



## Product Support Notice

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PSN # PSN005650r2

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Severity/risk level

Medium

Urgency

Optional

Name of problem SSO Login fails on IX Workplace Client 3.10 build with IP Office R11.1

Products affected

IP Office R11.1

Problem description

SSO Login – FAILS on the IX Workplace 3.10 builds. This build is planned for an early August release, and will required the IP Office 11.1.0.1 service pack to properly operate.

When the client attempts an SSO Login, the Spaces Login page is not displayed and the Extension Password UI is presented straightaway, hence prompting the user to proceed only by entering the extension and password.

This problem is seen when connecting to **IP Office 11.1** server which has SSO enabled.

Resolution

IP Office 11.1.0.1 Service Pack will need to be applied when available in mid-August 2020 before installing or upgrading to the IX Workplace 3.10 builds

Workaround or alternative remediation

n/a

Remarks

Apply the IP Office 11.1.0.1 service pack prior upgrading the IX Workplace client 3.10 release

### 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
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## Avaya Notes

Additional information for Tier 3, Tier 4, and development

Applies to IP Office CPE and Powered By releases on R11.1

Powered By is supported on R11.1 with the service pack 1 update