



Product Support Notice

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PSN # PSN005725u

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Severity/risk level

Medium

Urgency

Optional

Name of problem Provisioning of Vantage 3.0 device with IP Office 11.1 SP1

Products affected

IP Office R11.1 SP1, Vantage 3.0

Problem description

Vantage 3.0 device official integration supported with upcoming IP Office Feature Pack 11.1. Customers who want to experience Vantage 3.0 devices immediately with their existing IP Office 11.1 SP1 do not have the instructions to provision the phones.

Resolution

This PSN provides detailed instructions on “how to provision new Vantage 3.0 devices with IP Office 11.1 SP1”.

Pre-requisite: Laptop or Remote machine configured with HTTP Server (Ex: FileZilla or HFS or any other HTTP server of customer choice).

1. Login to the Avaya Support Site (support.avaya.com)
2. Download Vantage 3.0.0.0 GA load can be found by following below directions:
 - > Select Downloads from the "Support by Product" Menu
 - > Enter product name " Avaya Vantage™"
 - > Select Release "3.0.0"
 - > Click "Enter"
 - > Select "Downloads" tab

Or using following link - https://support.avaya.com/downloads/download-details.action?contentId=C202010271343562560_4&productId=P1644

3. The Vantage 3.0 firmware file [K1xxB-IPT-SIP-R3_0_0_0-102120.zip](#), downloaded from support site (if not already available on the device), is to be extracted to obtain K1xxBSupgrade.txt and firmware files.
4. Login to IP Office using Manager/Web Manager and disable setting “Avaya HTTP Clients Only” under System Settings.
5. From Laptop or Remote machine open Chrome or Firefox browser and download 46xxsettings.txt, WebRootCA.pem and TelRootCA.pem files from the IP Office 11.1 SP1
 - [http:// < IP Office IP Address or FQDN >/46xxsettings.txt](http://<IP Office IP Address or FQDN >/46xxsettings.txt)
 - [http:// < IP Office IP Address or FQDN >/WebRootCA.pem](http://<IP Office IP Address or FQDN >/WebRootCA.pem)
 - [http:// < IP Office IP Address or FQDN >/TelRootCA.pem](http://<IP Office IP Address or FQDN >/TelRootCA.pem)
6. Upload the Vantage 3.0 firmware files, settings file (K1xxBSupgrade.txt, 46xxSettings.txt), Certificates (WebRootCA.pem, TelRootCA.pem) to the HTTP Server.
7. Boot the phone and provision the file server IP on the phone as IP Address of HTTP Server.
 - Vantage 3.0 phone will fetch the settings file and other required files from the HTTP server and the upgrade of firmware is initiated (if phone has older f/w installed).
8. Wait for the phone to reboot (after upgrade) and ensure home screen with Sign-In option is displayed. User must click Sign-In Icon and enter username and password to register the phone with IP Office.
9. Additional steps for Native Remote Worker or SBC Remoter Worker.
 - There should be separate HTTP server (reachable by remote users) for hosting K1xxBSupgrade.txt, 46xxsettings.txt, WebRootCA.pem & TelRootCA.pem files for the remote Vantage users.

Following parameters in 46xxsettings.txt file needs to be changed accordingly for remote worker phones

```
SET SIP_CONTROLLER_LIST <Public IP of IPO>:5061;transport=tls
SET SNTPSRVR "<Public IP of IPO>"
```

Important: Repeat above steps after any change in IP Office configuration or settings or certificates and reboot the phones.

Manual provisioning steps mentioned above should be used with IP Office 11.1 SP1 release as a workaround. Once 11.1 Feature Pack1 (FP1) is GA'ed customers must upgrade their IP Office to 11.1 FP1 to experience the auto provisioning feature.

Any bug fixes required will be addressed only with IP Office 11.1 FP1 or future releases, no patches can be made on prior server releases.

Workaround or alternative remediation

n/a

Remarks

IP Office must be upgraded to 11.1 SP1 release, bug fixes will be handled with this release or forward only.

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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