



Product Support Notice

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PSN # PSN004530u

Original publication date: 08-July-15 This is Issue #02, published date: 05-Oct-15. Severity/risk level High Urgency When convenient

Name of problem 96x1 H.323 and B189 Phones using version 6.6.0.29 can't establish TLS connection

Products affected

Avaya IP Deskphone H.323 6.6 Software for the 9608/9608G/9611G/9621G/9641G/9641GS

Avaya B189 IP Conference Phone H.323 6.6

Problem description

The scenario of the problem is as follows:

- 1) Phone version 6.6.0.29
- 2) Server is capable of using TLS 1.2 and support TLS_Fallback_SCSV
- 3) Hello client sent from the phone will be rejected by the server.
- 4) The following services can be affected: upgrade/settings files download, Avaya Aura Communication Manager 7.0 registration, and backup/restore.

Resolution

Upgrade your phone to version 6.6.0.32 that is available starting 07/06/2015.

The version is available at

96x1 - ftp://ftp.avaya.com/incoming/Up1cku9/AvayaT4APP/IPT/96x1PatchesAndSoftware/6.6.0.32/96x1-IPT-H323-R6_6_0_32-061115.zip

B189 - ftp://ftp.avaya.com/incoming/Up1cku9/AvayaT4APP/IPT/B189PatchesAndSoftware/6.6.0.32/B189-IPT-H323-R6_6_0_32-061115.zip

Workaround or alternative remediation

Earlier release like 6.4 can be used also as a temporary workaround.

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

n/a

Service-interrupting?

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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Additional information for BusinessPartners

n/a

Avaya Notes

Additional information for Tier 3, Tier 4, and development

n/a