

OSvC TECHNICAL SUPPORT

WEBINARS:

Implementing Custom domains and SSL/TLS Server Certificates

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OSvC Environment and SSL/TLS Support

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What is covered today?

- DNS topics
- Custom vhosts
- Certificate Signing Requests (CSRs)
- SSL certificates
- SSL/TLS options

Why is SSL/TLS so important?

- Transport layer
- Traditional requests over port 80/HTTP visible in **cleartext**
- Encrypts traffic end-to-end, concealing sensitive data
- Expected norm

How SSL/TLS works

- **Private key** and **CSR** (Certificate Signing Request) created
- Purchase SSL/TLS server certificate
- **Modulus** (matching hash) created
- Private key decrypts communication

Default SSL protection

- Full coverage from start(added to our *.custhelp.com wildcard certificate)
- SSL/TLS to communicate with traditional .NET admin console and end-user pages/primary vhost
- Control via the **SEC_END_USER_HTTPS** and **SEC_ADMIN_HTTPS** config keys

Custom vhosts

- Vanity URLs/branded domains
- Company's own internal DNS to associate OSvC interface to company's domain
- Examplesite.custhelp.com -> help.examplesite.com
- **No issues with the SSL/TLS certificate**

Custom vhosts cont'd - CNAME

- CNAME associates entry in DNC
- Identifies custom name as an alias
- Better fault tolerance than A record
- **EX: `cx.rightnow.com` IN CNAME `rightnow.custhelp.com`**

SSL/TLS self-service

- Self-service tools migrated from VCIO to **Configuration Assistant**.
- Purchase an entitlement for cert hosting
- Once entitlement process finalized, start generating a CSR for your certificate

Types of SSL/TLS certs

- Single-domain
- SAN (Subject Alternate Name) cover from
- Wildcard – e.g., *.examplesite.com

Once the cert is purchased

- Install in Configuration Assistant
- Once imported, status begins as Provisioned
- Option to activate and set custom vhosts

Final considerations

- CNAME record in DNS necessary before installing the cert and try to update the vhosts
- Recommend **Digicert**
- **Apache** server infrastructure