# Cisco IP Phones 7800/8800 Series fails to register over MRA if phone has expired Sectigo/Addtrust root certificate

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### Introduction

This document describes the solution for Cisco IP Phones 7800/8800 Series registration failure over MRA (Mobile Remote Access) if phone has expired Sectigo/Addtrust root certificate which expried on 30th May 2020.

# **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**

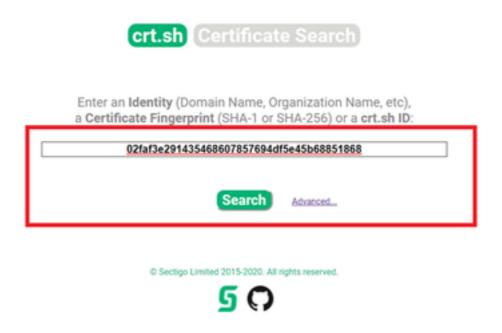
Cisco IP Phones 7800/8800 Series fails to register over MRA if phone has expired Sectigo/Addtrust root certificate which expried on 30th May 2020 and Expressway has signed it certificate from Sectigo/Addtrust CA.

Per 12.7 firmware Certificate Authority Trust List, Trust list has expired Sectigo/Addtrust certificate on IP phone trust store.

https://www.cisco.com/c/dam/en/us/td/docs/voice\_ip\_comm/cuipph/all\_models/ca-list/CA-Trust-List.pdf

02faf3e291435468607857694df5e45b68851868	C=SE, O=AddTrust AB, OU=AddTrust External TTP
	Network, CN=AddTrust External CA Root
ccab0ea04c2301d6697bdd379fcd12eb24e3949d	C=SE, O=AddTrust AB, OU=AddTrust TTP Network, CN=AddTrust Class 1 CA Root

To verify the certificate validity copy the fingerprint mentioned in document for certificate trust store and browse to <a href="https://crt.sh/">https://crt.sh/</a> paste the fingerprint in the white box and click search



Once search is completed you can verify the validity of the certificate

```
687FA451382278FFF0C8B11F8D43D576671C6EB2BCEAB413FB83D965D06D2FF2
SHA-256(Certificate)
SHA-1(Certificate)
Certificate | ASN.1 | px
                        Certificate:
                            Data:
                                Version: 3 (0x2)
Hide metadata
                                Serial Number: 1 (0x1)
Run cablint
                                Signature Algorithm: sha1WithRSAEncryption
                                Issuer: (CAID: 1)
Run x509tint
                                                                = AddTrust External CA Root
                                    commonName
Run 25int
                                    organizationalUnitName
                                                               = AddTrust External TTP Network
                                    organizationName
                                                                = AddTrust AB
Download Certificate: PEM
                                    countryName
                                 Validity
                                    Not Before: May 38 18:48:38 2888 GMT
                                    Not After : May 30 10:48:38 2020 GMT
                                   bject: (CA)
                                    commonName
                                                                = AddTrust External CA Root
                                    organizationalUnitName
                                                               = AddTrust External TTP Network
```



### Solution

Firmware to 12.8 has a fix wherein expired certificates have been cleaned, This issue is documented by Cisco bug ID <u>CSCvt26128</u>.

You can download the latest firmware thru links documented below for 7800 and 8800 Series Phones

https://www.cisco.com/web/software/282074288/151637/cmterm-78xx.12-8-1-0001-455-readme.html

cmterm-78xx.12-8-1-0001-455.k3.cop.sgn

https://www.cisco.com/web/software/282074288/151637/cmterm-8845\_8865.12-8-1-0001-455-readme.html

cmterm-8845\_65-sip.12-8-1-0001-455.k3.cop.sgn

https://www.cisco.com/web/software/282074288/151637/cmterm-88xx.12-8-1-0001-455-readme.html

cmterm-88xx-sip.12-8-1-0001-455.k3.cop.sgn

### Limitation

Note: Phone firmwares upgrade over MRA isn't supported. This issue is documented by Cisco bug ID <a href="CSCvb29314">CSCvb29314</a>.