

IP400 SERIES PHONES FAIL TO CONNECT TO CAS

SCENARIO

IP400 series phones are failing to connect to the Connect Server's CAS connection. The phones will register to their controlling switch, but functions such as Directory or Visual Voicemail return a Failed to Connect to Server error.

SYMPTOMS

IP400 series phones are failing to connect to the Connect Server's CAS connection. They will register to their controlling switch, but functions such as Directory or Visual Voicemail return a Failed to Connect to Server error.

Reviewing the IIS logs on the HQ server a search for the IP address of the IP phones will show a 403 error returned when the phone attempts to access the HQ server:

```
2016-12-21 15:01:37 10.169.24.10 POST /shoreauth/certauth - 443 - 10.169.24.139
```

```
Mozilla/5.0 - 403 16 2148204809 730
```

```
2016-12-21 15:01:37 10.169.24.10 POST /shoreauth/certauth - 443 - 10.169.24.139
```

```
Mozilla/5.0 - 403 16 2148204809 1
```

```
2016-12-21 15:01:37 10.169.24.10 POST /shoreauth/certauth - 443 - 10.169.24.139
```

```
Mozilla/5.0 - 403 16 2148204809 1
```

In the same IIS log the sc-win32-status field shows the status of 2148204809 which translates to error code 0x800b0109, which is defined as CERT_E_UNTRUSTEDROOT.

```
2016-12-21 15:01:37 10.169.24.10 POST /shoreauth/certauth - 443 - 10.169.24.139
```

```
Mozilla/5.0 - 403 16 2148204809 730
```

```
2016-12-21 15:01:37 10.169.24.10 POST /shoreauth/certauth - 443 - 10.169.24.139
```

```
Mozilla/5.0 - 403 16 2148204809 1
```

```
2016-12-21 15:01:37 10.169.24.10 POST /shoreauth/certauth - 443 - 10.169.24.139
```

```
Mozilla/5.0 - 403 16 2148204809 1
```

This information is explained in Microsoft KB 2802568 at

URL <https://support.microsoft.com/en-us/kb/2802568>

CAUSE

This is caused by certificate that is not self-signed, such as an Intermediate CA certificate, which has been imported into the Local Computer --> Trusted Root Certification Authorities certificate store on the ShoreTel Connect server.

RESOLUTION

To resolve this issue the incorrectly imported certificate must be identified and removed from the Local Computer --> Trusted Root Certification Authorities certificate store on the ShoreTel Connect server. Once the certificate has been removed, restart the Connect Server's World Wide Web Publishing Service.

WORKAROUND

As a work-around the following procedure can be followed to allow connectivity while the certificate store is investigated. As always, ***use care when modifying a server's registry settings.***

1. Open regedit
2. Navigate to
HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\SecurityProviders\SCHANNEL
3. Create a new 32 bit D-Word entry named ClientAuthTrustMode
4. Put 2 in the data field
5. Restart the server's World Wide Web Publishing Service

Once the services return to service, retest and verify the IP400 series phones now have CAS connectivity.