

PSN # PSN006113u

Original publication date: 25-August-22. This is Issue #01, published date: 25-August-22.

Severity/risk level

High

Urgency

Immediately

### Name of problem

PSN006113u- Avaya Workplace client fails to log in to Avaya Cloud in IP Office deployments

### Products affected

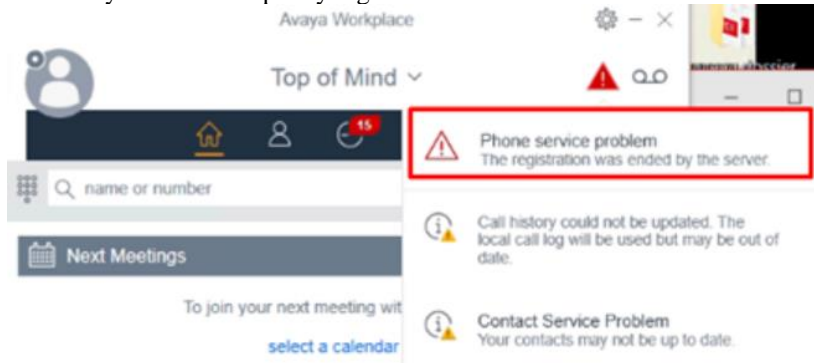
Avaya IP Office, 11.1.2.x, 11.0.4.x, 11.0.5.x

### Problem description

IP Office connectivity to [Avaya Cloud Accounts](#) is impacted due to recent changes performed in Avaya Cloud Accounts (Spaces) for HIPPA compliance (see [PSN006106u](#) for details of these changes). As a result, functionality associated with Spaces integration with IP Office will fail, such as Workplace / Spaces Calling SSO and APNS.

As part of the above changes, the Avaya Cloud Accounts certificates were updated. As IP Office packages the trusted certificates, the new certificates are not automatically available with the IP Office, resulting in Workplace client login failures in deployments that have integration with Avaya Cloud and Spaces.

The issue impacts both Avaya Cloud Accounts/Spaces native and SSO login scenarios. The Workplace client auto-configuration workflow invokes the Avaya Cloud/Spaces login screen and successfully accepts the login (native or SSO), but the Workplace client eventually returns a telephony login failure alarm "**Phone Service Problem (the registration was ended by the server)**".



If you have questions regarding this bulletin, please contact [Avaya Services](#).

### Solution

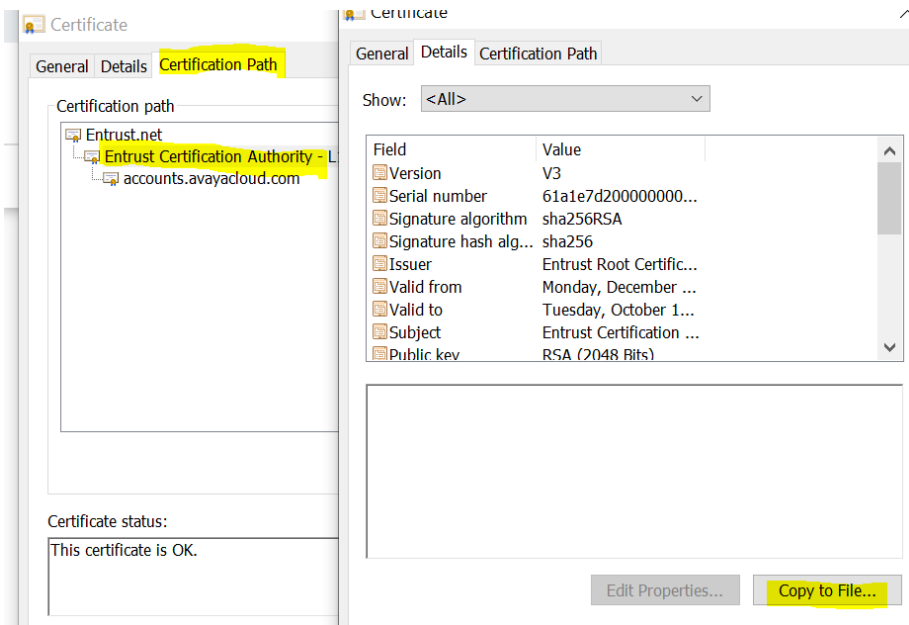
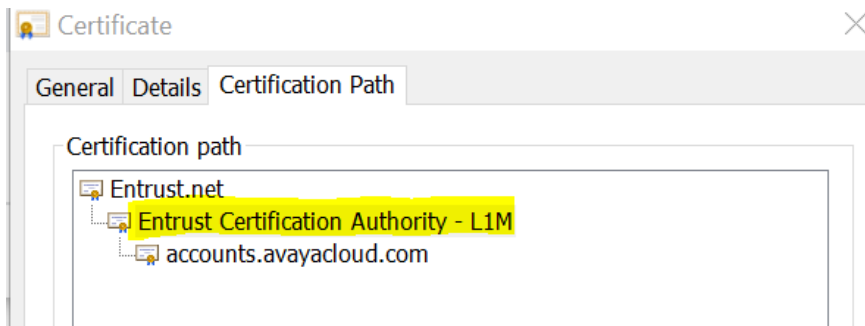
IP Office will package the latest Avaya Cloud certificates in future Service Packs.

### Workaround or alternative remediation

- Update the Certificates truststore on IPO Web Manager (Security>Certificates) to include the Entrust Intermediate CA certificate.
- Please note that the IPO already has the Entrust Root CA cert in its truststore and it is only needed to add the highlighted Entrust Intermediate CA cert (**Entrust Certification Authority – L1M**).

TRUSTED CERTIFICATE STORE					+ Add Certificate		
Issued By	Issued To	Valid From	Valid Till				
ipoffice-root-ipopttrj001.avaya.c...	ipoffice-root-ipopttrj001.avaya.c...	2022-08-22 10:52:41	2032-08-19 14:52:41	↓	🗑	ℹ	
DigiCert Global Root CA	DigiCert SHA2 Secure Server CA	2013-03-08 12:00:00	2023-03-08 12:00:00	↓	🗑	ℹ	
DigiCert Global Root CA	DigiCert Global Root CA	2006-11-10 00:00:00	2031-11-10 00:00:00	↓	🗑	ℹ	
ISRG Root X1	ISRG Root X1	2015-06-04 11:04:38	2035-06-04 11:04:38	↓	🗑	ℹ	
GTS Root R1	GTS Root R1	2016-06-22 00:00:00	2036-06-22 00:00:00	↓	🗑	ℹ	
GTS Root R2	GTS Root R2	2016-06-22 00:00:00	2036-06-22 00:00:00	↓	🗑	ℹ	
Entrust Root Certification Authori...	Entrust Certification Authority - L...	2015-10-05 19:13:56	2030-12-05 19:43:56	↓	🗑	ℹ	
Entrust Root Certification Authori...	Entrust Certification Authority - L...	2014-12-15 15:25:03	2030-10-15 15:55:03	↓	🗑	ℹ	

- The CA cert can be exported from the web browser (when accessing <https://accounts.avayacloud.com>) as follows:



**Note:** When exporting, use the Base64 encoding option (.cer).

## Remarks

Issue 1 – August 25, 2022: Initial publication.

## Software Update Notes

The information in this section concerns a new software package, recommended in the Resolution above.

Backup before applying the software package	
n/a	
Download	
n/a	
Software install instructions	Service-interrupting?
n/a	No
Verification	
n/a	
Failure	
n/a	
Software uninstall instructions	
n/a	

## Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks
n/a
Avaya Security Vulnerability Classification
Not Susceptible
Mitigation
n/a

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