

# EasyAccess 2.0 Root CA Expiration

2023-08-09 (Edited on 2023-08-28 due to lower risks)

## Affected Range

EasyAccess 2.0 HMI clients with versions below 2.16.4.

## Identifying Client Version

The version of the EasyAccess 2.0 HMI client can be found in EasyWeb under [Weincloud] > [EasyAccess 2.0].

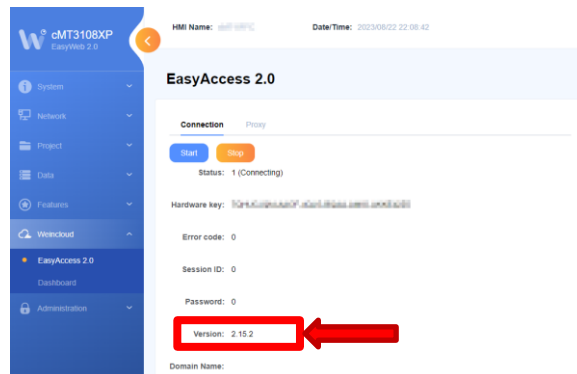


Figure 1. EasyAccess 2.0 HMI client version in the web interface

## Problem Description

The root CA certificate used by older EasyAccess 2.0 clients (versions below 2.16.4) expires on August 12, 2023. After that, these clients will not be able to successfully connect to the EasyAccess 2.0 servers and will produce either error code 2 (Log-in timed out) or 205 (SSL certificate error) at EBPro register LW-10829/System Setting/EasyWeb, as shown in Figure 2 to 4.

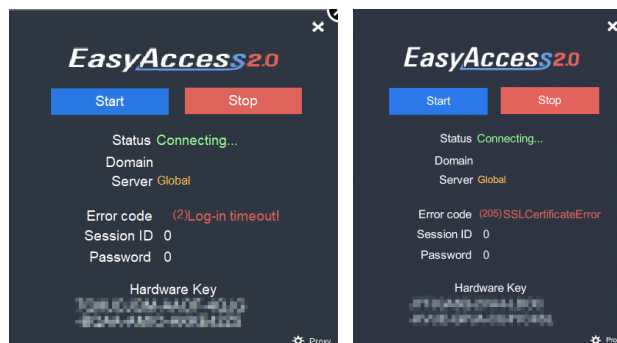


Figure 2. Error code 2 or 205 may be shown on the HMI (template window 76).

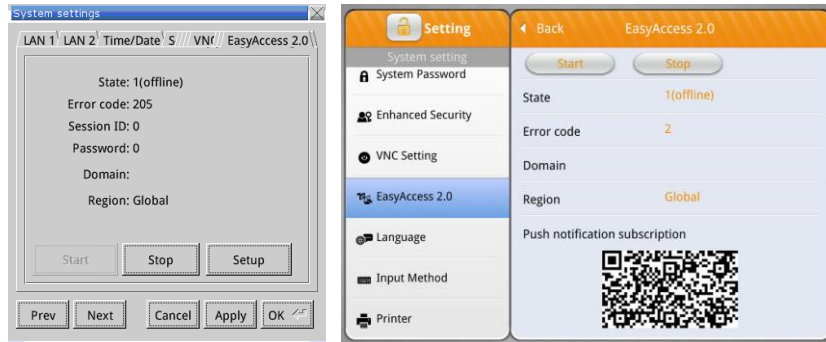


Figure 3. Same error code can be seen in the system setting.

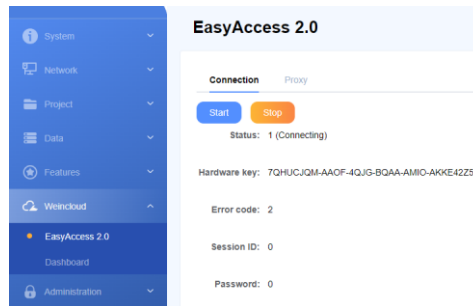


Figure 4. Same in the web interface.


## Solution

If the HMI cannot connect to EasyAccess 2.0 due to the EasyAccess 2.0 client having an expired root CA certificate, try one of the followings to upgrade it:

- (1) Temporarily set the HMI time to any time before 2023-08-12, say, 2023-08-01. Once connected, EasyAccess 2.0 client will connect to the servers and then trigger self-upgrade.
- (2) Update the HMI project with EasyBuilder Pro 6.08.01.442 Build 2023.03.08, or 6.08.02.275 Build 2023.03.24 or any version with newer build date, which will upgrade the EasyAccess 2.0 client as well.

For non cMT/cMT-X models, remember to tick the “EasyAccess 2.0” box when updating.

If the HMI still cannot connect to EasyAccess 2.0, please contact us via

- (1) Online Chat. Go to <https://support.ihmi.net/> and click the [Chat]  button on the bottom right.
- (2) Email: [servicemail@weintek.com](mailto:servicemail@weintek.com).