

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

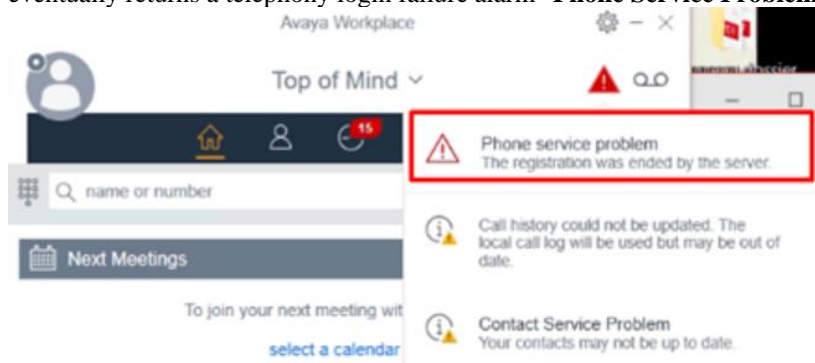
Products affected

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 “

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LAN2

DNS

Voicemail

Telephony

Directory Services

System Events

SMTP

SMDR

VCM

VoIP

Contact Center

Avaya Cloud Services

Profile Name

☐ Enable Avaya Cloud Account

Account URL

accounts-ipo.avayacloud.com

Enable Settings file URL sync

Enable for current IP Office node

Company Domain

blripolab.com

☒ Enable User Synchronization

AVAYA CLOUD AUTHORIZATION

☒ Enable Avaya Cloud Account Authorization

Token Cache Time (mins)

15

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

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