



Product Support Notice

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PSN # PSN005608u

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Original publication date: 27-April-2020, This is issue: 02 published date: 20-May-2020
Severity/risk level: High
Urgency: Immediately

Name of problem

1100 and 1200 Series Phone Transition to SHA-2 Compliant Firmware Signing Certificate

Products affected

1200 Series Phone, 1100 Series Phone, CS1000 (UNISlim and SIP)

Problem description

The current firmware signatures on 1100 & 1200 series phones need to be upgraded to SHA-2 to ensure customers have the latest security when performing firmware upgrades.

The resolution outlines the firmware required for customers to upgrade to the SHA-2 firmware signing certificate.

*Please note: phones will still function normally without any further upgrades. The path outlined below is to ensure that 1100/1200 series phones has the latest signing certificate for firmware upgrades.

Resolution

Install the firmware outlined below to complete the transition to the SHA-2 signing certificate for firmware upgrades. This firmware will be released at a future date no later than December 2020.

For UNISlim users

Install UNISlim v5.5 SP11 (build C99)

To be released by December 2020

For SIP users (For 1200 Series, applies to only 1220 and 1230 models)

Install SIP Firmware v4.4 SP14

To be released by December 2020

Following the release of v5.5 SP11 and v4.4 SP14, all future firmware will be signed with a SHA-2 certificate only.

Once the firmware above is installed, you will not be able to downgrade to an earlier firmware version which only supports the SHA-1 signing certificate.

Workaround or alternative remediation

Remarks

n/a

FAQ

Why do I need to upgrade all these phones to C90 (UNISlim) or v4.4 SP14 (SIP)?

You do not need to upgrade if you don't require firmware enhancements (however it is recommended to ensure the latest security). The phone will still function normally on previous firmware versions.

Can I transition from any version earlier than C98 to C99?

Yes. Same logic applies above for v4.4 SP13 SIP or earlier to v4.4 SP14 SIP.

What are the symptoms of the firmware upgrade failing?

You will see failed message in phone screen when you try to make upgrade/downgrade if you are using C97 or C96 builds.

What is the recovery process?

You can use Boot C mode for upgrade/downgrade if you are using C96 or C97 builds. Or reset to defaults – the phone reset the time and before it gets time updated through NTP, the upgrade will start.

Patch Notes

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

Backup before applying the patch

Download

Patch install instructions

Service-
interrupting?

Yes

Verification

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

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