



Product Support Notice

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PSN # PSN020629u

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Original publication date: September 06,2024.

Severity/risk level* Medium Urgency* Optional

This is Issue #01, published date: September 06,2024.

Name of problem

Installed PKCS12 identity certificate may be removed after an upgrade of J100 SIP firmware.

Products affected*

Avaya J100 Series IP Phones- SIP with PKCS12 Identity Certificates installed using firmware earlier than 4.0.13.0

Problem description*

Installed PKCS12 identity certificate may be removed after an upgrade to 4.0.13.0, 4.0.14.0, 4.1.0.0, 4.1.1.0, 4.1.2.0, 4.1.3.0 if the PKCS12 identity certificate was installed using firmware earlier than 4.0.13.0.

Issue was introduced in 4.0.13.0 and is resolved in 4.1.4.0 and greater.

Resolution*

Please upgrade to 4.1.4.0 or greater

Workaround or alternative remediation*

If the problem is encountered, please re-install a new PKCS12 certificate.

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

Yes

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

Not Susceptible

Mitigation

n/a

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BusinessPartner Notes

Additional information for BusinessPartners

n/a

Avaya Notes

Additional information for Tier 3, Tier 4, and development

n/a