



## Product Support Notice

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PSN # PSN020331u

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Original publication date: 14-Nov-17. This is Issue #01, published date: 26-Dec-17. Severity/risk level Medium Urgency When convenient

Name of problem SES (SIP Enablement Services) Certificate expires on the 8<sup>th</sup> of December 2017 – TLS links between CM and SES could stop working

Products affected

SES – All Versions

Problem description

On the 8<sup>th</sup> of December 2017, certificates on SES will expire. This could result in the TLS links between CM and SES to stop working. You may see alarms such as the following:

```
SES 102 WRN Y Wed Nov 08 05:05:01 EST 2017 avCCSCertExp30: SIP certificate serversip.crt expires in 30 days
```

### To check the certificate on SES:

On the SIP Server Admin page

Certificate Management -> Install SIP Certificate -> View SIP Certificate

Check the **Not After** line

Certificate:

Data:

Version: 3 (0x2)

Serial Number: 36 (0x24)

Signature Algorithm: sha1WithRSAEncryption

Issuer: C=US, O=Avaya Inc., OU=SIP Product Certificate Authority, CN=SIP Product Certificate Authority

Validity

Not Before: Dec 8 17:57:40 2007 GMT

**Not After : Dec 8 17:57:40 2017 GMT**

Subject: CN=Converged Communication Server 2.1, OU=SIP Product Certificate Authority, O=Avaya Inc., C=US

If this shows Dec 8<sup>th</sup>, 2017 you will encounter an issue with the certificate expiration which could impact the TLS links.

### Resolution

There are four options for resolution for stand-alone SES servers:

1. Generate a new certificate using a 3rd party Certificate Authority based on the CSR method. The certificate must be a SHA-1 certificate.
2. Use System Manager as a Certificate Authority to generate a certificate. There are details available in Avaya KB Solution - SOLN312170 on how to use System Manager to generate the certificate. The certificate must be a SHA-1 certificate.
3. Move from TLS links to TCP links.
4. Upgrade to Avaya Aura Session Manager.

There are two options for resolution for co-resident SES servers:

1. Contact Avaya by opening a Service Request. Avaya will need to assist in the generation and application of an updated certificate.

## 2. Upgrade to Avaya Aura Session Manager.

If there are any questions on the options, open an Avaya Service Request.

### Workaround or alternative remediation

n/a

### Remarks

## 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

n/a

### Avaya Security Vulnerability Classification

Not Susceptible

### Mitigation

n/a

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