



Product Support Notice

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PSN # PSN006197u

Original publication date: 31-May-2023. This is Issue #01, published date: 01-June-2023. Severity/risk level: High Urgency: Immediately

Name of problem

No Automatic IP Office Users syncing in the Avaya Spaces (For new users/modified users)

Products affected

IP500 v2, IPO Server Edition 11.0.4.x.x

Problem description

From June 1st, 2023 onwards, Zang URL “accounts.zang.io” is getting decommissioned and thereby impacting IP Office users syncing to Avaya Spaces.

In IP Office when User Synchronization is enabled under Avaya cloud account, automatic IP Office Power Users (new/modified) syncing in Avaya Spaces will not work and is going to impact below:

- Auto-provisioning of Avaya Workplace using email, and not using traditional 46xxsettings method
- Spaces calling

Above functionality needs IP Office Users to be present in the Avaya Spaces.

Note: Already synced IP Office users will remain as it is Avaya spaces and will function. If there is any modification done on IP Office users, that needs to be taken care manually in Avaya spaces. New user addition in IP Office also needs manual addition in Avaya spaces.

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

Solutions

This issue is going to be resolved in 11.0.4.8.0 systems, until then please use below solution:

Administrator needs to on-board IP Office power users (“Enabled Desktop/Tablet VoIP clients” or “Enabled Mobile VoIP clients”) manually to Avaya Spaces.

In case of any config updates on these Users, Administrator needs to manually update them on Avaya Spaces.

Steps to configure Users and settings file URL manually:

1. Go to <https://accounts.avayacloud.com>
2. Go to Apps->Avaya workplace, and add below in Public settings as plain text. This helps in Auto-provisioning of Avaya Workplace using email

```
{
  "Client_Settings_File_Address": [
    {
      "Profile_Name": "IP Office 1",
      "Client_Settings_File_Url": "https://<IPOFFICE_IP>/46xxsettings.txt"
    }
  ]
}
```

Product Equinox Cloud Client

Data Configuration JSON Plain Text

Settings
This is an optional JSON setting object accessible only to authenticated users of this company.
example:
`{ "these-style": "light", "example": "example value" }`

Public Settings
This is an optional JSON setting object accessible only to authenticated users of this company.
example:
`{ "these-style": "dark", "example": "example value" }`

```

1 {}
Ln:1 Col:1

1
2 "Client_Settings_File_Address": [
3   {
4     "Profile_Name": "IP Office 1",
5     "Client_Settings_File_Url": "https://10.133.134.250/46xssettings.txt"
6   }
7 ]
8 }
Ln:1 Col:1

```

[Back](#) [Save](#)

- Click on Manage Companies->Edit->Manage Users ->Invite New User. Add IP Office user details as mentioned below and save.

blripolab Company Profile

Home > Manage Companies > Company Profile

General Domains **Manage Users** Licenses Apps API Key

[« Back to Manage Users](#)

Ishu

General

First Name Ishu

Last Name Last Name

Email ish@blripolab.com

[← Back](#) [Save](#)

- Repeat the same for all IP Office power users (“Enabled Desktop/Tablet VoIP clients” or “Enabled Mobile VoIP clients”)

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

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