

IP400 SERIES PHONES CANNOT CONNECT TO SERVER

SCENARIO

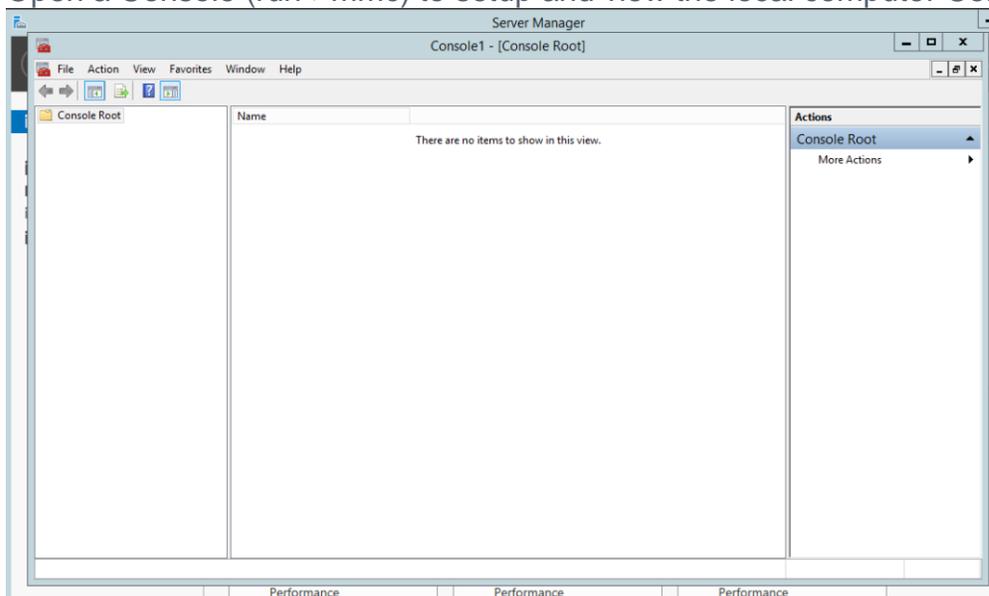
The IP400 series phones are unable to access Visual VM, Directory, or History. Calling functions still work and direct dial to VM also works

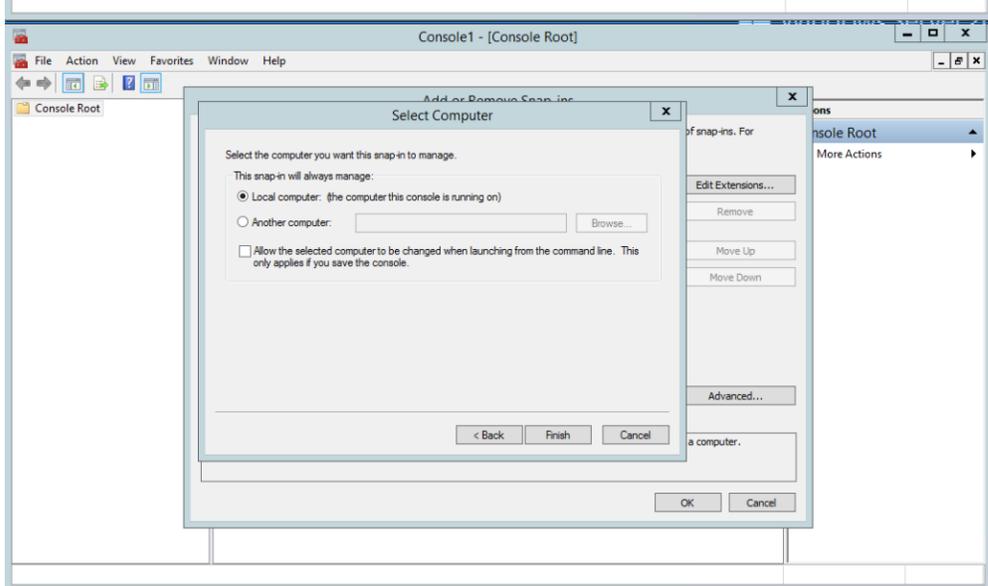
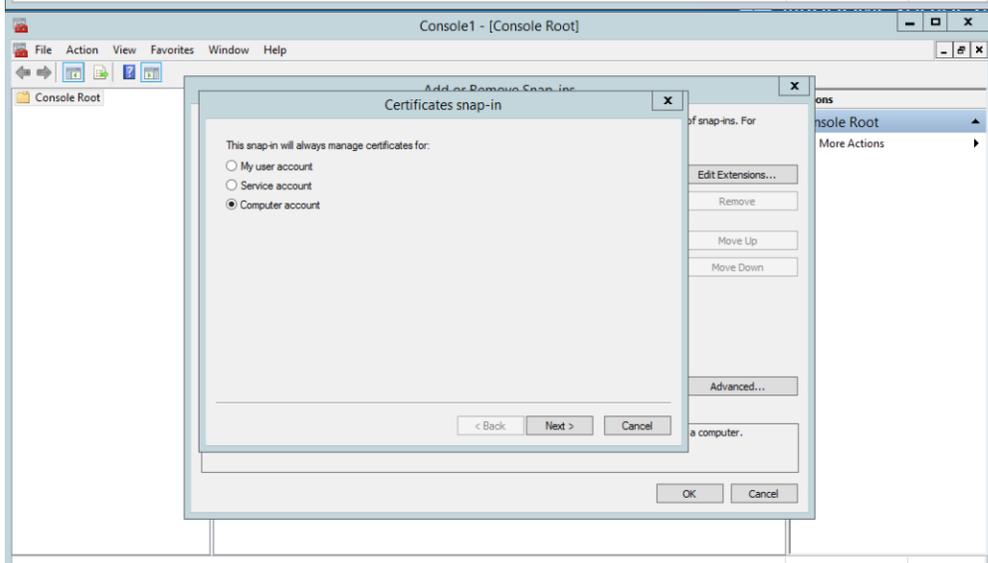
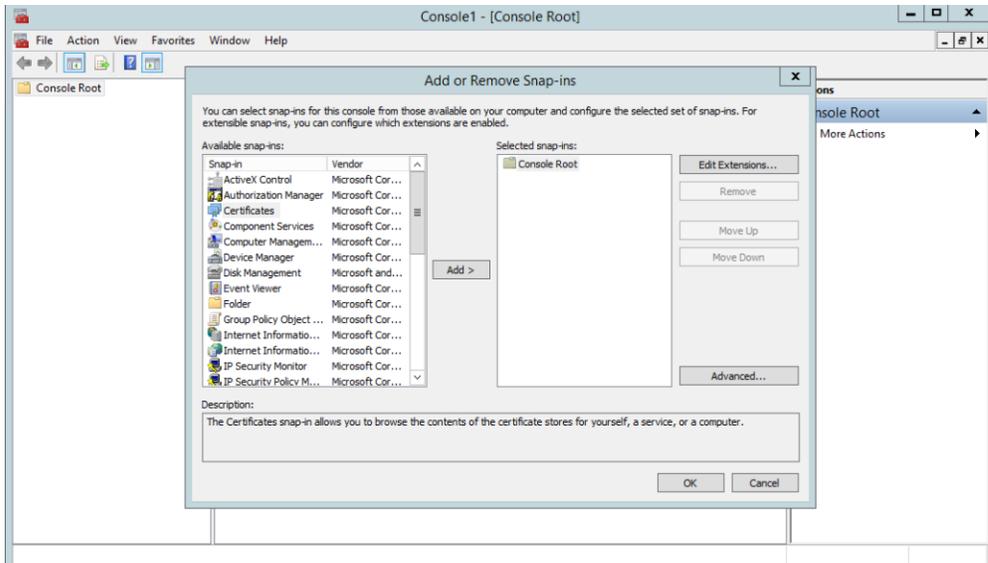
CAUSE

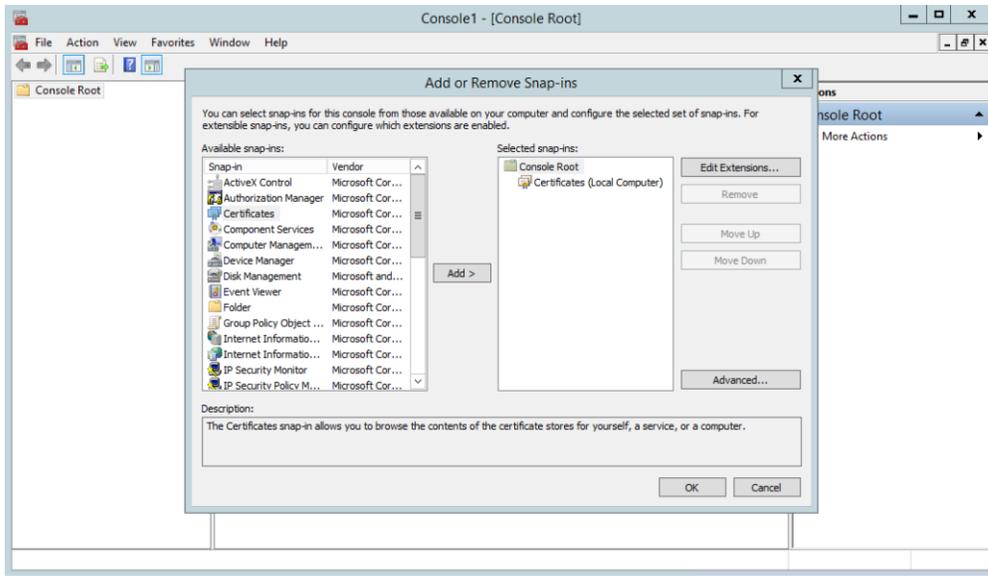
There may be an unsigned Self Cert in the Trusted Store. If this happens it will affect not only ShoreTel by any other application that uses certs.

RESOLUTION

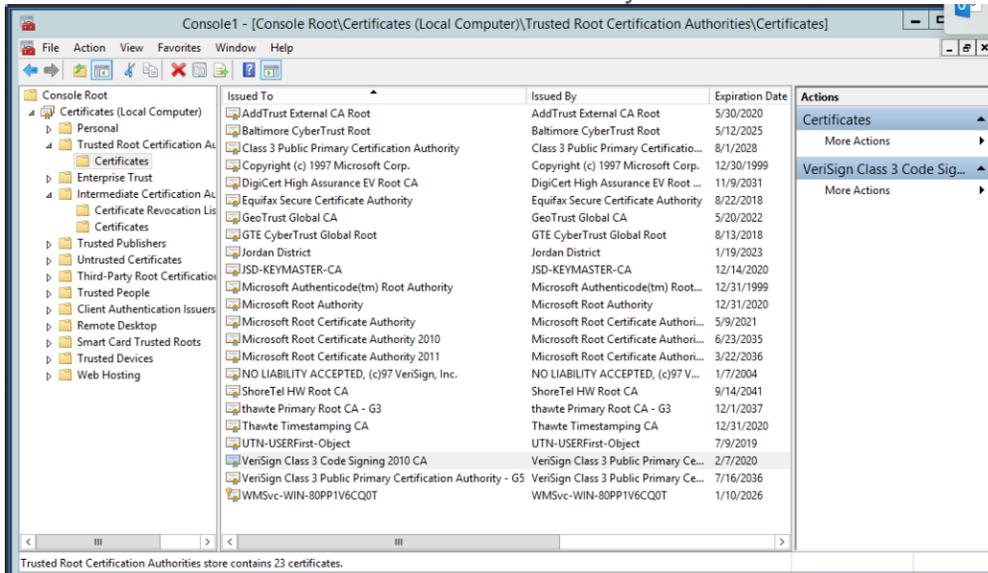
1. Open a Console (run->mmc) to setup and view the local computer Certificates







2. Go to the Trusted Root Certification Authority/Certificates folder



3. Here you will look for any non-self-signed certs. Look at both the “Issued to” and Issue by” names. If they do not match, then you’ve found the non-self-signed cert. In the above example the “VeriSign Class 2 Code Signing 2010 CA” is the cert that’s causing the problem. Note that the “Issue To” and “Issued By” do not match.
- Non-self-signed certs need to be removed or deleted if this is a 2012 Windows server. Windows will not validate correctly with the server-side certs. You shouldn’t have non-self-signed certs in the Root store.

4. Move the non-self-signed cert to the intermediate Certification Authority/Certificates folder.
5. The IP400 phones should start working as soon as this procedure is completed.