



Product Support Notice

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Name of problem

The certificates that the IP Office checks when connecting to the Subscription cluster are changing by the end of January 2021

Products affected

IP Office Subscription systems 11.1.0.X

Problem description

When the certificate is changed any existing IP Offices Subscription systems will not trust the connection and will go into license grace mode (30 days). No service loss will occur until the end of the 30 day grace.

Resolution

The resolution is to add the Let's Encrypt R3 Intermediate certificate from this location <https://letsencrypt.org/certs/lets-encrypt-r3.pem> to the IP Office Trusted Certificate Store (TCS) via Manager. See:

<https://ipofficekb.avaya.com/businesspartner/ipoffice/mergedProjects/webmanager/frame2.html?SecurityCertificates.html>

An extra step is to place the certificate into the /tcs/add directory. This ensures the certificate is retained when resetting the security settings. See:

<https://ipofficekb.avaya.com/businesspartner/ipoffice/mergedProjects/security/removing-a-default-trusted-cer.htm>

Workaround or alternative remediation

The issue will also be resolved in the following IP Office Service Packs 11.1.1.0 and 11.1.0.3

Remarks

n/a

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