

PSN # PSN006177u

Original publication date: 01-Mar-2023. This is Issue #01, published date: 02-Mar-2023.

Severity/risk level

High

Urgency

Immediately

Name of problem

Avaya Workplace client fails to log in to Avaya Cloud in IP Office containers deployments

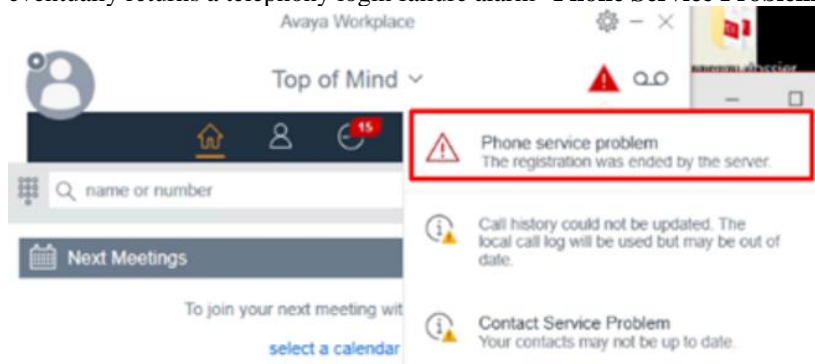
Products affected

Avaya IP Office containers, 11.0.5.x

Problem description

IP Office containers connectivity to [Avaya Cloud Accounts](#) is impacted due to recent changes performed in Avaya Cloud Accounts URL(Spaces). As a result, functionality associated with Spaces integration with IP Office containers will fail, such as Workplace / Spaces Calling SSO and APNS.

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](#).

Solutions

- For 11.0.5.x IP Office container deployments, the container must be updated to 11.0.5.3 latest build 87 and the following configuration in Account URL should be configured:

IP Office Web Manager

System -> Avaya Cloud Services -> Account URL: Add URL "accounts-ipo.avayacloud.com"

over than the expected value.



System Configuration | ramakant-ipos3

System	
Voicemail	
SMTP	
LAN1	
VoIP	
Telephony	
Avaya Cloud Services	
Recording Archival Configuration	
Avaya Push Notification Services	

Enable Avaya Cloud Account YES

AVAYA CLOUD ACCOUNT CONFIGURATION ⓘ

Account URL: Company Domain:

USER SYNCHRONIZATION

Enable user sync YES

Manual user sync NO

Entrust Intermediate CA cert (Entrust Certification Authority – L1M) is added in IP Office trust store, so there would be no need to add it manually in 11.0.5.3 onwards.

Remarks

None

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

If you require further information or assistance please contact your Authorized Service Provider, or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the

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