

Technical Bulletin - TAB Number: TB-00414-00-011020

Certificate Signing Request (CSR) feature

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Product	Product Code	Firmware
Illustra Flex Gen 2 Cameras	IFS03D1ICWTT	Illustra.S004.01.08.03.0166 onwards
	IFS03D1OCWIT	
	IFS03XNANWTT	
	IFS03B1BNWIT	
	IFS03B1ONWIT	
	IFS03CFOCWST	
	IFS08D2ICWTT	
	IFS08D2OCWIT	
	IFS08XNANWTT	
	IFS08B2ONWITA	
	IFS02P6INWIT	
	IFS02P6ONWIT	
	IFS02P6ONWITA	
	IFS02P6ISWTT	
IFS02P6ONWITB		
IFS02P6INWITB		
IFS02P6ISWTTB		
Illustra Flex Gen 3 Cameras	IFS03-D21-OI03	Illustra.SS008.03.00.00.0301 onwards Illustra.SS009.03.00.00.0301 onwards
	IFS03-D22-OI03	
	IFS03-D21-AT03	
	IFS08-D22-AT03	
	IFS03-B21-OI03	
	IFS08-B22-OI03	
	IFS03-C10-OI03	
	IFS08-C10-OI03	
Illustra Insight camera	II-AN00INT01	Illustra.SS007.01.02.00.0229 onwards

Issue

When accessing a camera web GUI via HTTPS, the browser shows an insecure/not secure browser warning.

This warning is due to the camera having a 'self-signed certificate'; which offers communication encryption but cannot be used for authentication.

Solution

Introduction of the Certificate Signing Request (CSR) feature, which allows the user to generate a certificate signing request that can be used by a certificate authority to create an SSL certificate specifically for the individual camera.

Please note: SSL certificates can only be used for a single device.

Procedure

Generate .csr file

1. Select **Setup** on the Web User Interface banner to display the setup menus.
2. Select **Generate CSR** from the **Security menu**.
3. **Enter information into the Request form** and select **Apply**, Items 1 & 2 in the image below.

The screenshot shows the 'Generate CSR' web interface. On the left, a navigation menu includes 'Video', 'Frictionless Access', 'Security', 'Network', and 'System'. The 'Security' menu is expanded, showing 'Session Timeout', 'Users', 'Remote Access', 'HTTPS', and 'Generate CSR' (highlighted with a yellow dot). The main content area is titled 'Generate CSR' and contains a 'Certificate Signing Request' form. The form fields are: Country (UK), Province (NI), Locality (Lisburn), Organization (JCI), Organization Unit (Illustra), Common Name (insight.lawrence.local), Subject Alternative Name (IP: 192.168.1.200), and Subject Alternative Name (DNS: insight.lawrence.local). A red box highlights the form fields, and a blue box highlights the 'Apply' button. To the right, a text area contains the generated CSR text, which is highlighted in green. A green arrow points to the text area with the label 'COPY TEXT TO .CSR FILE'.

4. **Copy the text** shown in Green above & paste into a text file with .csr file extension.

Generating the SSL certificate

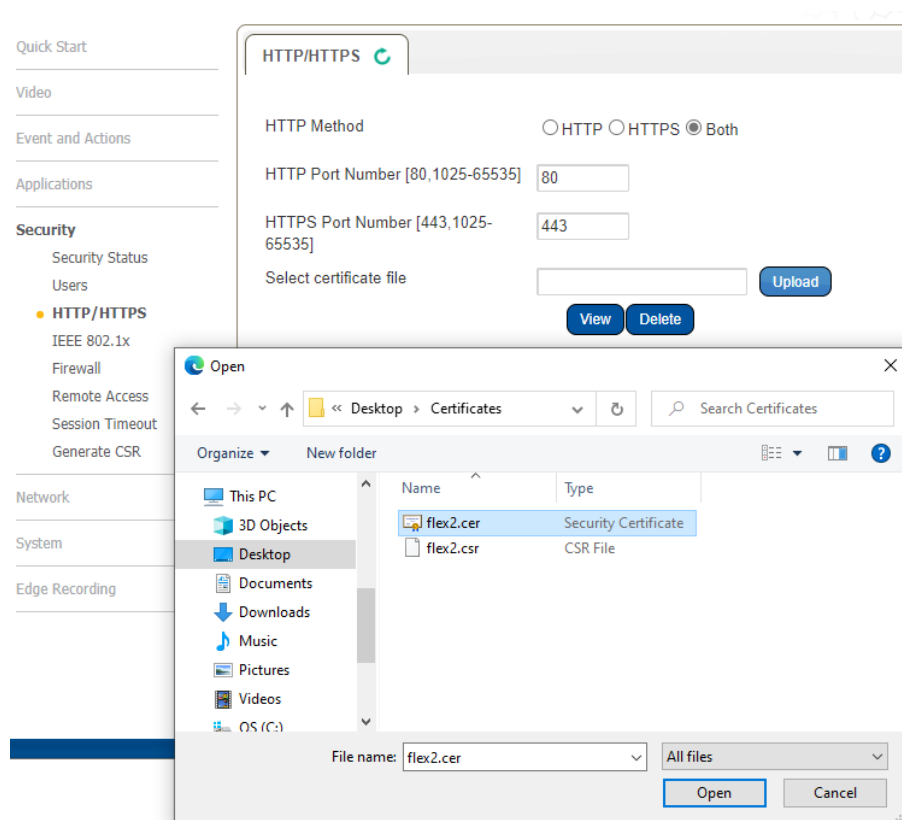
This is an operation that should be completed by the customer's I.T. or Cyber-Security department.

Due to the nature of SSL certificates and how they are deemed 'trusted', certificates cannot be provided by JCI.

Please note: The camera retains the private key, it only requires the customer to upload a certificate in .crt format, not a combined key & certificate in .pem format.

Upload certificate

1. Select **Setup** on the Web User Interface banner to display the setup menus.
2. Select **HTTP/HTTPS** from the **Security** menu.
3. Click on the **Upload** button and navigate to the certificate location.
4. Select the file and select **Open**. (See the image below).



5. Select **Maintenance** from the **System** menu.
6. Click **Reboot** and **confirm**.
7. The browser must be closed and reopened once the procedure is complete.

Please note: The certificate will remain installed on the camera after a firmware upgrade. The certificate will be cleared from the camera after a reset.

Contact Information

If you have any questions regarding these release notes, please contact Tyco Security Products Technical Services at:

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Germany	0800 1806 757	Turkey	00800 31 923 007
Italy	+39 02 3051 0112 or +39 02 8998 1845	United Arab Emirates	(0) 800 0310 7123
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