



## Product Support Notice

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PSN # PSN005529u

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Severity/risk level

Medium

Urgency

Optional

Name of problem IP Office unable to connect to Avaya Cloud services

Products affected

Avaya OneCloud IX Workplace

Powered By Avaya IP Office (containerized)

### Problem description

The connection to Avaya cloud services is required for the successful Avaya Cloud User Synchronization, Avaya Cloud Authorization and support for APNS functionalities in an IP Office Cloud Environment. Due to unavailability of some well-known CA's there will be an unsuccessful attempt of secure connection establishment between IP Office and Avaya Cloud Services, which will result in the partial working of the specified features.

### Resolution\*

The PSN advises customer to add the below certificates for the successful connection establishment.

Service	Name	Download Link
Google Trust Services	GTS Root R1	<a href="https://pki.goog/">https://pki.goog/</a>
	GTS Root R2	
	GS Root R2	
Let's Encrypt	ISRG Root X1	<a href="https://letsencrypt.org/certs/isrgrootx1.pem">https://letsencrypt.org/certs/isrgrootx1.pem</a>

Step-by-Step instructions for the upload of above provided certificate:

- Download and save the certificate from the above provided link
  - ISRG certificate requires renaming, so right click on the 'isrgrootx1.pem' file and click on 'Rename'.
  - Rename the 'isrgrootx1.pem' to 'isrgrootx1.crt' and save it.
- Login as an 'Administrator', into the 'Avaya Cloud Web Manager'.
- Under the main menu, click on 'Security -> Security Settings'. This will take you to the 'Security Settings' page.
- Under the left menu, click on 'Certificates'.
- Click on the '+Add Certificate' button, under the 'TRUSTED CERTIFICATE STORE'.
- Choose the certificate source as 'Import certificate from file' and click on 'OK' button.
- Click on the '...' button to browse and select the certificate file from your local machine.
- Once the certificate file is selected, click on 'Upload' button. The Web manager will show the following message 'Uploading the certificate will cause IP Office and connected applications to stop responding for up to one minute.'
- Click on 'OK' button. Please wait for a few seconds, so that the settings can be saved.

Note: Once all the certificates are imported, we recommend you reboot the 'IP Office'.

## Workaround or alternative remediation\*

n/a

## Remarks

n/a

## Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

### Backup before applying the patch

n/a

### Download

n/a

### Patch install instructions

### Service-interrupting?

n/a

No

### Verification

n/a

### Failure

n/a

### Patch 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

**For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.**

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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