

# 5月30日Sectigo CA證書到期導致Expressway MRA登入和B2B呼叫問題故障排除

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## 簡介

本檔案將說明由於Sectigo CA憑證於5月30日到期而產生的MRA ( 行動遠端存取 ) 登入和B2B ( 企業對企業 ) 通話問題的解決方案。

## 必要條件

### 需求

本文件沒有特定需求。

### 採用元件

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除 ( 預設 ) 的組態來啟動。如果您的網路正在作用，請確保您已瞭解任何指令可能造成的影響。

## 問題

Sectigo CA證書包已於5月30日過期，導致Expressway/VCS部署中斷。由於證書/TLS協商失敗，可能會遇到MRA登入和B2B呼叫中斷。大多數問題都是由Sectigo證書到期引起的。Sectigo連結發佈的諮詢中也有相關記錄

[https://support.sectigo.com/Com\\_KnowledgeDetailPage?Id=kA01N000000rgSZ](https://support.sectigo.com/Com_KnowledgeDetailPage?Id=kA01N000000rgSZ)

## 症狀

證書到期將導致以下症狀

- MRA登入，B2B呼叫無法正常工作

- 群集關閉
- 遍歷區域 ( TLS失敗 )
  
- 用於簽署VCS/Expressway證書的Sectigo CA

## 參考日誌片段

```
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="::TTSSL_ErrorOutput" 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"
```

## 解決方案

步驟1. 您需要從以下連結下載憑證，並在所有對等節點上使用過期的Sectigo Trust憑證替換它們。

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

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

附註：在撰寫文檔時，請按照Sectigo建議將文檔連結重定向至何處。

步驟2. 導航到維護>安全>受信任CA證書，在Expressway上上傳下載的證書

**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	<a href="#">View (decoded)</a>
<input type="checkbox"/> Certificate	CN=TP-WINTP-CA	Matches Issuer	Feb 02 2024	Valid	<a href="#">View (decoded)</a>
<input type="checkbox"/> Certificate	O=The USERTRUST Network, CN=USERTrust RSA Certification Authority	O=Internet2, CN=InCommon RSA Server CA	Oct 06 2024	Valid	<a href="#">View (decoded)</a>
<input type="checkbox"/> Certificate	O=The USERTRUST Network, CN=USERTrust RSA Certification Authority	Matches Issuer	Jan 19 2038	Valid	<a href="#">View (decoded)</a>

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	<a href="#">View (decoded)</a>
<input type="checkbox"/> Certificate	CN=TP-WINTP-CA	Matches Issuer	Feb 02 2024	Valid	<a href="#">View (decoded)</a>
<input type="checkbox"/> Certificate	O=The USERTRUST Network, CN=USERTrust RSA Certification Authority	O=Internet2, CN=InCommon RSA Server CA	Oct 06 2024	Valid	<a href="#">View (decoded)</a>
<input type="checkbox"/> Certificate	O=The USERTRUST Network, CN=USERTrust RSA Certification Authority	Matches Issuer	Jan 19 2038	Valid	<a href="#">View (decoded)</a>

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

步驟3. 導航到維護>安全>受信任CA證書，刪除Expressway證書信任儲存上的過期Sectigo/AddTurst CA證書。

<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
  No file selected.

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

步驟4. 導航到維護>重新啟動選項>重新啟動，重新啟動Expressway

Status	System	Configuration	Users	Maintenance
<b>Trusted CA certificate</b>				Upgrade Logging Option keys Tools <b>Security</b> Backup and restore Diagnostics Maintenance mode Language Serviceability <b>Restart options</b>
	<b>Type</b>	<b>Issuer</b>		
<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		
<a href="#">Show all (decoded)</a> <a href="#">Show all (PEM file)</a> <a href="#">Delete</a> <a href="#">Select all</a>				
<b>Upload</b> 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

## 相關資訊

[Expressway分段證書到期時的影片故障排除](#)