Product Support Notice

PSN # PSN006106u

Original publication date: 04-Aug-2022. This is Issue #03, published date: 25-Aug-2022. | Severity/risk level | Medium | Urgency | ASAP

Name of problem

Avaya Public Cloud Accounts IP Address Whitelist Update

Products affected

Avaya Spaces

IP Office (all variants) and Workplace Clients (PC/MAC/iOS/Android)

Problem description

As Avaya continues to remain HIPAA compliant, we have moved away from using a range of IP Addresses for the Avaya Public Cloud Accounts service (accounts.avayacloud.com) to using a single IP Address. Starting August 20th, 2022, the single IP address for the service will be 34.120.109.45. This IP address will resolve to accounts.avayacloud.com. It is recommended that customers update their IP whitelist to include this new address, and if possible, whitelist *.avayacloud.com vs whitelisting by IP address.

For HIPAA and PCI compliance reasons, Avaya Public Cloud Accounts also no longer supports weak and unsecure ciphers (CBC) and older TLS protocols (TLS 1.0).

Resolution

Not every customer will be affected, but those customers that have whitelisted Avaya's Accounts IP range will need to change that to the new IP address listed above or preferably whitelist the DNS *.avayacloud.com instead by August 20th, 2022.

IP Office customers integrated with Avaya Public Cloud Accounts and using Workplace Clients will be impacted by the change and will need to implement the workaround or solution outlined in below section.

Workaround or alternative remediation

For IPO deployments, please see following:

- PSN006113u- Avaya Workplace client fails to log in to Avaya Cloud in IP Office deployments
- SOLN372062 - IPOffice: Workplace client fails to login to AvayaCloud in IPO deployments

Remarks

n/a

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

n/a

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.