

PSN # PSN006177u

Original publication date: 01-Mar-2023. This is Issue #01, published date: 02-Mar-2023.

Severity/risk level

High

Urgency

Immediately

### Name of problem

Avaya Workplace client fails to log in to Avaya Cloud in IP Office containers deployments

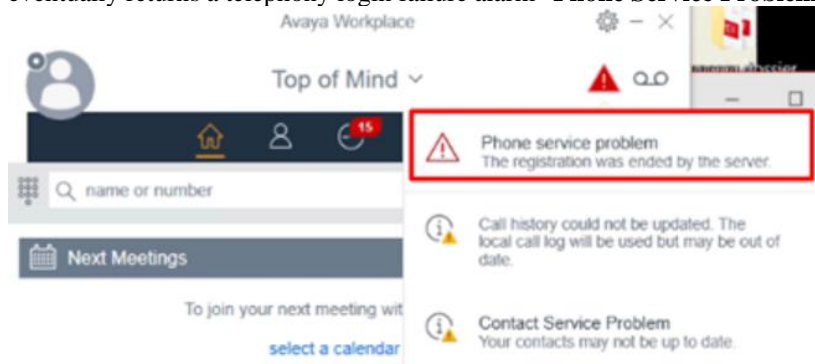
### Products affected

Avaya IP Office containers, 11.0.5.x

### Problem description

IP Office containers 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 containers 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 11.0.5.x IP Office container deployments, the container must be updated to 11.0.5.3 latest build 87 and the following configuration in Account URL should be configured:

#### IP Office Web Manager

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

over than the expected value.



## System Configuration | ramakant-ipos3

System	Enable Avaya Cloud Account
Voicemail	<input checked="" type="checkbox"/> YES
SMTP	
LAN1	AVAYA CLOUD ACCOUNT CONFIGURATION ⓘ
VoIP	Account URL: <input type="text" value="accounts-ipo.avayacloud.com"/> Company Domain: <input type="text" value="blripolab.com"/>
Telephony	
Avaya Cloud Services	USER SYNCHRONIZATION
Recording Archival Configuration	Enable user sync
Avaya Push Notification Services	<input checked="" type="checkbox"/> YES
	Manual user sync
	<input type="checkbox"/> NO

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 11.0.5.3 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

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