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Original publication date: 17-Mar-2025. This is Issue 01, published date: 28-Mar-2025.	Severity/risk level	Critical	Urgency	Immediately
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Name of problem

Avaya Push Notification Provider server certificate update: Transition from Entrust CA to Sectigo CA.

Products affected

- IP Office Version 11.x and above using APNS Services for Workplace iOS client notifications.

Problem description

The Certification Authority (CA) for the Avaya Push Notification Provider **pnp.avaya.com** is changing. The existing server certificate for pnp.avaya.com, issued by Entrust CA, is set to expire on **April 1, 2025**. Due to transition of Entrust's Public Certificate business to Sectigo, Entrust will cease issuing public TLS certificates from the Entrust root CA. Consequently, Avaya has decided to switch to Sectigo as the new Certificate Authority (CA). The new server certificate issued by Sectigo CA for pnp.avaya.com will be updated on Push Notification Provider (PNP) server. To ensure a smooth transition and avoid push notification delivery failures, all customers using the push notification service on the Avaya Workplace client must update the above-mentioned Avaya application's Trust Store to include the new Sectigo CA certificates before **March 30, 2025 (8.30AM UTC)**.

Resolution

Following Root level CA certificates are required to be installed in the IP Office Trusted store for seamless APNS service connection establishment. Please note that the installation of the new certificate in IP Office Trust store is not service disrupting and can be done during normal business operations as well.

The certificates needed can be found at the link below:

Service	Name	Download Link
Avaya Push Notification Provider Address	- Sectigo RSA Organization Validation CA Bundle 9/19/2024 - AAA Certificate Services	https://www.sectigo.com/knowledge-base/detail/Sectigo-Intermediate-Certificates/kA01N000000rfBO

To make it easier we have combined the 2 certificates as they need to be placed together as a single certificate.

-----BEGIN CERTIFICATE-----

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-----END CERTIFICATE-----

-----BEGIN CERTIFICATE-----

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smPi9WlsgrQAefQ8Tmdn5XpNpaYbg==  
-----END CERTIFICATE-----
```

The above text within the text box (concatenated certificates) needs to be copy/pasted in a txt file which will be renamed as **Sectigo.pem**. Make sure to copy the entire text from the first line -> -----BEGIN CERTIFICATE----- to the last line -> -----END CERTIFICATE-----

Step by step instructions for uploading the new Sectigo Root CA certificate in IP Office Trusted certificate store:

Using IP Manager Application:

- Launch IP Office Manager application from the PC
- Login as “Administrator” into IP Office Security Settings.
- Go into Certificates tab and in Trusted Certificate Store Field, click on the “Add” button.
- Choose the certificate source as ' Import certificate from file' and then select the saved file “**Sectigo.pem**”
- At this point the newly added Certificates should look like the ones in the red square from below screenshot:

Workaround or alternative remediation

n/a

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

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

Mitigation

N/A

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