Product Support Notice

PSN #	PSN005994u

Original publication date: 17-Jan-2022. This is Issue #02, published date: 31-Jan-2022.

Severity/risk level	Medium	Urgency	Optional

Name of problem

IP Office Container Telephony Certificate expiry

Products affected

IP Office Powered by Container all releases

Description

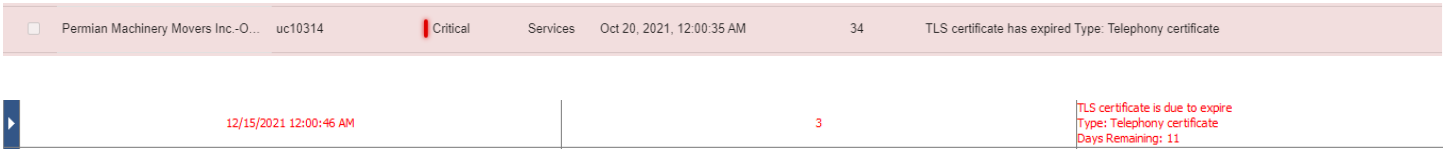
This issue affects sites that do not have Auto Cert Management enabled (see the Resolution section of this document for details of how to check this auto-renewal functionality is enabled).

The IP Office Container self-signed telephony certificate is approaching its expiry date and without Auto Cert Management enabled will incur endpoint disconnects once the certificate expires.

The IP Office will initiate an alert 13 days before the telephony certificate expiry date which will be visible in COM and SSA under the critical alarm category.

If the certificate is left to expire telephony endpoints will become disconnected from the IP Office and will need to be manually reconfigured to reconnect.

COM Screenshot of alert:



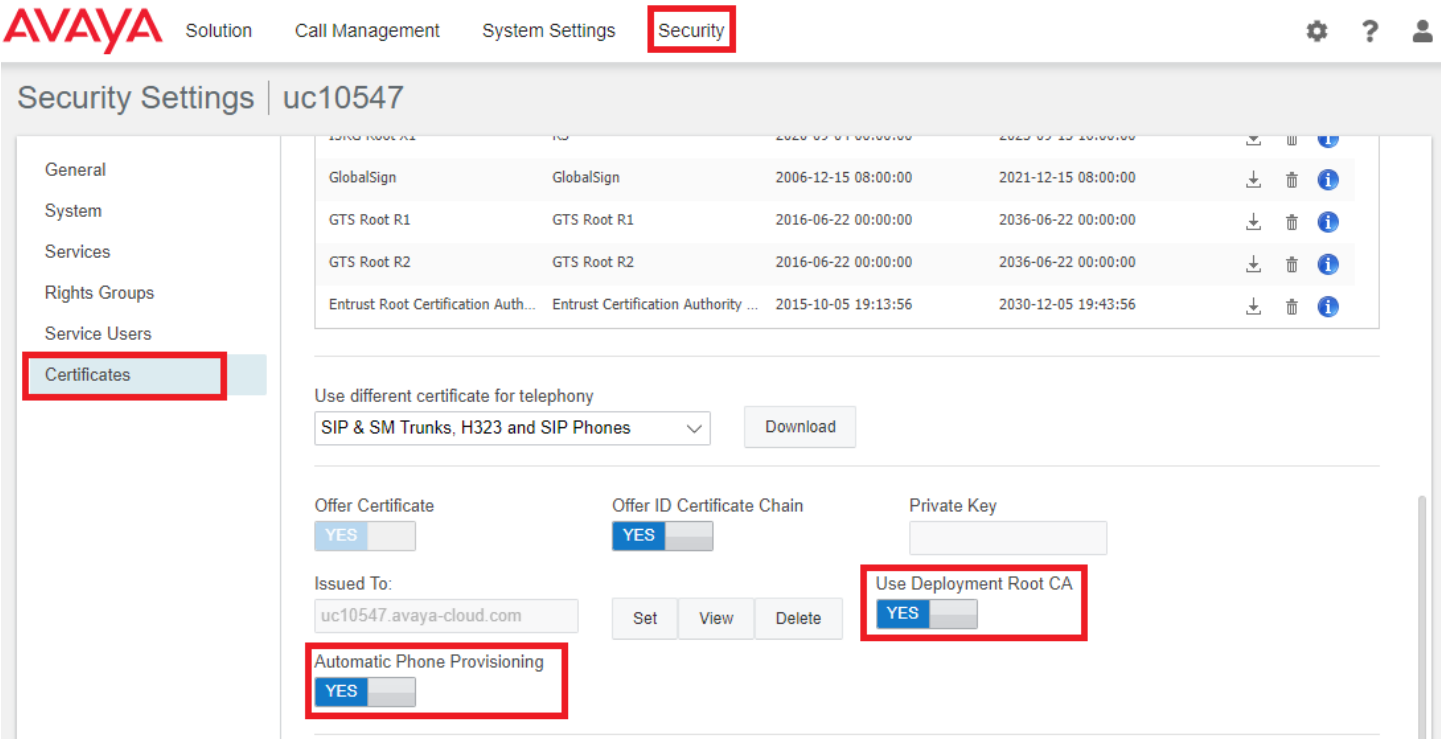
Note: a similar alert will be seen in SSA

Limitations:

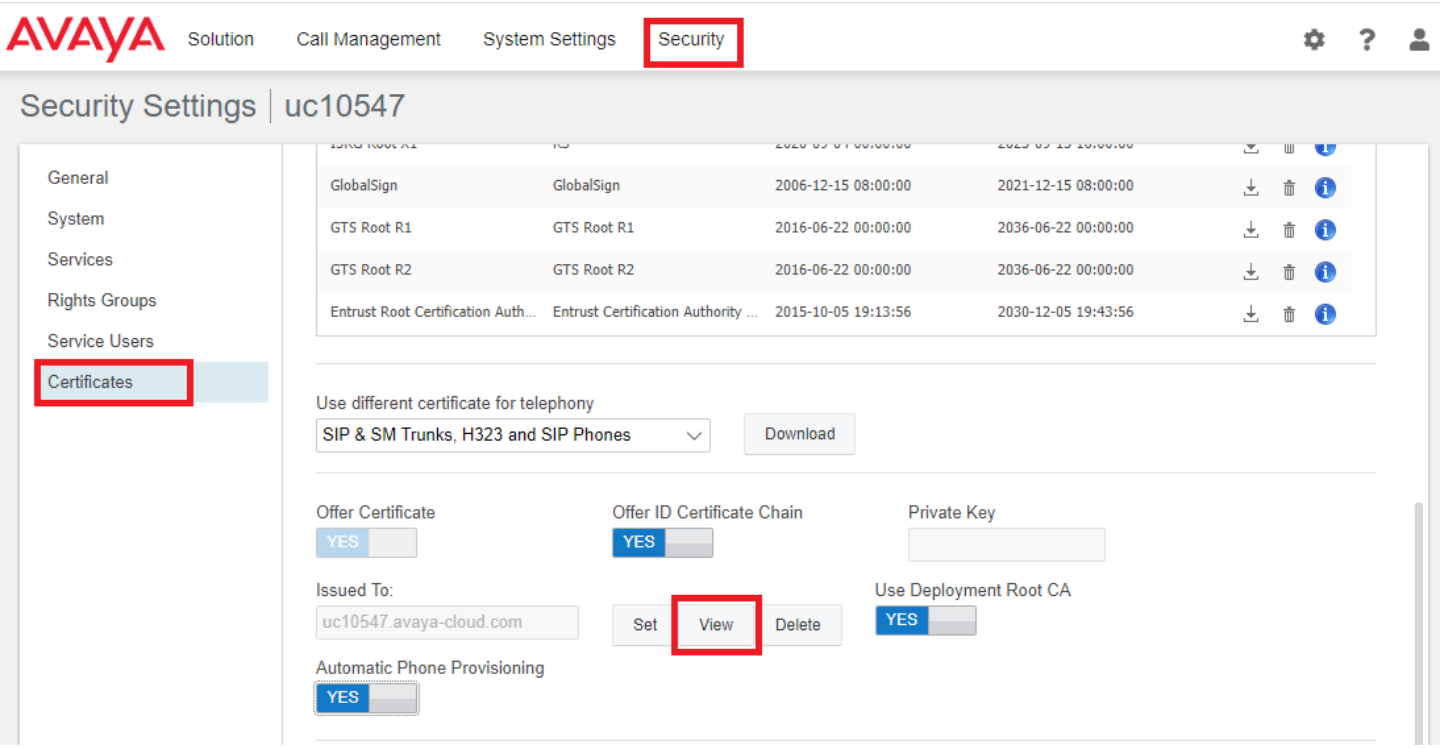
Resolution

At least 36 hours before the telephony certificate expires the following procedure should be followed to enable Automatic Certificate Management and to obtain and apply a new telephony certificate to the system and its registered endpoints.

- Upgrade IP Office to 11.0.5300.81 or later build through COM.
- Wait for 15 minutes and make sure all hard phones and Workplace IX clients register with IP Office
- Launch IP Office Administrator interface (port 8443) and login as “BusinessPartner”
- Navigate to Security --> Certificate screen
- Enable “Use Deployment Root CA” and “Automatic Phone Provisioning"



- Wait for all hard phones and Workplace IX clients to register with IP Office
- Login again to IP Office Administrator interface (port 8443) and login as "BusinessPartner" (Logout if already login)
- Navigate to Security --> Certificate screen and click on the "View" button



- The IP Office telephony certificate should renew and should show the new telephony certificate expiry date

Note: The above procedure needs to be administered before the IP Office telephony certificate expires.

If the telephony certificate has already expired then follow the above procedure and at the end, all hard phones need to be factory reset and reconfigured to register with the IP Office.

The Avaya Workplace IX client may also need to be reconfigured for registering with IP Office.

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
n/a	
Verification	
n/a	
Failure	
n/a	
Patch uninstall instructions	Service-interrupting?

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

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.