

Resolución de problemas de inicio de sesión de MRA de Expressway y problema de llamada B2B debido al vencimiento del certificado de CA Sectigo el 30 de mayo

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Introducción

Este documento describe las soluciones para el problema de inicio de sesión de MRA (acceso remoto móvil) y de llamada B2B (de empresa a empresa) debido al vencimiento del certificado de CA de Sectigo el 30 de mayo.

Prerequisites

Requirements

No hay 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

El paquete de certificados de CA Sectigo caducó el 30 de mayo, lo que provocó interrupciones en la implementación de Expressway/VCS. Puede experimentar interrupciones en el inicio de sesión de MRA y en la llamada B2B debido a fallos en la negociación de certificado/TLS. La mayoría de estos problemas se originan en el vencimiento del certificado Sectigo. Lo mismo se ha documentado en el aviso publicado por el link de Sectigo

Síntomas

La expiración del certificado dará lugar a los siguientes síntomas

- Inicio de sesión de MRA, llamadas B2B que no funcionan
- Agrupación en clústeres
- Zona transversal (con fallos de TLS)

- CA Sectigo utilizada para firmar el certificado VCS/Expressway

Fragmentos de registro de referencia

```
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"
```

Solución

Paso 1. Debe descargar el certificado de los siguientes enlaces y reemplazarlo por certificados de Sectigo Trust caducados en todos los nodos de peer.

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

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

Nota: Mientras se escribe el documento anterior, los enlaces se redirigen según la advertencia de Sectigo.

Paso 2. Se cargó el certificado descargado en Expressway navegando hasta **Mantenimiento > Seguridad > Certificado CA de confianza**

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

Paso 3. Elimine el certificado de CA de Sectigo/AddTurst caducado en el almacén de confianza de certificados de Expressway; para ello, vaya a **Mantenimiento > Seguridad > Certificado de CA de confianza**.

<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

Select the file containing trusted CA certificates No file selected.

Paso 4. Reinicie Expressway navegando hasta **Mantenimiento > Opciones de reinicio > Reiniciar**

Status	System	Configuration	Users	Maintenance
Trusted CA certificate				
	Type	Issuer		
<input type="checkbox"/>	Certificate	O=Temporary CA 51fea799-f577-49f7-8c		Upgrade
<input type="checkbox"/>	Certificate	CN=TP-WINTP-CA		Logging
<input type="checkbox"/>	Certificate	O=The USERTRUST Network, CN=USE		Option keys
<input type="checkbox"/>	Certificate	O=The USERTRUST Network, CN=USE		Tools
Security				
Backup and restore				
Diagnostics				
Maintenance mode				
Language				
Serviceability				
Restart options				

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

Información Relacionada

[Resolución de problemas de vídeo en el vencimiento del certificado de Expressway Sectigo](#)