

确定由于证书问题导致的ASA智能许可故障

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简介

本文档介绍如何确定由于证书握手失败导致的ASA智能许可故障。

先决条件

要求

本文档没有任何特定的要求。

使用的组件

本文档不限于特定的软件和硬件版本。

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您的网络处于活动状态，请确保您了解所有命令的潜在影响。

背景信息

本文档介绍如何应对2016年3月和2018年10月发生的更改，在这些更改中，主机tools.cisco.com的Web服务器被迁移到不同的根证书颁发机构(CA)证书。迁移后，某些ASA（自适应安全设备）设备在注册ID令牌或尝试更新当前授权时无法连接到智能软件许可门户(托管在tools.cisco.com上)。这被确定为与证书相关的问题。具体而言，提交给ASA的新证书由不同于ASA预期并预加载的中间CA进行签名。

问题

尝试向智能软件许可门户注册ASA时，注册失败，出现连接或通信故障。show license registration和call-home test profile license命令显示这些输出。

```
<#root>
```

```
ASA#
```

```
show license registration
```

```
Registration Status: Retry In Progress.  
Registration Start Time: Mar 22 13:25:46 2016 UTC  
Registration Status: Retry In Progress.  
Registration Start Time: Mar 22 13:25:46 2016 UTC  
Last Retry Start Time: Mar 22 13:26:32 2016 UTC.  
Next Scheduled Retry Time: Mar 22 13:45:31 2016 UTC.  
Number of Retries: 1.  
Last License Server response time: Mar 22 13:26:32 2016 UTC.  
Last License Server response message:
```

```
Communication message send response error
```

```
<#root>
```

```
ASA#
```

```
call-home test profile License
```

```
INFO: Sending test message to DDCEService  
ERROR: Failed:
```

```
CONNECT_FAILED(35)
```

但是，ASA可以解析tools.cisco.com并通过TCP ping在TCP端口443上连接。

系统日志和调试输出

尝试注册后ASA上的Syslog输出可显示以下内容：

```
<#root>
```

```
%ASA-3-717009: Certificate validation failed. No suitable trustpoints found to validate  
certificate serial number: 250CE8E030612E9F2B89F7058FD, subject name:  
cn=VeriSign Class 3 Public Primary Certification Authority - G5,ou=(c) 2006 VeriSign\, Inc.  
- For authorized use only,ou=VeriSign Trust Network,o=VeriSign\, Inc.,c=US, issuer name:  
ou=Class 3 Public Primary Certification Authority,o=VeriSign\, Inc.,c=US .
```

```
%ASA-3-717009: Certificate validation failed. No suitable trustpoints found to validate  
certificate serial number: 513FB9743870B73440418699FF, subject name:
```

```
cn=Symantec Class 3 Secure Server CA - G4
```

```
,ou=Symantec Trust Network,o=Symantec
```

Corporation,c=US, issuer name: cn=VeriSign Class 3 Public Primary Certification Authority - G5,ou=(c) 2006 VeriSign\, Inc. - For authorized use only,ou=VeriSign Trust Network, o=VeriSign\, Inc.,c=US .

有关详细信息，请在尝试其他注册时运行这些debug命令。发现安全套接字层错误。

```
debug license 255
debug license agent all
debug call-home all
debug ssl 255
```

具体而言，此消息被视为输出的一部分：

```
error:14090086:SSL routines:SSL3_GET_SERVER_CERTIFICATE:certificate verify
failed@s3_cInt.c:1492
```

在默认ASA配置中，有一个名为_SmartCallHome_ServerCA的信任点，该信任点已加载证书并颁发给使用者名称“cn=Verisign Class 3 Secure Server CA - G3”。

<#root>

ASAv#

```
show crypto ca certificate
```

CA Certificate

```
Status: Available
Certificate Serial Number: 6ecc7aa5a7032009b8cebc2d491
Certificate Usage: General Purpose
Public Key Type: RSA (2048 bits)
Signature Algorithm: SHA1 with RSA Encryption
Issuer Name:
  cn=VeriSign Class 3 Public Primary Certification Authority - G5
  ou=(c) 2006 VeriSign\, Inc. - For authorized use only
  ou=VeriSign Trust Network
  o=VeriSign\, Inc.
  c=US
```

Subject Name:

```
  cn=VeriSign Class 3 Secure Server CA - G3
  ou=Terms of use at https:// verisign /rpa (c)10
  ou=VeriSign Trust Network
  o=VeriSign\, Inc.
  c=US
```

OCSF AIA:

```
  URL: http://ocsp verisign
```

CRL Distribution Points:

```
  [1] http://crl verisign/pca3-g5.crl
```

Validity Date:

```
start date: 00:00:00 UTC Feb 8 2010
end date: 23:59:59 UTC Feb 7 2020
Associated Trustpoints: _SmartCallHome_ServerCA
```

但是，在前面的系统日志中，ASA指示它从智能软件许可门户获取由中间版本“cn=Symantec Class 3 Secure Server CA - G4”签署的证书。

 注：主题名称相似，但有两个差异；Verisign与Symantec位于开头，G3与G4位于结尾。

解决方案

ASAv需要下载包含正确中间和/或根证书的信任池以验证链。

在版本9.5.2及更高版本中，ASAv将信任池配置为在设备本地时间10:00 PM自动导入：

```
<#root>
```

```
ASAv#
```

```
sh run crypto ca trustpool
```

```
crypto ca trustpool policy
  auto-import
```

```
ASAv#
```

```
sh run all crypto ca trustpool
```

```
crypto ca trustpool policy
  revocation-check none
  crl cache-time 60
  crl enforcenextupdate
  auto-import
  auto-import url http://www.cisco.com/security/pki/trs/ios_core.p7b
  auto-import time 22:00:00
```

如果是初始安装，并且域名系统(DNS)查找和Internet连接尚未启动，则自动导入尚未成功，需要手动完成。

在较早版本（如9.4.x）上，设备上未配置trustpool auto-import，需要手动导入。

在任何版本上，此命令导入trustpool和相关证书：

```
<#root>
```

```
ASAv#
```

```
crypto ca trustpool import url http://www.cisco.com/security/pki/trs/ios_core.p7b
```

```
Root file signature verified.
```


```
You are about to update the current trusted certificate pool
with the 17145 byte file at http://www.cisco.com/security/pki/trs/ios_core.p7b
Do you want to continue? (y/n)
Trustpool import:
  attempted: 14
  installed: 14
  duplicates: 0
  expired: 0
  failed: 0
```

验证

通过手动命令或本地时间晚上10:00之后导入信任池后，此命令将验证信任池中是否安装了证书：

```
<#root>
ASAv#
show crypto ca trustpool policy
14 trustpool certificates installed

Trustpool auto import statistics:
  Last import result: FAILED
  Next scheduled import at 22:00:00 UTC Wed Mar 23 2016
Trustpool Policy
  Trustpool revocation checking is disabled
  CRL cache time: 60 seconds
  CRL next update field: required and enforced
  Automatic import of trustpool certificates is enabled
  Automatic import URL: http://www.cisco.com/security/pki/trs/ios_core.p7b
  Download time: 22:00:00
  Policy Overrides:
    None configured
```

 注：在上一输出中，由于DNS在上次自动尝试时未运行，上次自动更新导入失败，因此它仍将上次自动导入结果显示为失败。但是，运行了手动trustpool更新，并且成功更新了trustpool（因此显示安装了14个证书）。

安装trustpool后，可以再次运行token registration命令以向智能软件许可门户注册ASAv。

```
<#root>
ASAv#
license smart register idtoken id_token force
```

如果ASAv已注册到智能软件许可门户，但授权续订失败，也可以手动尝试这些操作。

```
<#root>
```

```
ASAv#
```

```
license smart renew auth
```

根CA证书更改 — 2018年10月

tools.cisco.com的根CA证书已于2018年10月5日（星期五）更改。

如果不允许与http://www.cisco.com/security/pki/trs/ios_core.p7b通信，则当前部署的ASAv版本9.6(2)及更高版本以及运行ASA的Firepower 2100不会受到此更改的影响。默认情况下在前面提到的所有ASA智能许可平台上启用证书自动导入功能。“show crypto ca trustpool”的输出包含“QuoVadis Root CA 2”证书：

```
CA Certificate
Fingerprint: 5e397bddf8baec82e9ac62ba0c54002b
Issuer Name:
  cn=QuoVadis Root CA 2
  o=QuoVadis Limited
  c=BM
Subject Name:
  cn=QuoVadis Root CA 2
  o=QuoVadis Limited
  c=BM
```

对于新部署，您可以发出“crypto ca trustpool import default”命令并下载包含QuoVadis证书的默认思科证书捆绑包。如果不起作用，您可以手动安装证书：

```
asa(config)# crypto ca trustpoint QuoVadisRootCA2
asa(config-ca-trustpoint)# enrollment terminal
asa(config-ca-trustpoint)# crl configure
asav(config-ca-crl)# crypto ca authenticate QuoVadisRootCA2
Enter the base 64 encoded CA certificate.
End with the word "quit" on a line by itself

-----BEGIN CERTIFICATE-----
MIIFtzCCA5+gAwIBAgICBQkwDQYJKoZIhvcNAQEFBQAwRTElMA0GA1UEBhMCQk0x
GTAXBgNVBAoTEFF1b1ZlZG1zIEExpbW10ZWQxGzAZBgNVBAMTE1F1b1ZlZG1zIFJv
b3QgQ0EgMjAeFw0wNjExMjQzODIzMDBaFw0zMTExMjQzODIzMDZNaMEUxCzAJBgNV
BAYTAKJNMkRwFwYDVQQKEwBRdW9WYW9yYmFw1pdGVkMRswGQYDVQQDEwJRdW9W
YWRpcyBSb290IENBIDwggIiMA0GCSqGSIb3DQEBAQUAA4ICDwAwggIKAoICAQCa
GMpL1A0ALa8DKYrWd4HlRkZhr0In6spRlXzL4GtMh6QRr+jhiYaHv5+HBg6XJxg
Fyo6dIMzMH1hVBHL7avg5tKiFvVrbxi3Cgst/ek+7wrGsxDp3MJGF/hd/aTa/55J
WpzmM+Yk1vc/u1srHh01wtZn/qtmUIttKGAr79dgw8eTvI02kfN/+NsRE8Scd3bB
rrcCaoF6qUWD4gXmuVbB1DePSHFjIuwXZQeVikvfj8ZaCuWw419eaxGrDPmF60Tp
+ARz8un+XJiM9X0va7R+zdRcAi tMOeGylZUtQofX1b0QQ7dsE/He3fbE+Ik/OXX1
ksOR1YqI0JDs3G3eicJl cZaLDQP9nL9bFqyS2+r+eXyt66/3FsvbzSUR5R/7mp/i
Ucw6UwxI5g69ybR2B1LmEROFcmMDBOENi sgQLodKcfts1WZvB1JdxnwQ5hYIiz
PtGo/KPaHbDRsSNU3OR2be1B2MGyIrZTHN81Hdyhdyox5C315eXbyOD/5YDXC2Og
/z0hd7osFRXq17PSorW+8oyWHhQPHWykYTe5hnMz15eWniN9gqRMgeKh0bpnX5UH
```

```
oycR7hYQe7xFSkyyBNKr79X9DFHOUGoIMfmR2gyPZFwDwzqLID9ujWc90tb+fVuI
yV77zGHcizN300QyNQ1iBJIWENieJ0f70yHj+0sdWwIDAQABo4GwMIGtMA8GA1Ud
EwEB/wQFMAMBAf8wCwYDVR0PBAQDAgEGMBOGA1UdDgQWBBQahGK8SEwzJQTU7tD2
A8QZRtGUazBuBgNVHSMZzB1gBQahGK8SEwzJQTU7tD2A8QZRtGUa6FJpEcwRTEL
MAKGA1UEBhMCQk0xGTAXBgNVBAoTEFF1b1ZhZG1zIEExpbW10ZWQxGzAZBgNVBAMT
E1F1b1ZhZG1zIFJvb3Q0EgMoICBQkwDQYJKoZIhvcNAQEFBQDggIBAD4Kfk2f
B1uornFdLwUvZ+YTRYPENvbzWCYMDbVHZF34tHLJRqUDGCdViXh9duqWNIAXINzn
g/iN/Ae4219NLmeyhP3ZRPx3UIHmFLTJDQtyU/h2BwdBR5YM++CCJpNVjP4iH2B1
fF/nJrP3MpCYUNQ3cVX2kiF495V5+vgtJodmVjB3pjd4M1IQWK4/YY7yarHvGH5K
WPKjaJW1acvvFYfzZnB4vsKqBUsFU16Y8Zs10Q80m/DSHck+JDSV6IZUaUt10Ha
B0+pUNqQjZRG4T7w1POQADj10+hA4bRuVhogzG9Yje0uRY/W6ZM/57Es3zrWIoZc
hLsib9D45MY56QSIPM0661V6bYCZJPVsAfV417CUw+v90m/xd2gNNWQjrLhVoQPR
TUIZ3Ph1WVaj+ahJefivDrkRoHy3au000LYmYjgahwz46P0u05B/B5EqHdZ+XIWD
mbA4CD/pXvk1B+TJYm5Xf6dQ1fe6yJvmjqIBxdZmv31h8zwc4bmCXF2gw+nYSL0Z
ohEUGW6yhhtoPkg3Go13XZZenMfvJ2II4pEZXNLxId26F0KC13GBuzGpn/Z9Yr9y
4a0THcyKJ1oJONDO1w2AFrR4pTqHTI2KpdVG1/IsELm8VCLAABpQ570su9t+0za
8e0x79+Rj1QqCyXBJhnEUhAFZdwCEOrCMc0u
-----END CERTIFICATE-----
```

quit

```
INFO: Certificate has the following attributes:
Fingerprint:      5e397bdd f8baec82 e9ac62ba 0c54002b
Do you accept this certificate? [yes/no]: yes
```

Trustpoint CA certificate accepted.

% Certificate successfully imported

运行ASA的4100/9300平台

此问题影响现场运行依赖Firepower可扩展操作系统(FXOS)提供智能许可信息的ASA的大约4100/9300:

受影响的设备 :

```
<#root>
```

```
FP9300-1-A-A-A /license # show license all
```

```
Smart Licensing Status
```

```
=====
```

```
Smart Licensing is ENABLED
```

```
Registration:
```

```
Status: REGISTERED
```

```
Smart Account: TAC Cisco Systems, Inc.
```

```
Virtual Account: CALO
```

```
Export-Controlled Functionality: Allowed
```

```
Initial Registration: SUCCEEDED on Jul 01 18:37:38 2018 UTC
```

```
Last Renewal Attempt: FAILED on Oct 09 17:32:59 2018 UTC
```

```
Failure reason: Failed to authenticate server
```

解决步骤

要解决此问题，您需要创建新的信任点并在FXOS中输入证书数据：

```
<#root>
```

```
FPR-2-A /license # scope security
FPR-2-A /security # enter trustpoint QuoVadisRootCA2
FPR-2-A /security/trustpoint* # set certchain
Enter lines one at a time. Enter ENDOFBUF to finish. Press ^C to abort.
Trustpoint Certificate Chain: (THIS PART NEEDS TO BE COPY/PASTED)
```

```
>
```

```
-----BEGIN CERTIFICATE-----
```

```
MIIFtzCCA5+gAwIBAgICBQkwdQYJKoZIhvcNAQEFBQAwRTELMAkGA1UEBhMCQk0x
GTAXBgNVBAoTEFF1b1ZhZG1zIEExpbW10ZWQxGzAZBgNVBAMTE1F1b1ZhZG1zIFJv
b3QgQ0EgMjAeFw0wNjExMjQxODIzMDBaFw0zMTExMjQxODIzMDZNaMEUxCzAJBgNV
BAYTAkNMRkwFwYDVQQKExBRdW9WYWRpcyBMaW1pdGVkMRswGQYDVQQDEExJRdW9W
YWRpcyBSb290IENBIDwggIiMA0GCSqGSIb3DQEBAQUAA4ICDwAwggIKAoICAQCa
GMpL1A0ALa8DKYrwd4HIRkvwZr0In6spRiXzL4GtMh6QRr+jhiYaHv5+HBg6XJxg
Fyo6dIMzMH1hVBHL7avg5tKiFvVrbxi3Cgst/ek+7wrGsxDp3MJGF/hd/aTa/55J
WpzmM+Yk1vc/u1srHh01wtZn/qtmUIttKGA79dgw8eTvI02kfn/+NsRE8Scd3bB
rrcCaoF6qUWD4gXmuVbB1DePSHFjIuwXZQeVikvfj8ZaCuWw419eaxGrDPmF60Tp
+ARz8un+XJiM9X0va7R+zdRcAi tMOeGylZUtQofX1b0QQ7dsE/He3fbE+Ik/0XX1
ks0R1YqI0JDS3G3ei cJ1cZaLDQP9nL9bFqyS2+r+eXyt66/3FsvbzSUR5R/7mp/i
Ucw6UwxI5g69ybR2B1LmER0FcmMDBOAEInsgGQLodKcfts1WZvB1JdxnwQ5hYIiz
PtGo/KPaHbDRsSNU30R2be1B2MGyIrZTHN81Hdyhdyox5C315eXbyOD/5YDXC20g
/z0hD7osFRXq17PSorw+8oyWHhQPHWykYTe5hnMz15eWniN9gqRMgeKh0bnpX5UH
oycR7hYQe7xFSkyyBNkr79X9DFHOUGoIMfmR2gyPZFwDwzqLID9ujWc90tb+fVuI
yV77zGHciZn300QyNQ1iBJIWIENieJ0f70yHj+0sdWwIDAQABo4GwMIgtMA8GA1Ud
EwEB/wQFMAMBAF8wCwYDVR0PBAQDAgEGMBOGA1UdDgQWBBQahGK8SEwzJQTU7tD2
A8QZRtGUazBuBgNVHSMEZzB1gBQahGK8SEwzJQTU7tD2A8QZRtGUa6FJpEcwRTEL
MAkGA1UEBhMCQk0xGTAXBgNVBAoTEFF1b1ZhZG1zIEExpbW10ZWQxGzAZBgNVBAMT
E1F1b1ZhZG1zIFJvb3QgQ0EgMoICBQkwdQYJKoZIhvcNAQEFBQADggIBAD4Kfk2f
B1uornFdLwUvZ+YTRYPENvbzwcYMDbVHZF34tHLJRqUDGCdViXh9duqWNIAXINzn
g/iN/Ae4219NLmeyhP3ZRPx3UIHmFLTJJDQTyU/h2BwdBR5YM++CCJpNVjP4iH2B1
fF/nJrP3MpCYUNQ3cVX2kiF495V5+vgtJodmVjB3pjd4M1IQWK4/YY7yarHvGH5K
WPKjaJw1acvvFYfzZnB4vsKqBUsfU16Y8Zs10Q80m/DSHck+JDSV6IZUaUt10Ha
B0+pUnQjZRG4T7w1PQADj10+hA4bRuVhogzG9Yje0uRY/W6ZM/57Es3zrWIoZc
hLsib9D45MY56QSIpM0661V6bYCZJPVsAfv417CUw+v90m/xd2gNNWQjrLhVoQPR
TUIZ3Ph1WVaj+ahJefivDrkRoHy3au00LYmYjgahwz46P0u05B/B5EqHdZ+XIWD
mbA4CD/pXvk1B+TJYm5Xf6dQ1fe6yJvjmjqIBxdZmv31h8zwc4bmCXF2gw+nYSL0Z
ohEUGW6yhhtoPkg3GoixZZenMfvJ2II4pEZXLxId26F0KC13GBUZGpn/Z9Yr9y
4a0THcyKJ1oJONDO1w2AFrR4pTqHTI2KpdVG1/IsELm8VCLAABpQ570su9t+0za
8e0x79+rj1QqCyXBjhnEUhAFZdWCEOrCMc0u
```

```
-----END CERTIFICATE-----
```

```
>ENDOFBUF
```

```
<---manually type this on a new line after the -----END OF CERTIFICATE----- line and press ENTER
```

接下来，确认更改，然后续订许可证：

```
FPR-2-A /security/trustpoint* # comm
FPR-2-A /security/trustpoint # scope license
FPR-2-A /license # scope licdebug
```



```
FPR-2-A /license/licdebug # renew
```

您现在必须确认许可已续订：

```
<#root>
```

```
FP9300-1-A-A-A /license/licdebug # show license all
```

```
Smart Licensing Status
```

```
=====
```

```
Smart Licensing is ENABLED
```

```
Registration:
```

```
Status: REGISTERED
```

```
Smart Account: TAC Cisco Systems, Inc.
```

```
Virtual Account: CALO
```

```
Export-Controlled Functionality: Allowed
```

```
Initial Registration: SUCCEEDED on Jul 01 18:37:38 2018 UTC
```

```
Last Renewal Attempt: SUCCEEDED on Oct 09 17:39:07 2018 UTC
```

```
Next Renewal Attempt: Apr 07 17:39:08 2019 UTC
```

```
Registration Expires: Oct 09 17:33:07 2019 UTC
```

```
License Authorization:
```

```
Status: AUTHORIZED on Oct 09 17:39:12 2018 UTC
```

```
Last Communication Attempt: SUCCESS on Oct 09 17:39:12 2018 UTC
```

```
Next Communication Attempt: Nov 08 17:39:12 2018 UTC
```

```
Communication Deadline: Jan 07 17:33:11 2019 UTC
```

需要符合联邦信息处理标准(FIPS)的ASA软件安装

对于需要FIPS合规性的基于ASA的平台，QuoVadis根CA 2证书的导入可能会因不符合签名加密要求而失败，并且以下消息可以显示：

```
Do you accept this certificate? [yes/no]: yes
```

```
Trustpoint CA certificate is not FIPS compliant.
```

```
% Error in saving certificate: status = FAIL
```

作为适用于FIPS兼容的ASA安装的解决方法，请导入HydrantID SSL ICA G2中间证书。HydrantID SSL ICA G2证书如下所示，并符合sha256WithRSAEncryption签名算法要求，请参阅本文中显示的文档，以便根据您的平台加载证书：

```
-----BEGIN CERTIFICATE-----
```

MIIGxDCCBKyGawIBAgIUdRcWd4PQQ361VsNX1G5FY7jr06wwDQYJKoZiHvcNAQEL
BQAwRTELMaKGA1UEBhMCQk0xGTAXBgNVBAoTEFF1b1ZlZG1zIEExpbW10ZWQxGzAZ
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