



# Grandstream Networks, Inc.

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How-to Guide:

Update Grandstream Device Certificate



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## SUPPORTED DEVICES

Model	Supported
GRP261X/2624/2634/2636/2650/2670	Yes
GRP260X	Yes
GXP21XX	Yes
WP810/822/825	Yes
HT80X/812/814/818	Yes
GXW42XX V2	Yes
GXV3450/3470	Yes



## INTRODUCTION

Grandstream devices support two generations of individual certificate. Most of the devices deployed in the field currently support Generation 1 (Gen 1) certificate using SHA-256 with RSA Encryption. For security purpose, Generation 2 (Gen 2) certificate using ECDSA + SHA 384 is implemented on new firmware for certain supported models. To assist customers to upgrade devices to Gen 2 certificate, Grandstream provided the following website for customers to check certificate status and update certificate for the devices:

<https://upgradecert.grandstream.com:9443/>

This document describes how to check and update device certificate from Gen 1 to Gen 2.



## CHECK DEVICE CERTIFICATE STATUS

### Method 1: Check device packaging and label

To make it easy for end users to check whether the device is already on Gen 2 certificate, a Gen 2 certificate icon is added on the device packaging as well as the label on the device itself.

 : This is the Gen 2 certificate icon printed on device packaging and label on the device.

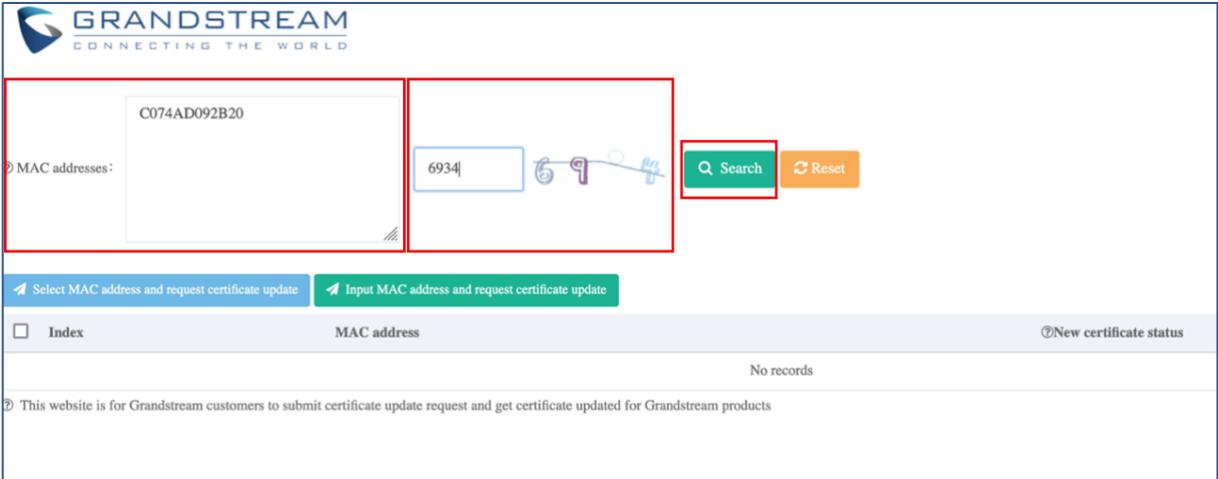
If this icon is presented on the device packaging and label, the device is pre-loaded with Gen 2 certificate out of the box already.

Please note certain batch of the devices are also pre-loaded with Gen 2 certificate but the packaging and label are not updated with the new icon yet. Please refer to method 2 and method 3 below to confirm whether the device has Gen 2 certificate or not.

### Method 2: Check device certificate status by MAC address

Users can check whether the device is manufactured with Gen 2 certificate by using the Grandstream certificate upgrade website.

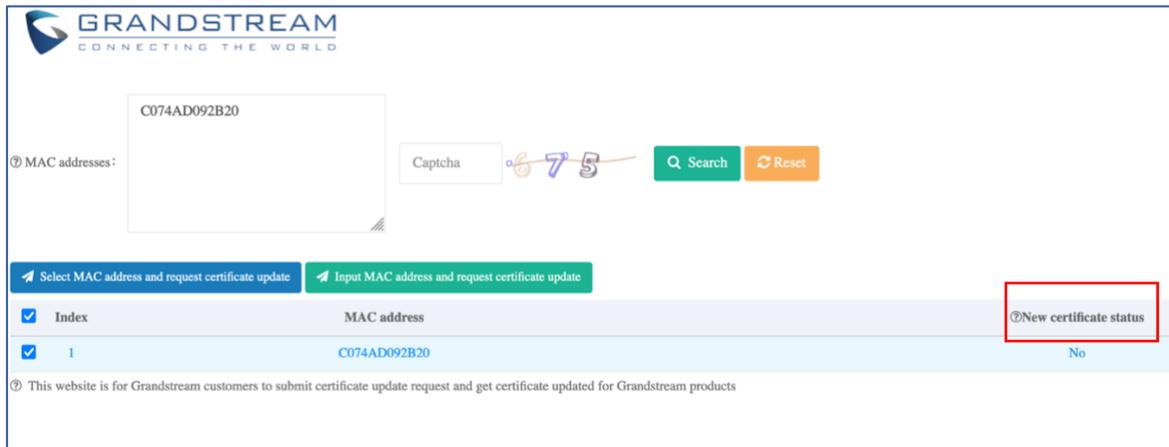
1. Enter the URL of Grandstream device certificate upgrade website on your web browser:  
<https://upgradecert.grandstream.com:9443/>
2. Enter the MAC address of the device. For Multiple MAC addresses, please separate them in different lines. Up to 1000 MAC addresses can be supported.
3. Enter captcha.
4. Click on “Search” button.



The screenshot shows the Grandstream certificate upgrade website interface. At the top left is the Grandstream logo with the tagline 'CONNECTING THE WORLD'. Below the logo is a form with two main input areas: a text area for MAC addresses containing 'C074AD092B20' and a captcha area with a grid of numbers and a '6934' input box. To the right of the captcha are 'Search' and 'Reset' buttons. Below the form are two green buttons: 'Select MAC address and request certificate update' and 'Input MAC address and request certificate update'. At the bottom, there is a table header with columns for 'Index', 'MAC address', and 'New certificate status'. The table body shows 'No records'. A footer note states: 'This website is for Grandstream customers to submit certificate update request and get certificate updated for Grandstream products'.

Figure 1: Search by Device MAC Addresses

5. The search result is displayed on the web page. “New certificate status” indicates whether the device has Gen 2 certificate or not.
  - If “New certificate status” shows “Yes”, the device already has Gen 2 certificate. There is no need to update device certificate.
  - If “New certificate status” shows “No”, the device does not have Gen 2 certificate.
  - If “New certificate status” shows “N/A”, this device is not eligible for certificate update from this website. Please contact Grandstream Technical support if assistance is needed.



**Figure 2: New Certificate Status in Search Result**

### Method 3: Check certificate status on device LCD or web UI.

1. For GRP/GXP/WP devices with LCD, users can check certificate status on the LCD menu. The web UI for these models also displays certificate status if users can log into web UI to check.

Below screenshots show LCD menu where the certificate type is displayed.

- (1) For GRP261x/262x/263x/26x0/GXP21XX, certificate status is displayed under LCD menu->Status->System Info. See “Individual Certificate” field.

System Information	
HW	V1.5A
P/N	9620009215A
S/N	20EZ30BK70092B20
Individual Certifica...	GEN 2 ( ECDSA + ...
Software Version	

**Figure 3: Gen 2 Certificate Status on GRP261X/262X/263X/26X0 LCD**



- (2) For GRP260X, when device is on idle screen, press UP arrow button to bring up device status prompt. Then press DOWN arrow button to scroll down to certificate status (Cert Gen) field.

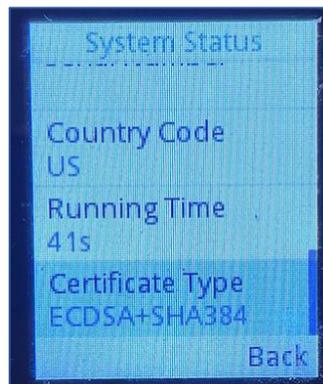


**Figure 4: Gen 2 Certificate Status on GRP260X LCD**

- (3) For WP810/822/825, please check LCD menu->Status->System Status, scroll down to "Certificate Type" field.

Gen 1 certificate: SHA-256 + RSA

Gen 2 certificate: ECDSA + SHA 384



**Figure 5: Gen 2 Certificate Status on WP810/822/825 LCD**

2. For HT8XX models without LCD, please log into device web UI->navigate to status page->check the "Individual Certificate Generation" field.

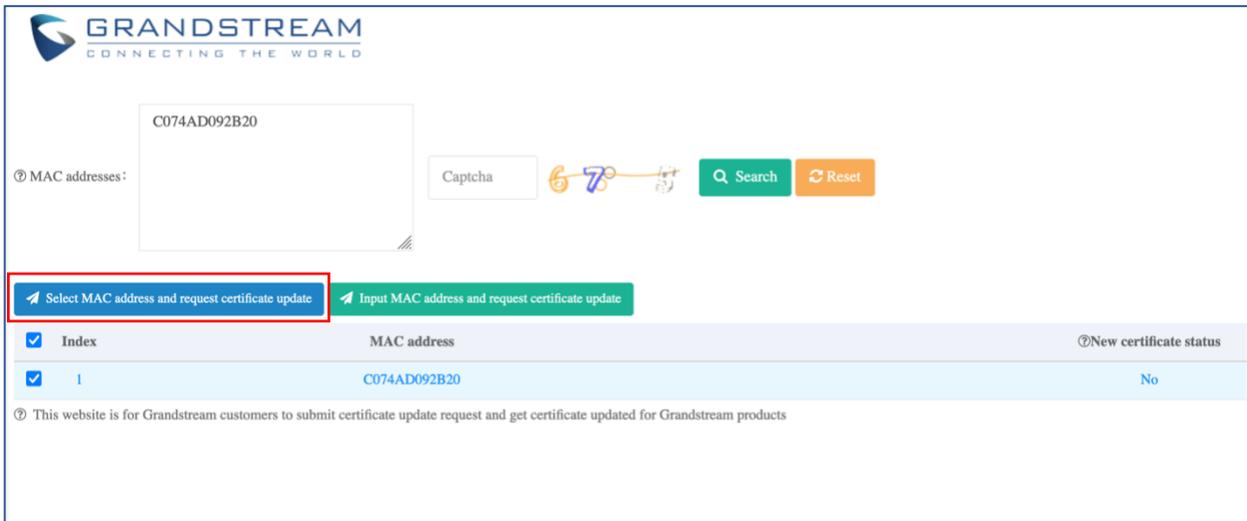


<b>Product Model:</b>	HT802
<b>Serial Number:</b>	
<b>Hardware Version:</b>	V1.5A Part Number -- 9610003715A
<b>Software Version:</b>	Boot 1.0.43.2 Core 1.0.43.5 Base 1.0.43.10 Prog 1.0.43.11 CPE 1.0.4.33
<b>Software Status:</b>	Running Mem: 22868
<b>System Up Time:</b>	16:09:52 up 3 min
<b>CPU Load:</b>	31%
<b>Network Cable Status:</b>	Up 100Mbps Full
<b>PPPoE Link Up:</b>	Disabled
<b>NAT:</b>	Unknown NAT
<b>Individual Certificate Generation:</b>	GEN 2 ( SHA-384 + ECDSA )

Figure 6: Gen 2 Certificate Status on HT8XX Web UI

## UPDATE CERTIFICATE

1. After search result is listed from previous step, check the box for the MAC addresses to select the devices you wish to update from the list.
2. Click on button “Select MAC address and request certificate update”.



© MAC addresses:

C074AD092B20

Captcha

Search Reset

Select MAC address and request certificate update Input MAC address and request certificate update

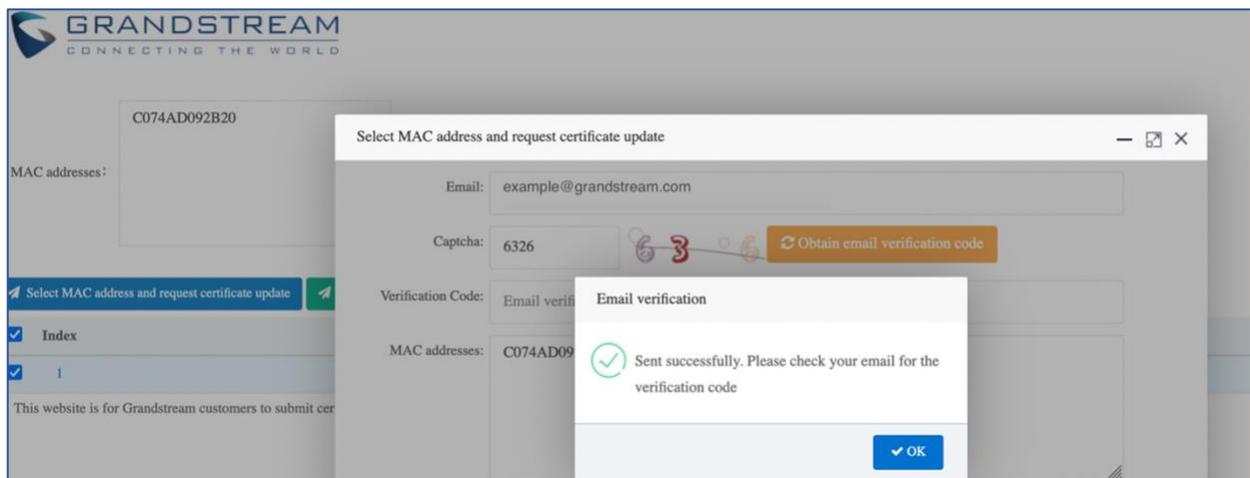
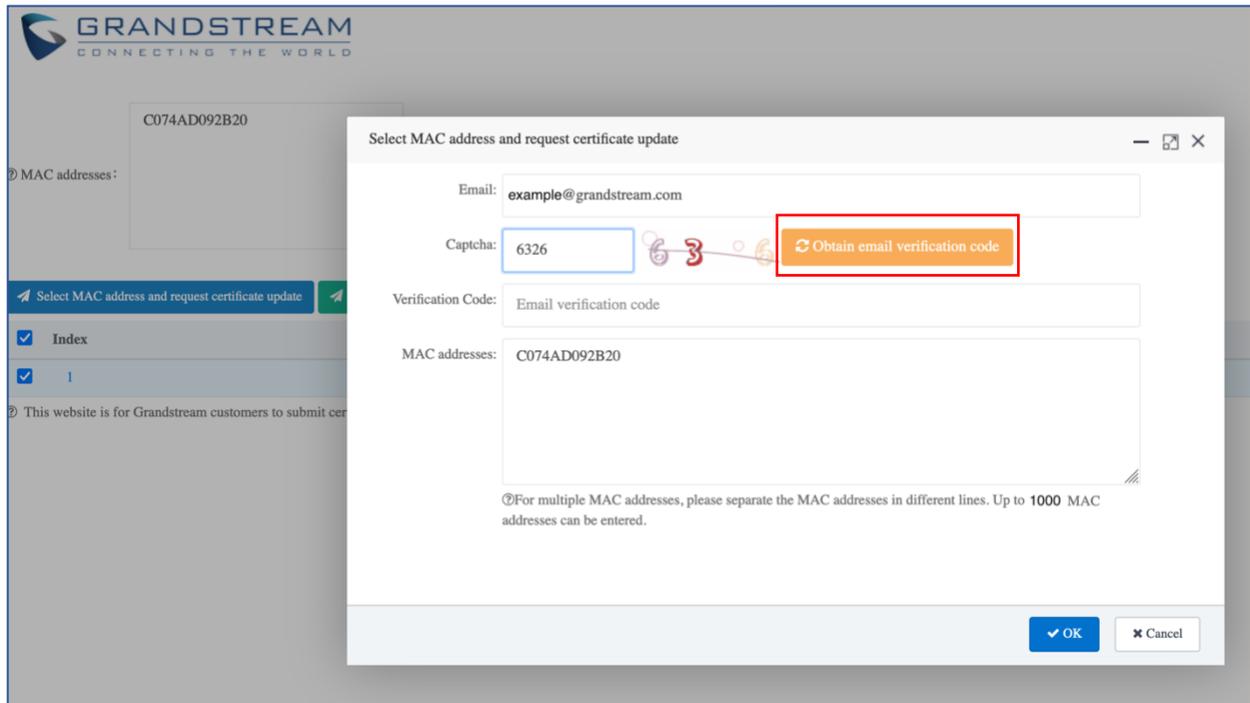
<input checked="" type="checkbox"/>	Index	MAC address	©New certificate status
<input checked="" type="checkbox"/>	1	C074AD092B20	No

© This website is for Grandstream customers to submit certificate update request and get certificate updated for Grandstream products

Figure 7: Select MAC Address and Request Certificate Update

3. A new dialog is prompted for the user to enter email address and captcha. Fill in your email address and captcha.

4. Click on “Obtain email verification code”.



**Figure 8: Request Certificate Update Dialog**

5. Check the email inbox to obtain the verification code and enter the verification code in the dialog. Then click on “OK” to submit the certificate update request.



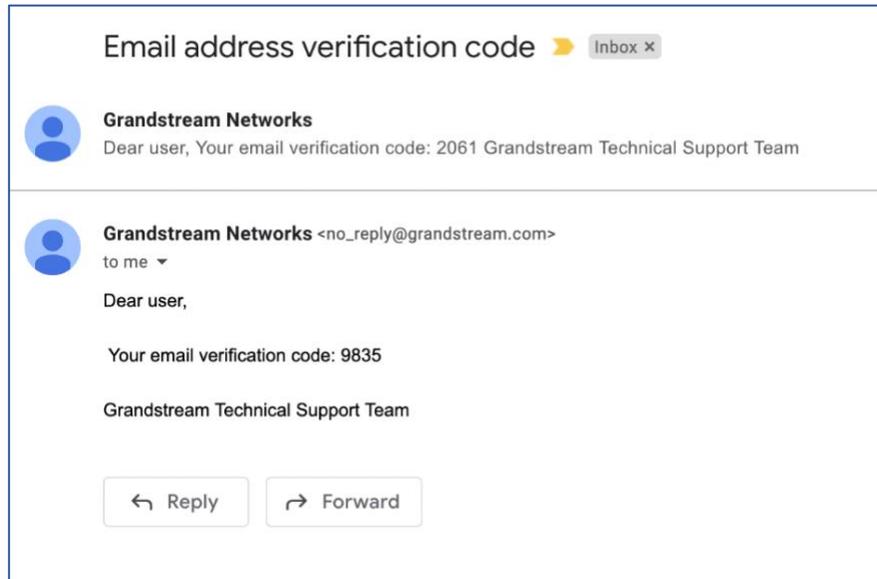


Figure 9: Obtain Email Verification Code

6. The request has been submitted, please check email for certificate update instructions.

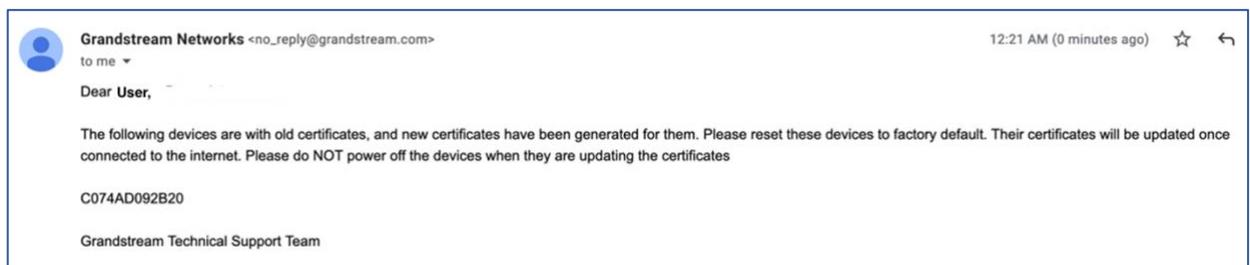
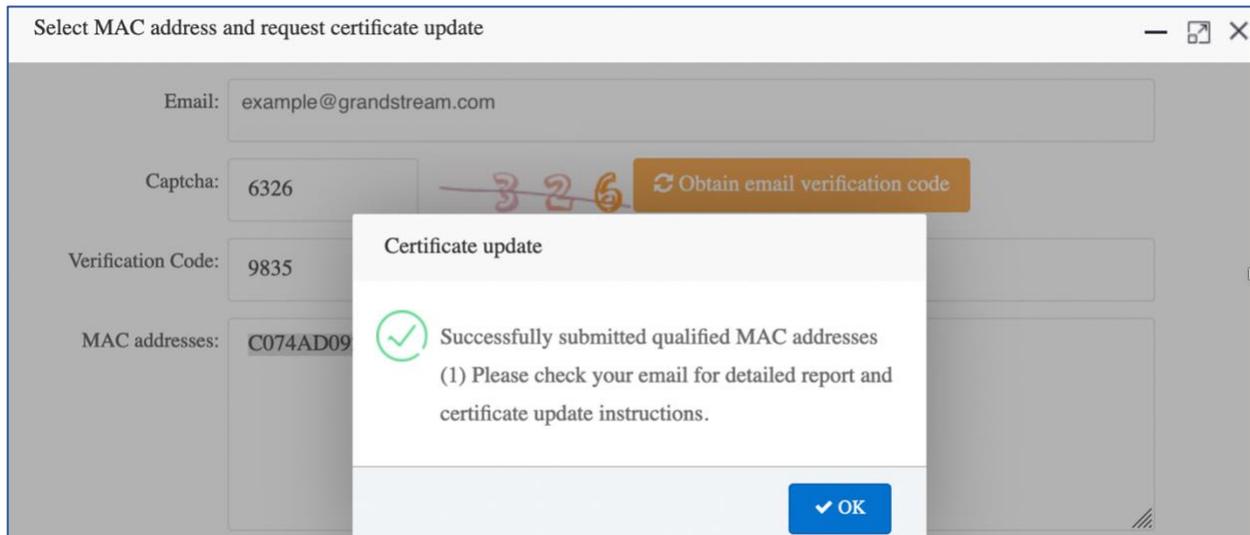


Figure 10: Certificate Update Request Submitted



7. Follow the instructions in the email. Please ensure the device is connected to Internet, then reset your device to factory default settings and wait for the device to reboot.
8. If the device is on an old firmware that does not support certificate update, the device is automatically upgraded to an eligible firmware first. For devices with LCD, the LCD displays upgrading progress. Please do not power cycle or disconnect from Internet during firmware upgrading.
9. The device reboots automatically after firmware upgrading is completed. Then it starts certificate updating. For devices with LCD, the LCD displays upgrading progress. Please do not power cycle or disconnect from Internet during certificate upgrading progress.
10. Once the device boots up again, please check certificate status on device LCD or web UI. It shows certificate type as Gen 2 certificate. Please refer to “[Method 3: Check certificate status on device LCD or web UI](#)” in section **CHECK DEVICE CERTIFICATE STATUS** for certificate display on different models.

System Information	
HW	V1.5A
P/N	9620009215A
S/N	20EZ30BK70092B20
Individual Certifica...	GEN 2 ( ECDSA + ...
Software Version	

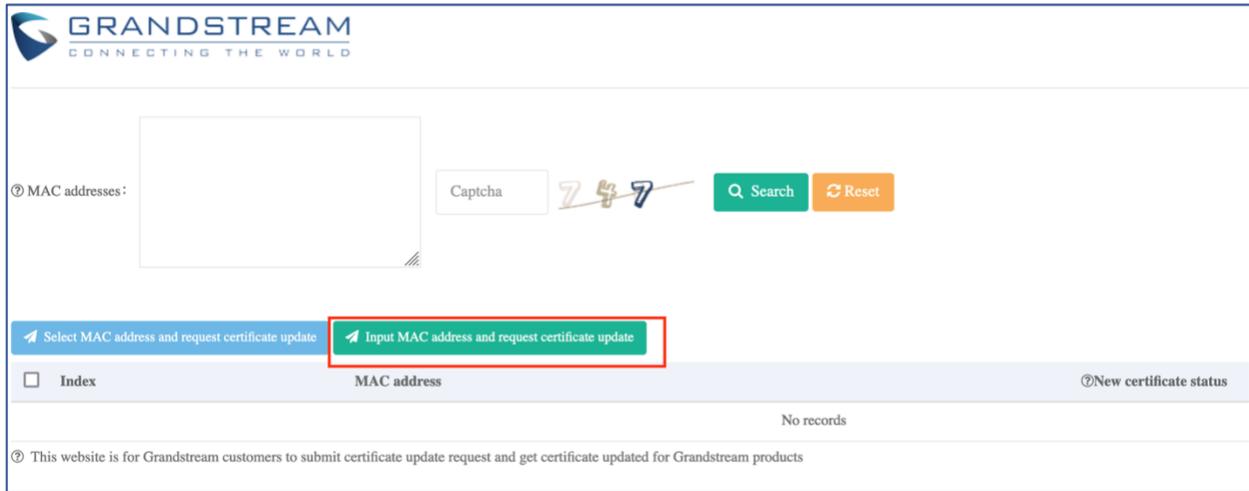
**Figure 11: Gen 2 Certificate Status Displayed on GRP261X LCD**



## INPUT MAC ADDRESS AND REQUEST CERTIFICATE UPDATE

If users do not need to check certificate status for the device before updating certificate update, please click on “Input MAC Address and Request Certificate Update” to enter MAC address to update their certificate directly.

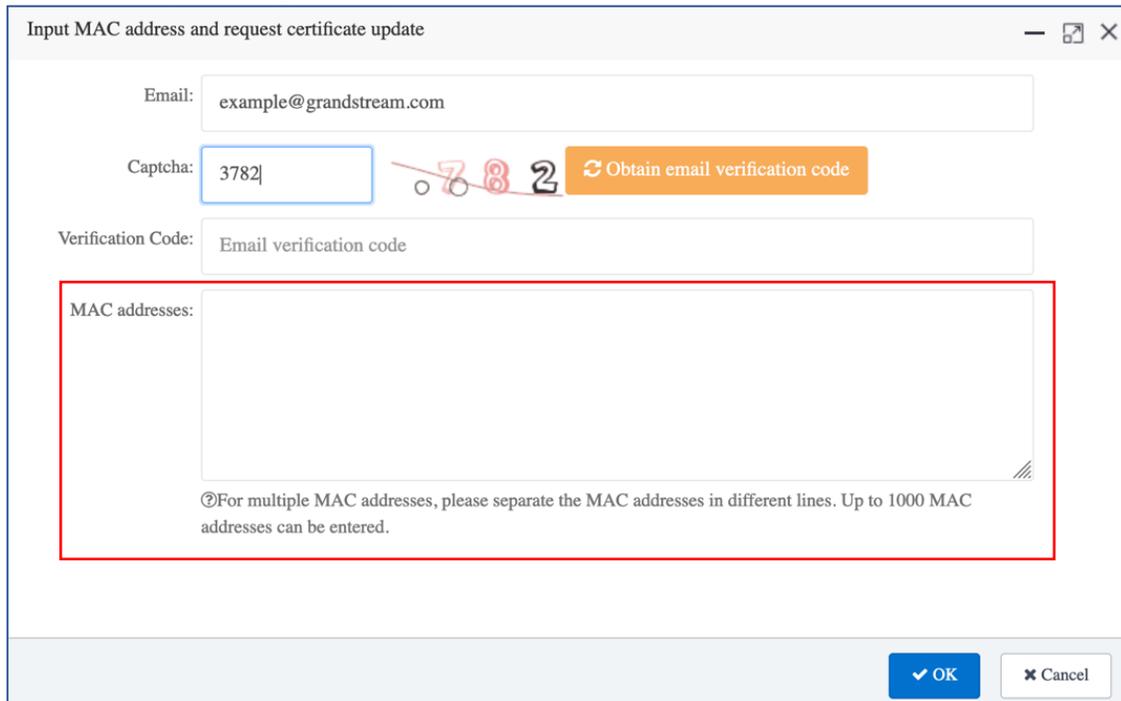
1. Click on “Input MAC Address and Request Certificate Update”.



The screenshot shows the Grandstream web interface. At the top left is the Grandstream logo. Below it is a search bar with a 'MAC addresses:' label, a 'Captcha' field containing '747', and 'Search' and 'Reset' buttons. A navigation bar contains two buttons: 'Select MAC address and request certificate update' and 'Input MAC address and request certificate update', with the latter highlighted in a red box. Below the navigation bar is a table with columns 'Index', 'MAC address', and 'New certificate status'. The table is currently empty, showing 'No records'. At the bottom, there is a footer note: 'This website is for Grandstream customers to submit certificate update request and get certificate updated for Grandstream products'.

**Figure 12: Input MAC Address and Request Certificate Update**

2. Enter the email address, captcha and fill in MAC addresses in the MAC addresses field. Then follow the same steps starting from step 3 in the previous section **UPDATE CERTIFICATE**.



The screenshot shows a dialog box titled 'Input MAC address and request certificate update'. It contains the following fields and buttons:
 

- Email: example@grandstream.com
- Captcha: 3782 (with a red box around the input field and a '782' captcha image)
- Obtain email verification code button
- Verification Code: Email verification code
- MAC addresses: A large text area for entering MAC addresses, highlighted with a red box.
- Footer text: 'For multiple MAC addresses, please separate the MAC addresses in different lines. Up to 1000 MAC addresses can be entered.'
- Buttons: OK and Cancel at the bottom right.

**Figure 13: Dialog to Input MAC Address and Request Certificate Update**



**Note:**

Please contact Grandstream Technical Support if assistance is needed for certificate update:

<https://helpdesk.grandstream.com/>

Your device MAC addresses may be required during troubleshooting process with Grandstream Technical Support.

