM Administration Service machines. This is useful when you have multiple CAM Administration Service machines for redundancy, so that you do not lose saved credentials if one machine fails.



## Notes:

- In order to use CAM Certificate Manager, you must be logged in to the machine running the CAM Administration Service as a Windows administrative user.



**Tip:** In most cases, the CAM Administration Service and CAM Administrator run on the same machine, but this is not required.

To determine which machine is running the CAM Administration Service, check the Status page in CAM Administrator.

- If you are using Cherwell Service Management (CSM) authentication, you are prompted to enter credentials when you upload a certificate. The credentials you enter must be for a CAM user that has CAM administrative rights in CSM.

# Layout of CAM Certificate Manager

The layout of CAM Certificate Manager includes:

- A menu bar, from which you can exit the utility or launch the online help.
- The **Selected Certificate** section, which includes details of the selected certificate. You do not enter text into these fields; they are populated when you select a certificate in the Certificates tab below. Click the **Upload Certificate** button to apply the selected certificate from CAM Certificate Manager to the CAM Administration Service.
- **Certificates** tab, which includes these options, followed by a list of certificates that meet the current criteria:
  - **Show Trusted**—Displays all the certificates in the Trusted Root folder of the machine store that have friendly names.
  - **Filter CAM**—Narrows down the displayed list of certificates to show only certificates previously created with CAM Certificate Manager.
  - **Make New**—Generates a new certificate with a key pair that machines running the CAM Administration Service can use. See [Certificates](#) for information on where certificates you create are stored.
  - **Export**—Saves the selected certificate from the machine store to the file system so that you can move the certificate to another machine.
  - **Delete**—Deletes the selected certificate from CAM Certificate Manager, and you won't be able to export it to another machine. Note that you cannot delete the certificate that the CAM Administration Service machine is using and that CAM will continue using the certificate stored in the Registry.
  - **File** text box— Shows the name of the file you selected using the **Select File** button.
  - **Select File** button—Opens a dialog box where you can browse for and select a certificate to install in your machine store.
- **History** tab—Keeps a log of all certificate uploads, useful for troubleshooting purposes.

# Certificates

The CAM Administration Service automatically generates a certificate that is used for storing credentials. If you have multiple CAM Administration Service machines, you can use CAM Certificate Manager to generate certificates that contain a persistent, private key that you can export so that you can use encrypted credentials on multiple CAM Administration Service machines.

## Storage

Any certificates you create are stored in the Trusted Root Certificate Authorities hive in the machine store and optionally saved to the file system. The private key is encrypted and stored in the Registry for quick access by the CAM Administration Service. The private key is encrypted in a way that can only be decrypted on the same machine by a user who is an administrator on the machine. It is important to keep these machines secure.

## Usage

After you [create](#) or [export](#) a certificate you want to use on a CAM Administration Service machine, you must [apply it](#) by running CAM Certificate Manager on that machine. From there, you need to select the certificate and then click **Upload Certificate**.

If you previously copied an older certificate to other CAM Administration Service machines and then create a new certificate, you'll need to [export](#) that newer certificate to the other machines.

## How to...

## How to Create a Certificate

To create a certificate:

1. From the Certificates tab, click **Make New**.
2. In the Certificate Name dialog box, type a name for the certificate and click OK.
3. In the dialog box that opens, select a location for the certificate file and click Save. The location can be a network location, a folder on your hard drive, or portable hard drive, or any location normally accessible to this machine.

The new certificate is created with a key pair that you can use with other CAM Administration Service machines.



## How to Delete a Certificate

To delete a certificate:

1. From the Certificates tab, click **Show Trusted** to show a list of all certificates.
2. Click **Filter CAM** to narrow down the list to only certificates created by CAM Certificate Manager.
3. Select a certificate, and then click **Delete**.

The certificate is deleted from CAM Certificate Manager, and is not available for exporting to another machine.

Note that you cannot delete the certificate that's currently in use on the machine.

## How to Export a Certificate

To export a certificate so that you can use it on another machine:

1. From the Certificates tab, click **Show Trusted** to show a list of all certificates.
2. Optional: Click **Filter CAM** to narrow down the list to only certificates created by CAM Certificate Manager.
3. Select a certificate, and then click **Export**.
4. In the Confirmation dialog box, click Yes.
5. In the dialog box that opens, select a location for the certificate and click Save. The location can be a network location, a folder on your hard drive, or portable hard drive, or any location normally accessible to this machine.

The certificate is now available for use with other CAM Administration Service machines. The next step is to run CAM Certificate Manager from the other machine and [load the certificate](#). Note: If you created the certificate using the **Make New** button, the certificate file is already available.

## How to Launch CAM Certificate Manager

To launch CAM Certificate Manager, start the following:

- C:\Program Files (x86)\Cherwell Asset Management\Administration Service\CAMCertMgr.exe

For 32-bit systems, the default root folder is C:\Program Files.

# How to Load a Certificate

You can load certificates that were created and exported from another machine, or certificates that are in the current machine's store. Each procedure follows.

## Exported Certificates

To use a certificate that was created and exported from another CAM Administration Service machine:

1. From CAM Certificate Manager's Certificates tab, click **Select File**.
2. Browse to the location where you created or exported the certificate and click Open to install it in the Trusted Root machine store. The **Selected Certificate** section updates to show information on the installed certificate.
3. Click **Upload Certificate** to apply the certificate to the CAM Administration Service machine. If a certificate of the same name already exists, you are prompted to confirm the update.
4. Click OK in the **Update completed successfully** dialog box.

If the update fails, click the History tab for possible reasons for the failure.

## Certificates Stored in the Machine Store

To use a certificate that's in the Trusted Root folder of the machine store:

1. From CAM Certificate Manager's Certificates tab, click **Show Trusted**.
2. Optional: Click **Filter CAM** to narrow down the list to only certificates created by CAM Certificate Manager.
3. Select the certificate you want to use, and click **Upload Certificate** to apply the certificate to the CAM Administration Service machine. If a certificate of the same name already exists or the selected certificate is already in use, you are prompted to confirm the update.
4. Click OK in the **Update completed successfully** dialog box.

If the update fails, click the History tab for possible reasons for the failure.

## How to View Existing Certificates

To view existing certificates:

1. From the Certificates tab, click the **Show Trusted** button.

All existing certificates in the current machine store are listed, with the details for the selected certificate shown in the Selected Certificate section, above.

2. Optional: Click **Filter CAM** to narrow down the list to only certificates created by CAM Certificate Manager.

## Troubleshooting Problems Using Certificates

CAM Certificate Manager keeps a log of all certificates you use. Both successful and unsuccessful updates are listed, so it's a good idea to check certificate history if you have problems.

To troubleshoot problems using certificates:

- Click the History tab.

Each update attempt is listed by date and time, along with details on whether it was successful. For any failed attempts, possible reasons for the failure are presented.