

Solução de problemas de login do Expressway MRA e problema de chamada B2B devido ao vencimento do certificado CA Sectigo em 30 de maio

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Introduction

Este documento descreve as soluções para o problema de login MRA (Mobile Remote Access) e chamada B2B (Business-to-Business) devido ao vencimento do certificado CA Sectigo em 30 de maio.

Prerequisites

Requirements

Não existem requisitos específicos para este documento.

Componentes Utilizados

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Problema

O pacote de certificado CA Sectigo expirou em 30 de maio, o que causou interrupções na implantação do Expressway/VCS. Você pode enfrentar interrupções de chamada de MRA e B2B devido a falhas de certificado/negociação TLS. A maioria desses problemas são originalmente causados pela expiração do certificado Sectigo. O mesmo foi documentado na assessoria divulgada pelo link Sectigo

Sintomas

A expiração do certificado levará aos seguintes sintomas

- Login no MRA, Chamadas B2B não funcionando
- Clustering down
- Zona de passagem (com falhas de TLS)

- CA Sectigo utilizada para assinar o certificado VCS/Expressway

Trechos de registro de referência

```
2020-05-31T00:02:55.897-04:00 expe tvcs: Event="Inbound TLS Negotiation Error" Service="SIP"
Src-ip="10.106.102.215" Src-port="11239" Dst-ip="10.106.102.222" Dst-port="5061" Detail="No SSL
error available, probably remote disconnect" Protocol="TLS" Level="1" UTCTime="2020-05-31
04:02:55,897"
```

```
2020-05-31T00:02:55.897-04:00 expe tvcs: UTCTime="2020-05-31 04:02:55,896"
Module="developer.ssl" Level="ERROR" CodeLocation="ppcmains/ssl/ttssl/ttssl_openssl.cpp(68) "
Method="::TTSSLErrorOutput" Thread="0x7f8dafa0700": TTSSL_continueHandshake: Failed to
establish SSL connection iResult="0" error="5" bServer="true"
localAddress="['IPv4' 'TCP' '10.106.102.222:5061']"
remoteAddress="['IPv4' 'TCP' '10.106.102.215:11239']"
```

```
2020-05-31T00:02:55.897-04:00 expe tvcs: UTCTime="2020-05-31 04:02:55,897" Module="network.tcp"
Level="DEBUG": Src-ip="10.106.102.215" Src-port="11239" Dst-ip="10.106.102.222" Dst-port="5061"
Detail="TCP Connection Closed" Reason="Got EOF on socket"
```

Solução

Etapa 1. Você precisa baixar o certificado dos links a seguir e substituí-lo por certificados Sectigo Trust expirados em todos os nós de peer.

<https://censys.io/certificates/52f0e1c4e58ec629291b60317f074671b85d7ea80d5b07273463534b32b40234/pem>

<https://censys.io/certificates/e793c9b02fd8aa13e21c31228accb08119643b749c898964b1746d46c3d4cbd2/pem>

Note: Enquanto escreve o documento acima, os links são redirecionados de acordo com a orientação da Sectigo.

Etapa 2. Carregado o certificado baixado no Expressway navegando para **Manutenção > Segurança > Certificado CA confiável**

Status System Configuration Users Maintenance

Overview

System mode

Mobile and Remote Access Select

Selected modes Return

System information

[System name](#)

Up time 12 day

[Software version](#) X12.5.0

[IPv4 address](#) 10.106.0.1

[Options](#) 1 Rich

Resource usage (last updated: 16:31:54 IST)

[Registered calls](#)

Current video 0

Current audio (SIP) 0

Peak video 0

Peak audio (SIP) 0

Upgrade

Logging

Option keys

Tools

Security

Backup and restore

Diagnostics

Maintenance mode

Language

Serviceability

Restart options

Trusted CA certificate

Server certificate

CRL management

Client certificate testing

Certificate-based authentication configuration

Secure traversal test

Ciphers

SSH configuration

Trusted CA certificate You are here: Maintenance > Security > Trusted CA certificate

| Type | Issuer | Subject | Expiration date | Validity | View |
|--------------------------------------|---|--|-----------------|----------|--------------------------------|
| <input type="checkbox"/> Certificate | O=Temporary CA 51fea799-1577-49f7-8cc4-c0a76a0b83d8, OU=Temporary CA 51fea799-1577-49f7-8cc4-c0a76a0b83d8, CN=Temporary CA 51fea799-1577-49f7-8cc4-c0a76a0b83d8 | Matches Issuer | May 17 2025 | Valid | View (decoded) |
| <input type="checkbox"/> Certificate | CN=TP-WINTP-CA | Matches Issuer | Feb 02 2024 | Valid | View (decoded) |
| <input type="checkbox"/> Certificate | O=The USERTRUST Network, CN=USERTrust RSA Certification Authority | O=Internet2, CN=InCommon RSA Server CA | Oct 06 2024 | Valid | View (decoded) |
| <input type="checkbox"/> Certificate | O=The USERTRUST Network, CN=USERTrust RSA Certification Authority | Matches Issuer | Jan 19 2038 | Valid | View (decoded) |

Show all (decoded) Show all (PEM file) Delete Select all Unselect all

Upload

Select the file containing trusted CA certificates Browse... rootadrsa.cer

Append CA certificate Reset to default CA certificate

Status System Configuration Users **Maintenance** Help Logout

Trusted CA certificate You are here: Maintenance > Security > Trusted CA certificate

| Type | Issuer | Subject | Expiration date | Validity | View |
|--------------------------------------|---|--|-----------------|----------|--------------------------------|
| <input type="checkbox"/> Certificate | O=Temporary CA 51fea799-1577-49f7-8cc4-c0a76a0b83d8, OU=Temporary CA 51fea799-1577-49f7-8cc4-c0a76a0b83d8, CN=Temporary CA 51fea799-1577-49f7-8cc4-c0a76a0b83d8 | Matches Issuer | May 17 2025 | Valid | View (decoded) |
| <input type="checkbox"/> Certificate | CN=TP-WINTP-CA | Matches Issuer | Feb 02 2024 | Valid | View (decoded) |
| <input type="checkbox"/> Certificate | O=The USERTRUST Network, CN=USERTrust RSA Certification Authority | O=Internet2, CN=InCommon RSA Server CA | Oct 06 2024 | Valid | View (decoded) |
| <input type="checkbox"/> Certificate | O=The USERTRUST Network, CN=USERTrust RSA Certification Authority | Matches Issuer | Jan 19 2038 | Valid | View (decoded) |

Show all (decoded) Show all (PEM file) Delete Select all Unselect all

Etapa 3. Exclua o certificado CA Sectigo/AddTurst expirado no arquivo confiável de certificados Expressways navegando para **Manutenção > Segurança > Certificado CA confiável**.

| | | | | | |
|-------------------------------------|-------------|---|---|-------------|---------|
| <input checked="" type="checkbox"/> | Certificate | O=AddTrust AB, OU=AddTrust External TTP Network, CN=AddTrust External CA Root | Matches Issuer | May 30 2020 | Expired |
| <input checked="" type="checkbox"/> | Certificate | O=AddTrust AB, OU=AddTrust External TTP Network, CN=AddTrust External CA Root | O=The USERTRUST Network, CN=USERTRUST RSA Certification Authority | May 30 2020 | Expired |

[Show all \(decoded\)](#) | [Show all \(PEM file\)](#) | [Delete](#) | [Select all](#) | [Unselect all](#)

Upload
 Select the file containing trusted CA certificates
 Browse... No file selected.

[Append CA certificate](#) | [Reset to default CA certificate](#)

Etapa 4. Reinicie o Expressway navegando até **Manutenção > Opções de reinicialização > Reiniciar**

| Status | System | Configuration | Users | Maintenance |
|--|-------------|--------------------------------------|-------|--|
| Trusted CA certificate | | | | Upgrade Logging Option keys Tools Security Backup and restore Diagnostics Maintenance mode Language Serviceability Restart options |
| Type | Issuer | | | |
| <input type="checkbox"/> | Certificate | O=Temporary CA 51fea799-f577-49f7-8c | | |
| <input type="checkbox"/> | Certificate | CN=TP-WINTP-CA | | |
| <input type="checkbox"/> | Certificate | O=The USERTRUST Network, CN=USE | | |
| <input type="checkbox"/> | Certificate | O=The USERTRUST Network, CN=USE | | |
| Show all (decoded) Show all (PEM file) Delete Select all | | | | |
| Upload Select the file containing trusted CA certificates | | | | |

Restart options

System status

| | |
|----------------------------|---|
| Cluster status | This system is not part of a cluster. |
| Call status | There are 0 calls active |
| Registration status | There are 0 registrations active |
| Provisioned session status | There are 0 provisioned sessions active |

Information

A restart is typically required in order for some configuration changes to take effect, or when the system is being added to, or removed from, a cluster.

A reboot is typically required when you want to apply new versions of software, or when you are trying to resolve unexpected system errors.

Note that a restart shuts down and restarts only the application software, whereas a reboot shuts down and restarts the application software, operating system and hardware.

A shutdown is typically required if you want to unplug your unit, prior to maintenance or relocation for example.

Restart

Reboot

Shutdown

Informações Relacionadas

[Solução de problemas de vídeo no Expressway Sectigo Certificate Expiration](#)