

Troubleshooting Expressway MRA Login and B2B Calling Issue due to Sectigo CA Certificate Expiry on 30th May

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Introduction

This document describes the solutions for MRA (Mobile Remote Access) Login and B2B (Business-to-Business) Calling issue due to Sectigo CA Certificate Expiry on 30th May.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

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.

Problem

The Sectigo CA certificate package expired on 30th May which causing outages for Expressway/VCS deployment. You may experience MRA Login and B2B Calling outages due to certificate/TLS Negotiation failures. The majority of these issues are root caused to the expiration of the Sectigo certificate. Same has been documented on the advisory released by Sectigo link https://support.sectigo.com/Com_KnowledgeDetailPage?Id=kA01N000000rgSZ

Symptoms

Certificate expiry will lead to following symptoms

- MRA Login, B2B Calls not working
 - Clustering down
 - Traversal Zone (with TLS failures)
- Sectigo CA used to sign VCS/Expressway certificate

Reference Log Snippets

```
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=":TTSSLSErrorOutput" 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"
```

Solution

Step 1. You need to download certificate from the following links and replace them with expired Sectigo Trust certificates on all the peer nodes.

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

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

Note: While writing the document above links were redirected per Sectigo advisory.

Step 2. Uploaded the downloaded certificate on Expressway by navigating to **Maintenance > Security > Trusted CA Certificate**

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... rootaddrsa.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

Step 3. Delete the expired Sectigo/AddTurst CA certificate on Expressways certificate trust store by navigating to **Maintenance > Security > Trusted CA Certificate**.

<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.

Step 4. Restart Expressway by navigating to **Maintenance > Restart Options > Restart**

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		
<input type="button" value="Show all (decoded)"/> <input type="button" value="Show all (PEM file)"/> <input type="button" value="Delete"/> <input type="button" value="Select all"/>				
<input type="button" value="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

Related Information

[Troubleshooting Video on Expressway Sectigo Certificate Expiry](#)