

## RENEW AMQP CERTIFICATES



# TABLE OF CONTENTS

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<b>TABLE OF CONTENTS .....</b>	<b>2</b>
<b>1 RENEW AMQP CERTIFICATES .....</b>	<b>4</b>
1.1 Renew AMQP Certificates (Tool), recommended.....	5
<b>2 RENEW AMQP CERTIFICATES (MANUALLY VIA CMD).....</b>	<b>6</b>
2.1 Renew AMQP certificates (manually via CMD) .....	6
<b>3 RENEW AMQP CERTIFICATES (MANUALLY).....</b>	<b>7</b>
3.1 Renew AMQP certificates (manually) .....	7
<b>4 MOBICALL – CONTACT FORM.....</b>	<b>11</b>

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**Hint**

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# 1 RENEW AMQP CERTIFICATES

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SSL certificates are used to enable secure encryption of the individual modules on the MobiCall server and between several MobiCall servers.

These must be renewed regularly.

The following instructions apply to the following MobiCall/MobiBox/MobiCloud versions:

- 12.0.8
- 12.0.9
- 15.0.0
- 15.0.1
- 15.0.2
- 15.0.3
- 15.0.5

Follow the instructions in the following chapter to guarantee the continued operation of the MobiCall system.

**During this process, some modules have to be restarted and there may be short failures in the alerting if the system is not redundant.**

For redundant systems, please follow the steps on all systems, starting with the supervisor.

If you have more than one Supervisor Server, please perform the steps on all Supervisor systems first and then on the Master System.

## 1.1 Renew AMQP Certificates (Tool), recommended

To import new AMQP certificates, download the following file and execute it with administrator rights on the alarm server:

[https://drive.google.com/file/d/1N1VlqVbsxAWjNs-PAL5eoAgqvhM6U3RC/view?usp=drive\\_link](https://drive.google.com/file/d/1N1VlqVbsxAWjNs-PAL5eoAgqvhM6U3RC/view?usp=drive_link)

Password to unzip: "newvoice"

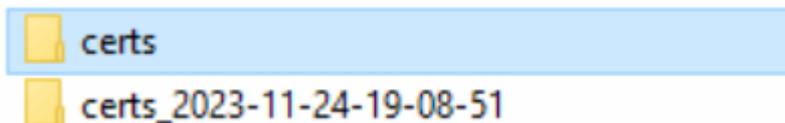
**Attention:** Since the certificates are also automatically updated in the Windows certificate store, activated virus scanners may block or delete the file.

In such a case, the file must be exempted accordingly.

Alternatively, you can also use variant 2 or 3.

If the tool has been successfully executed, your MobiCall system is ready for operation again. No further steps are necessary.

Additional certificates in the certificate folder are copied and backed up, as well as pasted back into the folder.



If it is not possible to renew the certificates using the tool, please follow the steps in the next chapter.

## 2 RENEW AMQP CERTIFICATES (MANUALLY VIA CMD)

### 2.1 Renew AMQP certificates (manually via CMD)

Download the cert\_exchange tool

[https://drive.google.com/file/d/1qxkHAWw2NJADpfPEQOFmB4xoSVhltask/view?usp=drive\\_link](https://drive.google.com/file/d/1qxkHAWw2NJADpfPEQOFmB4xoSVhltask/view?usp=drive_link)

Password to unzip: "newvoice"

Store the file on the MobiCall server.

Open a CMD window and use it to execute the stored .exe.

**During this process, some modules have to be restarted and there may be short failures in the alerting if the system is not redundant.**

For redundant systems, please follow the steps on all systems, starting with the supervisor.

If you have more than one Supervisor Server, please perform the steps on all Supervisor systems first and then on the Master System.

## 3 RENEW AMQP CERTIFICATES (MANUALLY)

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### 3.1 Renew AMQP certificates (manually)

Downloading the certificates:

[https://drive.google.com/file/d/1PvZXoBtMEluoiQ8HLr2\\_m5YH3VlyhV6p/view?usp=drive\\_link](https://drive.google.com/file/d/1PvZXoBtMEluoiQ8HLr2_m5YH3VlyhV6p/view?usp=drive_link)

Password to unzip: "newvoice"

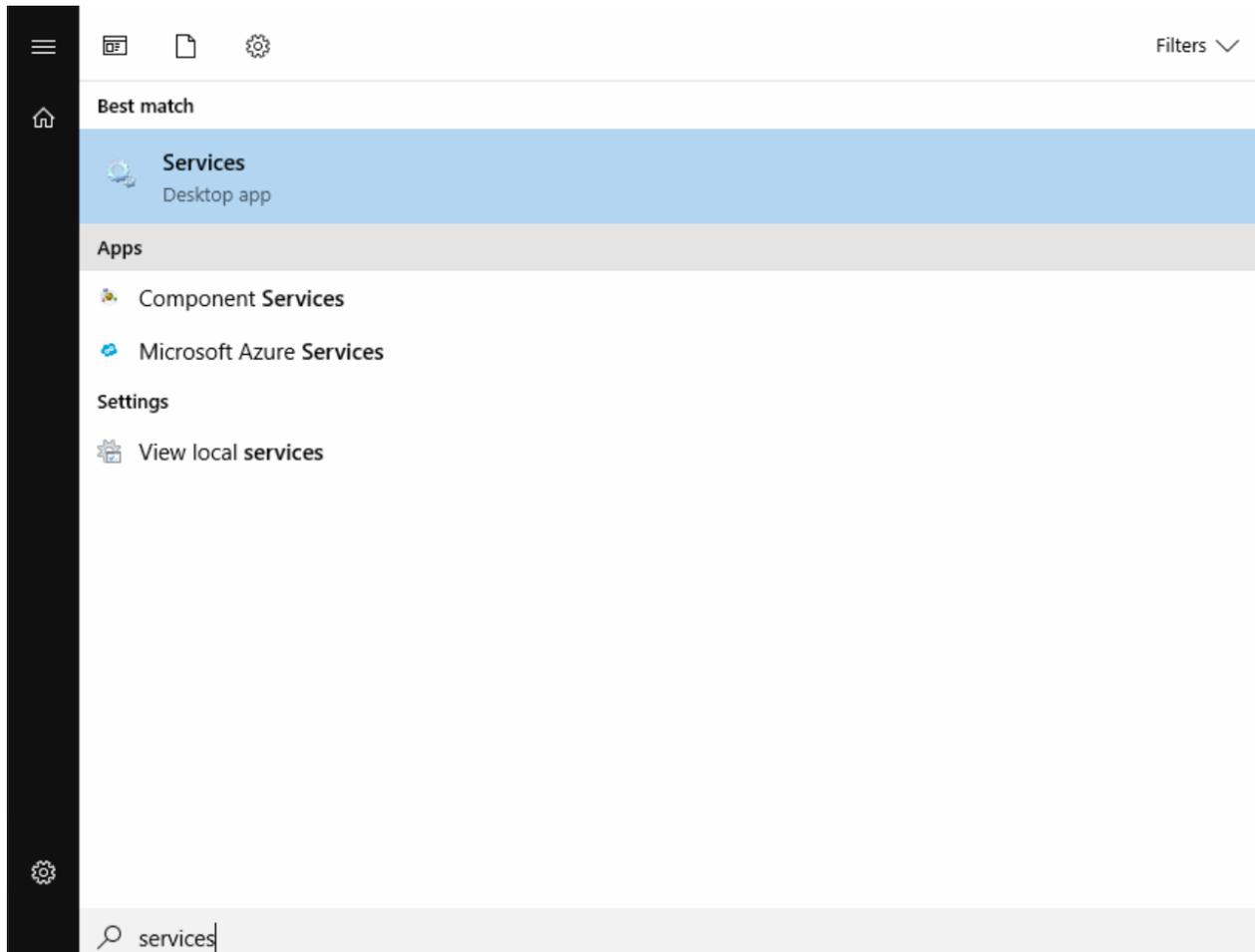
**During this process, some modules have to be restarted and there may be short failures in the alerting if the system is not redundant.**

For redundant systems, please follow the steps on all systems, starting with the supervisor.

If you have more than one Supervisor Server, please perform the steps on all Supervisor systems first and then on the Master System.

Stopping the services:

NV\_RabbitMQ  
 NVPostgreSQL  
 Nv\_PhpServ  
 NVTServ



Services (Local)

Name	Description	Status	Startup Type	Log On As
Net.Tcp Port Sharing Service	Provides abi...	Disabled	Disabled	Local Service
Netlogon	Maintains a ...	Manual	Manual	Local System...
Network Connection Broker	Brokers con...	Running	Manual (Trig...	Local System...
Network Connections	Manages o...	Manual	Manual	Local System...
Network Connectivity Assistant	Provides Dir...	Manual (Trig...	Manual (Trig...	Local System...
Network List Service	Identifies th...	Running	Manual	Local Service
Network Location Awareness	Collects an...	Running	Automatic	Network S...
Network Setup Service	The Networ...	Manual (Trig...	Manual (Trig...	Local System...
Network Store Interface Service	This service ...	Running	Automatic	Local Service
New Voice Monitor Service		Running	Automatic	Local System...
New Voice Tool Service		Running	Automatic	.NEWVOI...
<b>NV_Apache</b>	Apache/2.4....	Running	Automatic	Local System...
Nv_PhpServ	Manager fo...	Running	Automatic (D...	Local System...
NV_RabbitMQ	Multi-proto...	Running	Automatic	Local System...
NVPostgreSQL		Running	Automatic	Local System...

Red arrows point to the following services in the table: NV\_Apache, Nv\_PhpServ, NV\_RabbitMQ, and NVPostgreSQL.

(Right-click on the respective service, stop)

Unzip files and paste the certificates and key files into the folder:

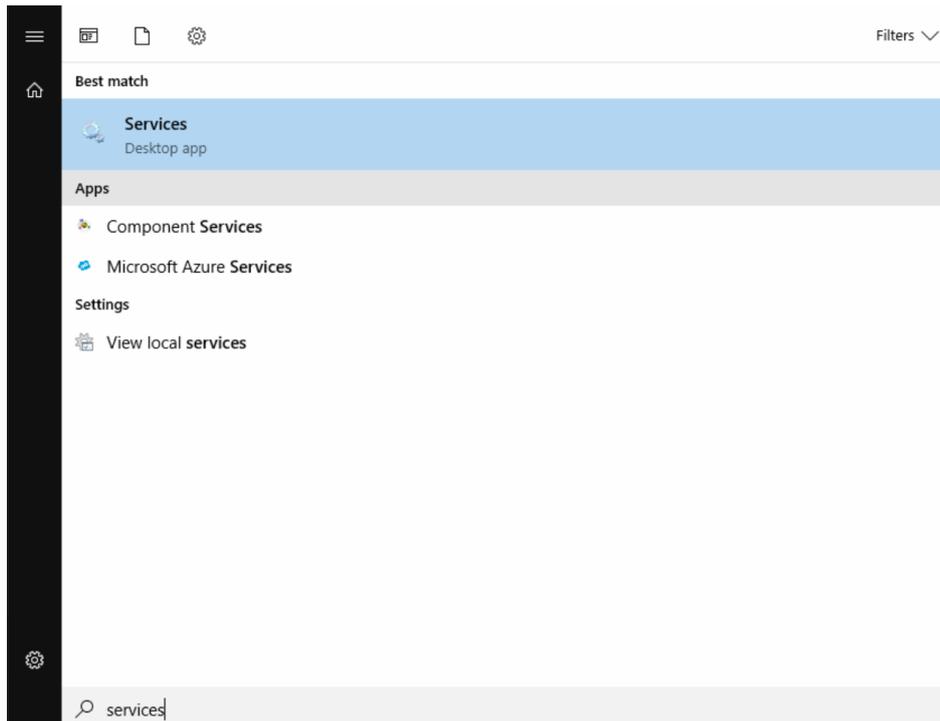
D:\nvt\certs

Inserting certificates into the Windows certificate store (CMD):

```
certutil.exe -f -addstore noroot "D:\nvt\certs\amqp.crt"  
certutil.exe -f -addstore AuthRoot "D:\nvt\certs\amqpCA.crt"  
certutil.exe -f -addstore noroot "D:\nvt\certs\postgresql.crt"  
certutil.exe -f -addstore AuthRoot "D:\nvt\certs\postgresqlCA.crt"  
certutil.exe -f -addstore noroot "D:\nvt\certs\server.crt"  
certutil.exe -f -addstore AuthRoot "D:\nvt\certs\serverCA.crt"  
certutil.exe -f -addstore AuthRoot "D:\nvt\certs\nvmosquittoCA.crt"  
certutil.exe -f -addstore noroot "D:\nvt\certs\nvmosquitto.crt"
```

Starting the services:

- NV\_RabbitMQ
- NV\_PostgreSQL
- NV\_PhpServ
- NVTServ



Services (Local)

**NV\_Apache**

[Stop](#) the service  
[Restart](#) the service

Description:  
Apache/2.4.55 (Win64)  
mod\_fcgid/2.3.9a  
mod\_log\_rotate/1.00 OpenSSL/1.1.1s

Name	Description	Status	Startup Type	Log On As
Net.Tcp Port Sharing Service	Provides abi...		Disabled	Local Service
Netlogon	Maintains a ...		Manual	Local Syste...
Network Connection Broker	Brokers con...	Running	Manual (Trig...	Local Syste...
Network Connections	Manages o...		Manual	Local Syste...
Network Connectivity Assistant	Provides Dir...		Manual (Trig...	Local Syste...
Network List Service	Identifies th...	Running	Manual	Local Service
Network Location Awareness	Collects an...	Running	Automatic	Network S...
Network Setup Service	The Networ...		Manual (Trig...	Local Syste...
Network Store Interface Service	This service ...	Running	Automatic	Local Service
New Voice Monitor Service		Running	Automatic	Local Syste...
New Voice Tool Service		Running	Automatic	.\NEWVOI...
<b>NV_Apache</b>	Apache/2.4....	Running	Automatic	Local Syste...
Nv_PhpServ	Manager fo...	Running	Automatic (D...	Local Syste...
NV_RabbitMQ	Multi-proto...	Running	Automatic	Local Syste...
NVPostgreSQL		Running	Automatic	Local Syste...

(Right-click on the respective service, start)

## 4 MOBICALL – CONTACT FORM

MobiCall stands for a simple and clear solution while ensuring cost-effective integration into operations and infrastructure.

Choose your field of activity:

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Health service      | <input type="checkbox"/> Hotel industry    | <input type="checkbox"/> Police / Civil Defence |
| <input type="checkbox"/> Public Institutions | <input type="checkbox"/> Building / Office | <input type="checkbox"/> Schools/ Universities  |
| <input type="checkbox"/> Industry            | <input type="checkbox"/> Finance           | <input type="checkbox"/> <b>other</b> .....     |

Select the solution(s) you need:

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Fire alarm              | <input type="checkbox"/> Spoke-recording             | <input type="checkbox"/> Multi-client capability            |
| <input type="checkbox"/> Evacuation              | <input type="checkbox"/> Web Playback                | <input type="checkbox"/> Access                             |
| <input type="checkbox"/> Personal protection     | <input type="checkbox"/> Localization                | <input type="checkbox"/> Hotline solution                   |
| <input type="checkbox"/> Interface               | <input type="checkbox"/> Loudspeaker                 | <input type="checkbox"/> Automated Surveillance             |
| <input type="checkbox"/> Database / Statistics   | <input type="checkbox"/> Video-surveillance          | <input type="checkbox"/> Emergency plans                    |
| <input type="checkbox"/> Nurse's Call            | <input type="checkbox"/> IP Network / PBX Monitoring | <input type="checkbox"/> Minibar / Babyphone Room Status    |
| <input type="checkbox"/> Conferences             | <input type="checkbox"/> Mobilization                | <input type="checkbox"/> Mobility Solutions (3G/4G/5G/WiFi) |
| <input type="checkbox"/> Production-surveillance | <input type="checkbox"/> Building-Guidance system    | <input type="checkbox"/> <b>other</b> .....                 |

Company: .....

Zip code/city: .....

Land: .....

Contact person: .....

Telephone: .....

Email: .....

Notes:

Please send this form to [mobicall@newvoice.global](mailto:mobicall@newvoice.global)