Product Support Notice

PSN #	PSN005588u

Original publication date: 28-Mar-20. This is Issue #01, published date: 28-Mar-20.	Severity/risk level	High	Urgency	Immediately

Name of problem	Avaya IP Office OVA Certificate Expiry

Products affected

Avaya IP Office 10.1.0.7
Avaya IP Office 11.0.4.2
Powered by Avaya IP Office (Virtualized) 3.0.4

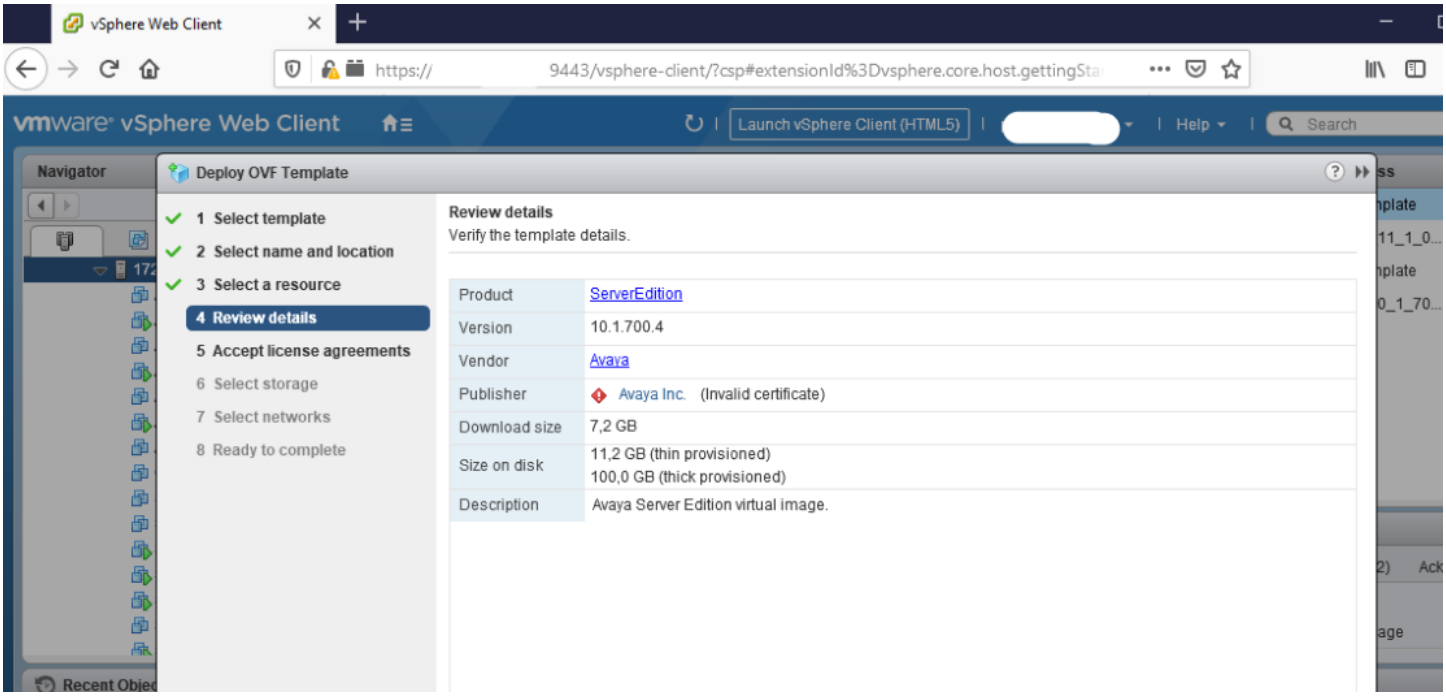
Problem description

This PSN will be updated as new information is available.
Make sure you are signed up for E-Notifications, *available on support.avaya.com* under *Alerts & Reports* → *Set E-Notifications*

Note: This issue affects IP Office OVA deployments only.

On March 23rd, 2020, the Avaya signing certificate used for the IP Office OVAs listed in the "Products affected" section of this PSN expired. This will result in issues when those OVAs are being deployed.

The following is an example of what might be seen when deploying an OVA with an expired Avaya signing certificate.



Resolution

Avaya is in the process of re-signing the OVAs with a new certificate that will resolve this issue. These new OVAs shall be posted to Avaya Support Portal once Solution Validation is completed. This PSN will be updated at that time.

Current tentative target ETA for availability of new OVA versions of IP Office 10.1.0.7 and 11.0.4.2 as well as Powered by Avaya IP Office (Virtualized) 3.0.4 is week of 6th April.

No changes to software or functionality will occur in these new OVAs. The only change is that the certificate and the signature file will be renewed. The OVA file name will change to reflect a new version number.

Workaround or alternative remediation
n/a
Remarks

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
n/a
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 Avaya support Terms of Use.