



## Product Support Notice

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PSN # PSN006218u

Original publication date: 9 Oct 2023. This is Issue #01, Published date: 10 Oct 2023

Severity/risk level

High

Urgency

Immediately

### Name of problem

GKE credential rotation outage for Avaya IX Workplace IP Office containers

### Products affected

Avaya IP Office containers, 11.0.5.x

### Problem description

Avaya IX Workplace 11.0.5.x, customers may experience service disruption due to Google maintenance on the legacy product.

As of Oct-5-2023, within 30 days of GCP cluster CA expiring, Google will automatically initiate a credential rotation.

If you are IX Workplace IP Office container deployments, as suggested, kindly make the move to ACO before the CA expiry.

This Google maintenance on the cluster could be disruptive and non-recoverable.

If you have questions regarding this bulletin, please contact [Avaya Services](#).

### Solutions

- For 11.0.5.x IP Office container deployments request to migrate ACO to avoid failure on IP Office containers

### 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

n/a

Service-interrupting?

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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