Product Support Notice

PSN #	PSN003568u

Original publication date: 03-Feb-12. This is Issue #04, published date: 26-Oct-12. | Severity/risk level | Medium | Urgency | ASAP

Name of problem Backup/Restore Feature on Avaya 9600 Series H.323 phones and Interoperability with MS Windows IIS 7

Products affected

Avaya 96x0 IP Telephone models: 9620, 9630, 9640, 9650, 9670 Release 3.1 SP2, SP3, SP4, SP5
Avaya 96x1 IP Telephone models: 9608, 9611, 9621, 9641 Release 6.0, 6.1, 6.2

Problem description

With IIS7, Microsoft has discontinued support for unauthenticated write access to the file system of the server. Therefore, customers who were using unauthenticated backup and restore for the 96x0 telephones with previous versions of IIS have been unable to use this feature. A method is supported by the 96x1 telephones that allows backup and restore to work if the telephones and the server are configured appropriately. This method is also supported on the 96x0 H323 via a patch release of FW that will be incorporated into a later GA release.

Resolution

There are multiple resolutions to this issue, which are documented below:

1. Customers can use another HTTP server, such as Apache or MV_IPTel, which have been tested by Avaya and work well with the 96x0 and 96x1 telephones.
2. Customers may use basic authentication for backup and restore with IIS7 as per RFC2617 with GA releases of the 96x1 6.x phones and a patch release of the 96x0 H323 3.1.x phones until the GA release 3.2 is available. For 96X0 H323 3.1.x phones, the patch is available from the links below:

   ftp://ftp.avaya.com/incoming/Up1cku9/AvayaT4APP/IPT/96xxPatchesAndSoftware/R3.1SP5xx/96xx-IPT-H323-R3_984-101012.zip
   ftp://ftp.avaya.com/incoming/Up1cku9/AvayaT4APP/IPT/96xxPatchesAndSoftware/R3.1SP5xx/96xxReadme_R3_984a.zip

   The method to accomplish this is to include a common username and password for HTTP Basic Authentication as part of the value of BRURI in the settings file. To use this method, the server must be configured to support HTTP Basic Authentication, and the username and password must be included in the value of BRURI using one of the following formats:

   ```
   SET BRURI http://username:password@hostname.company.com/path/
   SET BRURI http://username:password@IPaddress/path/
   SET BRURI https://username:password@hostname.company.com/path/
   SET BRURI https://username:password@IPaddress/path/
   ```

3. Customers seeking to implement a more secure means of backup/restore should use the certificate-based method of client authentication when HTTPS is used for backup and restore, which will not require manual user entry of username/password credentials. This will require each telephone download and install an identity certificate through the use of a Simple Certificate Enrollment Protocol (SCEP) server. This method is available with 96x1 H323 6.2.2 and is targeted to be available in 96x0 H323 3.1.6 or later release.

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 | 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

Inclusion of the username/password credentials in the value of BRURI should only be used by customers who do not expect any level of security from HTTP authentication for backup and restore, because common credentials are used for all users, the credentials can be learned by anyone who can access the settings file, and the credentials are not encrypted in the HTTP messages used for backup and restore.

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686