



PSN# PSN001059u

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Severity/risk level Medium

Urgency Immediately

Name of problem SSH enabled clients cannot connect to CMS

Products affected

Call Management System (CMS) R13

Call Management System (CMS) Supervisor R12, R13

Problem description

Starting with CMS load R13.1da.f there is an issue connecting to CMS using CMS Supervisor. The user will get an error message stating that the "connection to host was refused." This happens when attempting to connect to CMS using a SSH connection when the user's password needs to be created or changed.

For example, if the user's password has expired and they are required to enter a new password during their next session, the login attempt will fail if Supervisor is configured to use an SSH connection. This problem will also occur if the user's account has just been created and the password needs to be set for the first time.

Resolution

The development team is working to correct this problem.

Workaround or alternative remediation

The user must connect to CMS without using SSH when the password needs to be created or changed. SSH can be used in other situations.

Remarks

## 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

Not Susceptible

Mitigation

n/a

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