

5月30日，Expressway MRA登录和B2B呼叫问题因安全CA证书到期而故障排除

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[Expressway安全证书到期视频故障排除](#)

简介

本文档介绍5月30日Sectigo CA证书到期导致的MRA（移动远程访问）登录和B2B（企业到企业）呼叫问题解决方案。

先决条件

要求

本文档没有任何特定的要求。

使用的组件

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您使用的是真实网络，请确保您已经了解所有命令的潜在影响。

问题

Sectigo CA证书包于5月30日过期，导致Expressway/VCS部署中断。由于证书/TLS协商失败，您可能会遇到MRA登录和B2B呼叫中断。这些问题大多是Sectigo证书过期的根本原因。Sectigo链接发布的建议书中记录了相同内容

https://support.sectigo.com/Com_KnowledgeDetailPage?Id=kA01N000000rgSZ

症状

证书到期将导致以下症状

- MRA登录，B2B呼叫不工作

- 集群关闭
- 穿越区域 (TLS失败)
- 用于签署VCS/Expressway证书的Sectigo CA

参考日志片段

```
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="::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"
```

解决方案

步骤1.您需要从以下链接下载证书，并在所有对等节点上将其替换为过期的安全信任证书。

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

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

注意：在上述链接上编写文档时，根据Sectigo建议重定向。

步骤2.导航至“维护”>“安全”>“受信任CA证书”，将下载的证书上传到Expressway上

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

步骤3. 导航至Maintenance > Security > Trusted CA Certificate，删除Expressway证书信任存储上过期的Sectigo/AddTurst CA证书。

<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

第四步： 导航至维护>重新启动选项>重新启动Expressway

Status	System	Configuration	Users	Maintenance
Trusted CA certificate				<ul style="list-style-type: none"> 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		
<a>Show all (decoded) <a>Show all (PEM file) <a>Delete <a>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

相关信息

[Expressway安全证书到期视频故障排除](#)