

Collaboration Edge TC-based Endpoints Configuration Example



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Related Information

Introduction

The document describes what is required in order to configure and troubleshoot TelePresence Codec (TC)-based endpoint registration through the Mobile and Remote Access solution.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Mobile and Remote Access Solution
- Video Communication Server (VCS) certificates

- Expressway X8.1.1 or later
- Cisco Unified Communication Manager (CUCM) Release 9.1.2 or later
- TC-based endpoints

Components Used

The information in this document is based on these software and hardware versions:

- VCS X8.1.1 or later
- CUCM Release 9.1(2)SU1 or later and IM & Presence 9.1(1) or later
- TC 7.1 or later firmware (***TC7.2 recommended***)
- VCS Control & Expressway/Expressway Core & Edge
- CUCM
- TC Endpoint

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.

Configure

These configuration steps assume that the administrator will configure the TC-based endpoint for secure device registration. Secure registration is ***NOT*** a requirement, however the overall Mobile and Remote Access solution guide gives the impression that it is since there are screen shots from the configuration that show secure device profiles on CUCM.

Create a Secure Phone Profile on CUCM in FQDN Format (Optional)

1. In CUCM, select *System > Security > Phone Security Profile*.
2. Click ***Add New***.
3. Select the TC-based endpoint type and configure these parameters:
 - a. Name – ***Secure-EX90.tbtp.local (FQDN Format Required)***
 - b. Device Security Mode – ***Encrypted***
 - c. Transport Type – ***TLS***
 - d. SIP Phone Port – ***5061***

Phone Security Profile Configuration

Save Delete Copy Reset Apply Config Add New

Status

Add successful

Phone Security Profile Information

Product Type: Cisco TelePresence EX90
Device Protocol: SIP
Name*
Description
Nonce Validity Time*
Device Security Mode
Transport Type*
 Enable Digest Authentication
 TFTP Encrypted Config
 Exclude Digest Credentials in Configuration File

Phone Security Profile CAPF Information

Authentication Mode*
Key Size (Bits)*
 Note: These fields are related to the CAPF Information settings on the Phone Configuration page.

Parameters used in Phone

SIP Phone Port*

Save Delete Copy Reset Apply Config Add New

Ensure Cluster Security Mode is (1) – Mixed (Optional)

1. In CUCM, select *System > Enterprise Parameters*.
2. Scroll down to *Security Parameters > Cluster Security Mode > 1*.

Security Parameters	
Cluster Security Mode *	1

If the value is not 1 the CUCM has not been secured. If this is the case, the administrator needs to review one of these two documents in order to secure the CUCM.

CUCM 9.1(2) Security Guide

CUCM 10 Security Guide

Create a Profile in CUCM for the TC-based Endpoint

1. In CUCM, select *Device > Phone*.
2. Click *Add New*.

3. Select the TC–based endpoint type and configure these parameters:
 - a. MAC Address – MAC Address from the TC–based device
 - b. Required starred fields (*)
 - c. Owner – User
 - d. Owner User ID – Owner associated with device
 - e. Device Security Profile – Previously Configured Profile (Secure–EX90.tbtp.local)
 - f. SIP Profile – Standard SIP Profile or any custom profile previously created

Phone Configuration Related Links: [Back To Find/List](#)

Save Delete Copy Reset Apply Config Add New

Status
Update successful

Association Information	Phone Type
<p>Modify Button Items</p> <p>1. View Line [1] - 9211 in Baseline_TelePresence_PT</p> <p>----- Unassigned Associated Items -----</p> <p>2. View Line [2] - Add a new DN</p>	<p>Product Type: Cisco TelePresence EX90</p> <p>Device Protocol: SIP</p>
	<p>Device Information</p> <p>Registration: Unknown</p> <p>IP Address: Unknown</p> <p><input checked="" type="checkbox"/> Device is Active</p> <p><input checked="" type="checkbox"/> Device is trusted</p> <p>MAC Address*: 00506006EAFE</p> <p>Description: Stoj EX90</p> <p>Device Pool*: Baseline_TelePresence-DP View Details</p> <p>Common Device Configuration: < None > View Details</p> <p>Phone Button Template*: Standard Cisco TelePresence EX90</p> <p>Common Phone Profile*: Standard Common Phone Profile</p>

Owner: User Anonymous (Public/Shared Space)

Owner User ID*: pstojano

Phone Load Name:

Protocol Specific Information

Packet Capture Mode*: None

Packet Capture Duration: 0

BLF Presence Group*: Standard Presence group

MTP Preferred Originating Codec*: 711ulaw

Device Security Profile*: Secure-EX90.tbtp.local

Rerouting Calling Search Space: < None >

SUBSCRIBE Calling Search Space: < None >

SIP Profile*: Standard SIP Profile For Cisco VCS

Digest User: < None >

Media Termination Point Required

Unattended Port

Require DTMF Reception

Add the Security Profile Name to the SAN of the Expressway–C/VCS–C Certificate (Optional)

1. In Expressway–C/VCS–C, select *Maintenance > Security Certificates > Server Certificate*.
2. Click *Generate CSR*.

- Fill out the Certificate Signing Request (CSR) fields and ensure that the "Unified CM phone security profile name" has the exact Phone Security Profile listed in Fully Qualified Domain Name (FQDN) format. For example, Secure-EX90.tbtp.local.

Note: The Unified CM phone security profile names are listed at the back of the Subject Alternate Name (SAN) field.

- Send the CSR off to either an Internal or 3rd Party Certificate Authority (CA) to be signed.
- Select **Maintenance > Security Certificates > Server Certificate** in order to upload the certificate to the Expressway-C/VCS-C.

Generate CSR
You are here: [Maintenance](#) > [Security cert](#)

Common name

Common name	FQDN of Expressway	i
Common name as it will appear	RTP-TBTP-EXPRVY-C1.tbtp.local	

Alternative name

Subject alternative names	FQDN of Expressway cluster plus FQDNs of all peers in the cluster	i
Additional alternative names (comma separated)		i
IM and Presence chat node aliases (federated group chat)	conference-2-StandAloneCluster5ad9a.tbtp.local	Format XMPPAddress i
Unified CM phone security profile names	Secure-EX90.tbtp.local	i
Alternative name as it will appear	DNS:RTP-TBTP-EXPRVY-C.tbtp.local DNS:RTP-TBTP-EXPRVY-C1.tbtp.local DNS:RTP-TBTP-EXPRVY-C2.tbtp.local XMPP:conference-2-StandAloneCluster5ad9a.tbtp.local DNS:Secure-EX90.tbtp.local	

Additional information

Key length (in bits)	4096	i
Country	★ US	i
State or province	★ NC	i
Locality (town name)	★ RTP	i
Organization (company name)	★ Cisco	i
Organizational unit	★ TelePresence	i

Add the UC Domain to the Expressway-E/VCS-E Certificate

- In Expressway-E/VCS-E, select **Maintenance > Security Certificates > Server Certificate**.
- Click **Generate CSR**.
- Fill out the CSR fields and ensure that "Unified CM registrations domains" contain the domain that the TC-based endpoint will make Collaboration Edge (collab-edge) requests to, in either the Domain Name Server (DNS) or Service Name (SRV) formats.
- Send the CSR off to either an Internal or 3rd Party CA to be signed.
- Select **Maintenance > Security Certificates > Server Certificate** in order to upload the certificate to the Expressway-E/VCS-E.

Generate CSR You are here: [Maintenance](#) > [Security](#)

Common name

Common name: FQDN of Expressway cluster ⓘ

Common name as it will appear: RTP-TBTP-EXPRWY-E

Alternative name

Subject alternative names: FQDN of Expressway cluster plus FQDNs of all peers in the cluster ⓘ

Additional alternative names (comma separated): tbtpt.local ⓘ

Unified CM registrations domains: tbtpt.local Format: SRVName ⓘ

Alternative name as it will appear:
 DNS:RTP-TBTP-EXPRWY-E
 DNS:RTP-TBTP-EXPRWY-E2.tbtpt.local
 DNS:RTP-TBTP-EXPRWY-E1.tbtpt.local
 DNS:tbtpt.local
 SRV:_collab-edge._tls.tbtpt.local

Additional information

Key length (in bits): 4096 ⓘ

Country: * US ⓘ

State or province: * NC ⓘ

Locality (town name): * RTP ⓘ

Organization (company name): * Cisco ⓘ

Organizational unit: * TelePresence ⓘ

Install the Proper Trusted CA Certificate to the TC-based Endpoint

1. In the TC-based Endpoint, select *Configuration > Security*.
2. Select the *CA* tab and browse for the CA certificate that signed your Expressway-E/VCS-E certificate.
3. Click *Add certificate authority*.

Note: Once the certificate is successfully added you will see it listed in the Certificate list.

Security

Successfully imported the certificate. Please reboot for changes to take effect.

[Certificates](#) | **[CAs](#)** | [Preinstalled CAs](#) | [Strong Security Mode](#) | [Non-persistent Mode](#) | [CUCM](#)

Certificate	Issuer	
heras-W2k8VM3-CA	heras-W2k8VM3-CA	<input type="button" value="Delete..."/> <input type="button" value="View Certificate"/>

Add Certificate Authority

CA file:

This system supports PEM formatted files (.pem) with one or more CA certificates within the file.

Note: TC 7.2 contains a pre-installed CAs list. If the CA that signed the Expressway-E certificate is contained within this list, the steps listed in this section are not required.

The screenshot shows the Cisco UCM configuration interface. The top navigation bar includes Home, Call Control, Configuration (selected), Diagnostics, and Maintenance. The user is logged in as 'admin'. The main heading is 'Security', and the sub-heading is 'Preinstalled CAs'. Below the heading, there is a note: 'This CA list is used for Cisco UCM via Expressway (Edge) provisioning only. Configure provisioning now.' A paragraph explains that these certificates are used to validate servers contacted over the internet and can be enabled or disabled individually or all at once. A table lists five pre-installed certificates with their issuers and status. Each row has a 'Details...' button, a green checkmark, and a 'Disable' button. A 'Disable All' button is located at the top right of the table.

Certificate	Issuer	Details...	✓	Disable
A-Trust-nQual-03	A-Trust Ges. f. Sicherheitssysteme im elektr. Datenverkehr GmbH	Details...	✓	Disable
AAA Certificate Services	Comodo CA Limited	Details...	✓	Disable
AC Raíz Certificadora S.A.	Sociedad Cameral de Certificación Digital - Certificadora S.A.	Details...	✓	Disable
ACEDICOM Root	EDICOM	Details...	✓	Disable
AddTrust External CA Root	AddTrust AB	Details...	✓	Disable

Note: The preinstalled CAs page contains a convenient "Configure provisioning now" button that takes you directly to the required configuration noted in step 2 in the next section.

Set Up a TC-based Endpoint for Edge Provisioning

1. In the TC-based endpoint, select **Configuration** > **Network** and ensure these fields are properly filled in under the DNS section:
 - a. Domain Name
 - b. Server Address
2. In the TC-based endpoint, select **Configuration** > **Provisioning** and ensure these fields are properly filled in:
 - a. LoginName – as defined in CUCM
 - b. Mode – **Edge**
 - c. Password – as defined in CUCM
External Manager
 - d. Address – Hostname of your Expressway-E/VCS-E
 - e. Domain – Domain where your collab-edge record is present

Provisioning

[Refresh](#)[^ Collapse all](#)[v Expand all](#)

Connectivity	External	Save
HttpMethod	GET	Save
LoginName	pstojano	Save (0 to 80 characters)
Mode	Edge	Save
Password		Save (0 to 64 characters)

ExternalManager		
Address	RTP-TBTP-EXPRWY-E.tbtp.local	Save (0 to 64 characters)
AlternateAddress		Save (0 to 64 characters)
Domain	tbtp.local	Save (0 to 64 characters)
Path		Save (0 to 255 characters)
Protocol	HTTPS	Save

Verify

Use this section to confirm that your configuration works properly.

TC-based Endpoint

1. In the web GUI, navigate to "Home". Look for the 'SIP Proxy 1' section for a "Registered" Status. The Proxy address is your Expressway-E/VCS-E.

SIP Proxy 1

Status:	Registered
Proxy:	105.108
URI:	9211@tbtp.local

2. From the CLI, enter `xstatus //prov`. If you are registered you should see a Provisioning Status of "Provisioned".

```
xstatus //prov
*s Network 1 IPv4 DHCP ProvisioningDomain: ""
*s Network 1 IPv4 DHCP ProvisioningServer: ""
*s Provisioning CUCM CAPF LSC: Installed
*s Provisioning CUCM CAPF Mode: IgnoreAuth
*s Provisioning CUCM CAPF OperationResult: NotSet
*s Provisioning CUCM CAPF OperationState: NonPending
*s Provisioning CUCM CAPF ServerName: ""
*s Provisioning CUCM CAPF ServerPort: 0
*s Provisioning CUCM CTL State: Installed
*s Provisioning CUCM ExtensionMobility Enabled: False
```



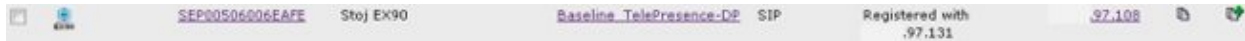
```

*s Provisioning CUCM ExtensionMobility LastLoggedInUserId: ""
*s Provisioning CUCM ExtensionMobility LoggedIn: False
*s Provisioning CUCM ITL State: Installed
*s Provisioning CUCM ProvisionSecurity: Signed
*s Provisioning CUCM TVS Proxy 1 IPv6Address: ""
*s Provisioning CUCM TVS Proxy 1 Port: 2445
*s Provisioning CUCM TVS Proxy 1 Priority: 0
*s Provisioning CUCM TVS Proxy 1 Server: "xx.xx.97.131"
*s Provisioning CUCM UserId: "pstoiano"
*s Provisioning NextRetry: ""
*s Provisioning Reason: ""
*s Provisioning Server: "xx.xx.97.131"
*s Provisioning Software Current CompletedAt: ""
*s Provisioning Software Current URL: ""
*s Provisioning Software Current VersionId: ""
*s Provisioning Software UpgradeStatus LastChange: "2014-06-30T19:08:40Z"
*s Provisioning Software UpgradeStatus Message: ""
*s Provisioning Software UpgradeStatus Phase: None
*s Provisioning Software UpgradeStatus SecondsUntilUpgrade: 0
*s Provisioning Software UpgradeStatus SessionId: ""
*s Provisioning Software UpgradeStatus Status: None
*s Provisioning Software UpgradeStatus URL: ""
*s Provisioning Software UpgradeStatus VersionId: ""
*s Provisioning Status: Provisioned
** end

```

CUCM

In CUCM, select **Device > Phone**. Either scroll through the list or filter the list based on your endpoint. You should see a "Registered with %CUCM_IP%" message. The IP address to the right of this should be your Expressway-C/VCS-C which proxies the registration.



Expressway-C

1. In Expressway-C/VCS-C, select **Status > Unified Communications > View Provisioning sessions**.
2. Filter by the IP address of your TC-based endpoint. An example of a Provisioned Session is shown here:

Records: 2 Page 1 of 1

Username	Device	User agent	Unified CM server	Expire time
pstoiano	252.227	Cisco/TC	97.131	2014-09-25 02:08:53

Troubleshoot

This section provides information you can use to troubleshoot your SIP configuration.

Registration issues can be caused by numerous factors which include DNS, certificate issues, configuration, and so on. This section includes a comprehensive list of what you would typically see if you encounter a given problem and how to remediate it. If you run into issues outside of what has already been documented, feel free to include it.

Tools

For starters, be aware of the tools at your disposal.

TC Endpoint

Web GUI

- all.log
- Start extended logging (include a full packet capture)

CLI

These commands are most beneficial in order to troubleshoot in real-time:

- log ctx HttpClient debug 9
- log ctx PROV debug 9
- log output on <— Shows logging via console

An effective way to recreate the problem is to toggle the Provisioning Mode from "Edge" to "Off" and then back to "Edge" within the web GUI. You can also enter the *xConfiguration Provisioning Mode:* command in the CLI.

Expressways

- Diagnostic Logs
- TCPDump

CUCM

- SDI/SDL Traces

Issue 1: Collab-edge Record is Not Visible and/or Hostname is Not Resolvable

As you can see, the get_edge_config fails due to name resolution.

TC Endpoint Logs

```
15716.23 HttpClient    HTTPClientCurl error
(https://RTP-TBTP-EXPRWY-E.tbtp.local:8443/dGJ0cC5jb20/get_edge_config/):
'Couldn't resolve host name'

15716.23 PROV        ProvisionRequest failed: 4 (Couldn't resolve host name)
15716.23 PROV I: notify_http_done: Received 0 (Couldn't resolve host name) on request
https://RTP-TBTP-EXPRWY-E.tbtp.local:8443/dGJ0cC5jb20/get_edge_config/
```

Remediation

1. Verify if the collab-edge record is present and returns the correct hostname.
2. Verify if the DNS server information configured on the client is correct.

Issue 2: CA Is Not Present within the Trusted CA List on the TC-based Endpoint

TC Endpoint Logs

```
15975.85 HttpClient    Trying xx.xx.105.108...
15975.85 HttpClient    Adding handle: conn: 0x48390808
```

```

15975.85 HttpClient Adding handle: send: 0
15975.86 HttpClient Adding handle: recv: 0
15975.86 HttpClient Curl_addHandleToPipeline: length: 1
15975.86 HttpClient - Conn 64 (0x48396560) send_pipe: 0, recv_pipe: 0
15975.87 HttpClient - Conn 65 (0x4835a948) send_pipe: 0, recv_pipe: 0
15975.87 HttpClient - Conn 67 (0x48390808) send_pipe: 1, recv_pipe: 0
15975.87 HttpClient Connected to RTP-TBTP-EXPRWY-E.tbtp.local (xx.xx.105.108)
port 8443 (#67)
15975.87 HttpClient successfully set certificate verify locations:
15975.87 HttpClient CAfile: none
CApath: /config/certs/edge_ca_list
15975.88 HttpClient Configuring ssl context with special Edge certificate verifier
15975.88 HttpClient SSLv3, TLS handshake, Client hello (1):
15975.88 HttpClient SSLv3, TLS handshake, Server hello (2):
15975.89 HttpClient SSLv3, TLS handshake, CERT (11):
15975.89 HttpClient SSLv3, TLS alert, Server hello (2):
15975.89 HttpClient SSL certificate problem: self signed certificate in
certificate chain
15975.89 HttpClient Closing connection 67
15975.90 HttpClient HTTPClientCurl error
(https://RTP-TBTP-EXPRWY-E.tbtp.local:8443/dGJ0cC5jb20/get_edge_config/):
'Peer certificate cannot be authenticated with given CA certificates'

15975.90 PROV ProvisionRequest failed: 4 (Peer certificate cannot be
authenticated with given CA certificates)
15975.90 PROV I: notify_http_done: Received 0 (Peer certificate cannot be
authenticated with given CA certificates) on request
https://RTP-TBTP-EXPRWY-E.tbtp.local:8443/dGJ0cC5jb20/get_edge_config/
15975.90 PROV EDGEProvisionUser: start retry timer for 15 seconds

```

Remediation

1. Verify if a 3rd Party CA is listed under the **Security > CAs** tab on the endpoint.
2. If the CA is listed, verify that it is correct.

Issue 3: Expressway-E Does Not Have the UC Domain Listed within the SAN

TC Endpoint Logs

```

82850.02 CertificateVerification ERROR: [verify_edge_domain_in_san]: Edge TLS
verification failed: Edge domain 'tbtp.local' and corresponding SRVName
'_collab-edge._tls.tbtp.local' not found in certificate SAN list
82850.02 HttpClient SSLv3, TLS alert, Server hello (2):
82850.02 HttpClient SSL certificate problem: application verification failure
82850.02 HttpClient Closing connection 113
82850.02 HttpClient HTTPClientCurl error
(https://RTP-TBTP-EXPRWY-E.tbtp.local:8443/dGJ0cC5jb20/get_edge_config/):
'Peer certificate cannot be authenticated with given CA certificates'

```

Expressway-E SAN

```

X509v3 Subject Alternative Name:
DNS:RTP-TBTP-EXPRWY-E.tbtp.local, SRV:_collab-edge._tls.tbtp.local

```

Remediation

1. Regenerate Expressway-E CSR in order to include the UC Domain(s).
2. It is possible that on the TC endpoint the "ExternalManager Domain" parameter is not set to what the UC Domain is. If this is the case you must match it.

Issue 4: Username and/or Password Supplied in the TC Provisioning Profile Is Incorrect

TC Endpoint Logs

```
83716.67 HttpClient      Server auth using Basic with user 'pstojano'
83716.67 HttpClient      GET /dGJ0cC5jb20/get_edge_config/ HTTP/1.1
Authorization: xxxxxxx
Host: RTP-TBTP-EXPRWY-E.tbtp.local:8443
Cookie: JSESSIONIDSSO=34AFA4A6DEE1DDCE8B1D2694082A6D0A
Content-Type: application/x-www-form-urlencoded
Accept: text/xml
User-Agent: Cisco/TC
Accept-Charset: ISO-8859-1,utf-8
83716.89 HttpClient      HTTP/1.1 401 Unauthorized
83716.89 HttpClient      Authentication problem. Ignoring this.
83716.90 HttpClient      WWW-Authenticate: Basic realm="Cisco-Edge"
83716.90 HttpClient      Server CE_C ECS is not blacklisted
83716.90 HttpClient      Server: CE_C ECS
83716.90 HttpClient      Date: Thu, 25 Sep 2014 17:42:51 GMT
83716.90 HttpClient      Age: 0
83716.90 HttpClient      Transfer-Encoding: chunked
83716.91 HttpClient      Connection: keep-alive
83716.91 HttpClient      0
83716.91 HttpClient      Connection #116 to host RTP-TBTP-EXPRWY-E.tbtp.local
left intact
83716.91 HttpClient      HTTPClientCurl received HTTP error 401

83716.91 PROV      ProvisionRequest failed: 5 (HTTP code=401)
83716.91 PROV I: notify_http_done: Received 401 (HTTP code=401) on request
https://RTP-TBTP-EXPRWY-E.tbtp.local:8443/dGJ0cC5jb20/get_edge_config/
```

Expressway-C/VCS-C

```
2014-09-25T13:46:20-04:00 RTP-TBTP-EXPRWY-C edgeconfigprovisioning
UTCTime="2014-09-25 17:46:20,92" Module="network.http.edgeconfigprovisioning"
Level="DEBUG" Action="Received"
Request-url="https://xx.xx.97.131:8443/cucm-uds/user/pstojano/devices"
HTTPMSG:
/HTTP/1.1 401 Unauthorized
Expires: Wed, 31 Dec 1969 19:00:00 EST
Server:
Cache-Control: private
Date: Thu, 25 Sep 2014 17:46:20 GMT
Content-Type: text/html;charset=utf-8
WWW-Authenticate: Basic realm="Cisco Web Services Realm"

2014-09-25T13:46:20-04:00 RTP-TBTP-EXPRWY-C UTCTime="2014-09-25 17:46:20,92"
Module="developer.edgeconfigprovisioning.server" Level="DEBUG"
CodeLocation="edgeprotocol(1018)" Detail="Failed to authenticate user against server"
Username="pstojano" Server="('https', 'xx.xx.97.131', 8443)"
Reason="<twisted.python.failure.Failure <type 'exceptions.Exception'>>"
"2014-09-25T13:46:20-04:00 RTP-TBTP-EXPRWY-C edgeconfigprovisioning:
Level="INFO" Detail="Failed to authenticate user against server" Username="pstojano"
Server="('https', 'xx.xx.97.131', 8443)" Reason="<twisted.python.failure.Failure
<type 'exceptions.Exception'>>" UTCTime="2014-09-25 17:46:20,92"
```

Remediation

1. Verify that the Username/Password entered under the Provisioning page on the TC endpoint is valid.
2. Verify credentials against the CUCM database.


- a. Version 10 – use the Self Care Portal
- b. Version 9 – use the CM User Options

The URL for both portals is the same: <https://%CUCM%/ucmuser/>

If presented with an insufficient rights error, ensure these roles are assigned to the user:

- Standard CTI Enabled
- Standard CCM End User

Issue 5: TC–based Endpoint Registration Gets Rejected

	SEP00506006EAFE	Stoj EX90	Baseline TelePresence-DP	SIP	Rejected	97.108
---	---------------------------------	-----------	--	-----	----------	------------------------

CUCM Traces

```
08080021.043 |16:31:15.937 |AppInfo |SIPStationD(18400) - validTLSConnection:TLS
InvalidX509NameInCertificate, Rcvd=RTP-TBTP-EXPRWY-C.tbtp.local,
Expected=SEP00506006EAFE. Will check SAN the next
08080021.044 |16:31:15.937 |AppInfo |SIPStationD(18400) - validTLSConnection:TLS
InvalidX509NameInCertificate Error , did not find matching SAN either,
Rcvd=RTP-TBTP-EXPRWY-C.tbtp.local, Expected=Secure-EX90.tbtp.local
08080021.045 |16:31:15.937 |AppInfo |ConnectionFailure - Unified CM failed to open
a TLS connection for the indicated device Device Name:SEP00506006EAFE
IP Address:xx.xx.97.108 IPV6Address: Device type:584 Reason code:2 App ID:Cisco
CallManager Cluster ID:StandAloneCluster Node ID:RTP-TBTP-CUCM9 08080021.046
|16:31:15.938 |AlarmErr |AlarmClass: CallManager, AlarmName: ConnectionFailure,
AlarmSeverity: Error, AlarmMessage: , AlarmDescription: Unified CM failed to open
a TLS connection for the indicated device, AlarmParameters:
DeviceName:SEP00506006EAFE, IPAddress:xx.xx.97.108, IPV6Address:,
DeviceType:584, Reason:2, AppID:Cisco CallManager, ClusterID:StandAloneCluster,
NodeID:RTP-TBTP-CUCM9,
```

TC Endpoint

SIP Proxy 1

Status: Failed: 403 Forbidden

Actual Expressway–C/VCS–C

```
X509v3 Subject Alternative Name:
DNS:RTP-TBTP-EXPRWY-C.tbtp.local, XMPP:conference-2-StandAloneCluster5ad9a.tbtp.local
```

In this specific log example it is clear that the Expressway–C/VCS–C does not contain the Phone Security Profile FQDN in the SAN. (Secure–EX90.tbtp.local). In the Transport Layer Security (TLS) Handshake, the CUCM inspects the Expressway–C/VCS–C's server certificate. Since it does not find it within the SAN it throws the error bolded and reports that it Expected the Phone Security Profile in FQDN format.

Remediation

1. Verify that the Expressway–C/VCS–C contains the Phone Security Profile in FQDN format within the SAN of it's server certificate.
2. Verify that the device uses the correct security profile in CUCM if you use a secure profile in FQDN format.

3. This could also be caused by Cisco bug ID CSCuq86376. If this is the case check the Expressway-C/VCS-C SAN size and the position of the Phone Security Profile within the SAN.

Related Information

- *Mobile & Remote Access Guide*
- *VCS Certificate Creation Guide*
- *EX90/EX60 Getting Started Guide*
- *CUCM 9.1 Administrator Guide*
- *Technical Support & Documentation – Cisco Systems*

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