



## IP Office Technical Tip

**Tip Number: 294**

**Release Date: 02 November 2016**

**Region: GLOBAL**

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### **IP Office SSL VPN Services – Authentication Change**

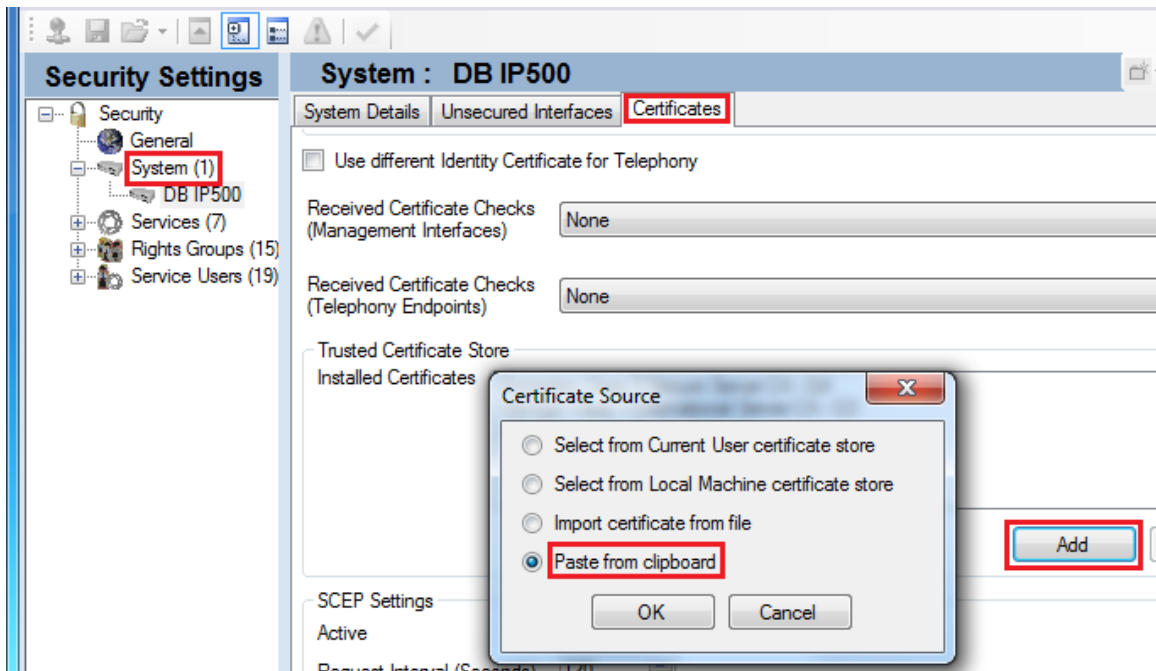
This Technical Tip is to inform customers using the Avaya IP Office SSL VPN Service about a change to the certificates used for authentication. In December 2016 the Avaya IT VPN Gateway (AVG) server certificates will be migrated to SHA256 authentication.

Customers using IP Office software releases prior to 9.0.7.0.983 and 9.1.3.0.120 will find that SSL VPN connectivity becomes disabled in December. Avaya will not be able to remotely access and administer the IP Office system unless the certificate is present.

IP Office systems connecting to the Avaya IT AVG must have the “Symantec Class 3 Secure Server CA – G4” certificate present in the Trusted Certificate Store for connectivity. Avaya recommend that systems configured for the SSL VPN Service upgrade to minimum software release of 9.0 Service Pack 7 or 9.1 Service Pack 3. These and higher releases already include the updated certificate.

Alternatively, the “Symantec Class 3 Secure Server CA – G4” certificate can be imported using Manager without the need to upgrade the IP Office system.

The certificate can be added by opening the System Security settings and navigating to System, Certificates and clicking “Add”. Then select the “Paste from clipboard” option and click “OK” (see page 2):



Copy all the blue text below into the dialog box and click “OK”. The certificate will now be shown in the Trusted Certificate Store. Finally, click “OK” and the save button to save the changes to the security configuration.

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

```
MIIFODCCBCCGAWIBAgIQUT+5dDhwtzRAQY0wkwaZ/zANBgkqhkiG9w0BAQsFADCB
yjELMAkGA1UEBhMCVmxzAVBgNVBAoTDLZlcm1TaWduLCBjbmuMR8wHQYDVQQL
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-----END CERTIFICATE-----

IP Office systems running Release 10.0 software are not affected by this change.

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