Product Support Notice

PSN #	PSN006113u				
Original publication date: 24-August-2022. This is Issue #04, published date: 22-Feb-2023.		Severity/risk level	High	Urgency	Immediately

Name of problem

Avaya Workplace client fails to login to Avaya Cloud in IP Office 500v2 deployments

Products affected

Avaya IP Office 500v2, 11.1.2.x, 11.0.4.x

Problem description

IP Office 500v2 connectivity to Avaya Cloud Accounts is impacted due to recent changes performed in Avaya Cloud Accounts URL(Spaces). As a result, functionality associated with Spaces integration with IP Office 500v2 will fail, such as Workplace / Spaces Calling SSO and APNS.

The issue impacts both Avaya Cloud Accounts/Spaces native and SSO login scenarios. The Workplace client auto-configuration workflow invokes the Avaya Cloud/Spaces login screen and successfully accepts the login (native or SSO), but the Workplace client eventually returns a telephony login failure alarm "**Phone Service Problem (the registration was ended by the server)**".
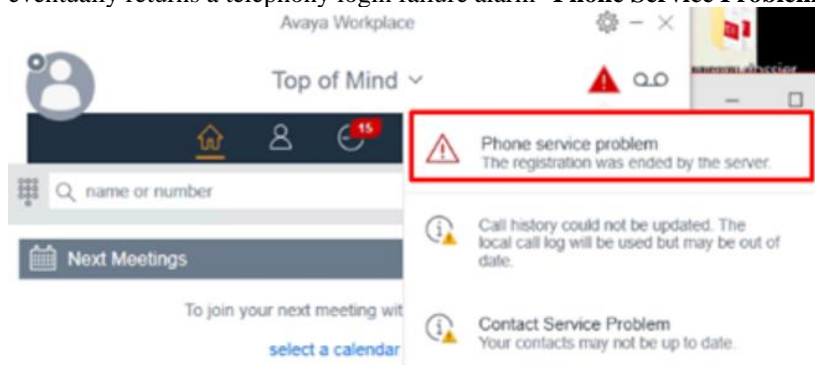
If you have questions regarding this bulletin, please contact Avaya Services.

Solutions

- For 11.0.4.8 IP Office 500v2 deployments, Avaya Cloud Services->Accounts URL "accounts-ipo.avayacloud.com" will be auto populated as field is read-only

- For 11.1.2.4 IP Office 500v2 deployments, including those that are part of a Server Edition system the following configuration of the 500v2 Account URL should be used.

    IP Office Manager
    System - > Avaya Cloud Services -> Account URL: Add URL " accounts-ipo.avayacloud.com "

Entrust Intermediate CA cert (Entrust Certification Authority – L1M) is added in IP Office trust store, so there would be no need to add it manually in 11.1.2.4.0 onwards.

Remarks
None

Software Update Notes

The information in this section concerns a new software package, recommended in the Resolution above.

Backup before applying the software package	
n/a	
Download	
n/a	
Software install instructions	Service-interrupting?
n/a	No
Verification	
n/a	
Failure	
n/a	
Software 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

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.