PSN #	PSN005393u	Avaya Proprietary – Use pursuant to the terms of your signed agreement or company policy.			
Original publication date: April 17, 2019 This is Issue #02, published date: April 26, 2019			Severity/risk level	High	Urgency Immediately

Name of problem

Avaya Equinox™ client 3.5.5 – connectivity issues with IP Office

Products affected

IP Office (11.0), Powered by Avaya (3.0)

Problem description

Avaya Equinox™ client shows connectivity issues on IP Office following upgrade to Avaya Equinox™ 3.5.5

- Windows client at time cannot connect to the contact service
- iPhone client shows the red triangle / with limited VoIP Service

The issue is seen when using a certificate where the IP Office server IP address information is not included in the Subject Alternative Name.

Resolution

This PSN is updated to note that an emergency Avaya Equinox™ 3.5.6 Service Pack is now available to resolve this issue.

For any customers that had used the interim workaround below of editing the 46xxsettings.txt file on IP Office server – that custom 46xxsettings.txt file can be removed once all users are updated to Avaya Equinox™ 3.5.6 client. Removing the custom 46xxsettings file ensures that any further system level configuration changes will again be able to update the autogenerated file.

Note also that as per Tech Bulletin for IP Office 11.0 FP4 the Avaya Equinox™ 3.5.5 client now respects a "Preferred Port" configuration received from IP Office. On earlier versions of the client this configuration was ignored and the client continued to register via port 443 regardless. Any customers using such a "Preferred Port" configuration should ensure they are on IP Office 11.0 FP4 before updating to Avaya Equinox™ 3.5.5 client, to avoid any issues with registration.

Workaround or alternative remediation

Changes need to be made in the 46xxsettings.txt file on IP Office server to workaround the issue seen when using a 3rd party certificate or when using self-signed certificate where the IP Office server IP address information is not included in the Subject Alternative Name. Any changes are made within the Avaya Equinox™ application / Vantage sections of the 46xxsettings.txt file and are specific to those two applications.

Retrieve the current 46xxsettings.txt file from the IP Office system and update as below.

Set the Correct Value for TLSSRVR

The relevant FQDN to include for parameter TLSSRVR should be taken from SIP Registrar FQDN configuration for the system, which can be checked using Manager / Web Manager. In case of native Remote Worker the public IP address or FQDN of IP Office needs to be used; in other cases use the value for the Primary Server / IP500V2.

```
# SETTINGSK1XX
SET TLSSRVR ipo.ipobb.com   ← replace ipo.ipobb.com as appropriate


# SETTINGSEQNX
SET SETTINGS_CHECK_INTERVAL 1
SET ENABLE_BROWSER_EXTENSION 0
SET WINDOWS_IMPROVIDER 0
SET ENABLE_OUTLOOK_ADDON 1
SET OUTLOOK_CALL_CONTACT 1
```

SET TLSSRVR ipo.ipobb.com   ← *replace ipo.ipobb.com as appropriate*
GOTO END

Bypass the 46xxspecials.txt through GOTO redirection

In case a 46xxspecials.txt is being used on the system in addition to the standard 46xxsettings.txt – two further changes should be made to the 46xxsettings.txt as follows.
Immediately below **SET TLSSRVR ipo.ipobb.com** in # SETTINGSEQNX change the existing **GOTO END** to **GOTO NONSPECIALS**.

SETTINGSEQNX
…
SET TLSSRVR ipo.ipobb.com   ← *replace ipo.ipobb.com as appropriate*
GOTO NONSPECIALS

Then at the very end of the 46xxsettings.txt file add one final line # NONSPECIALS as below.
END
GET 46xxspecials.txt
 # NONSPECIALS
This ensures that the Avaya Equinox™ client does not have any issues due to presence of the 46xxspecials.txt file.

Apply the customized 46xxsettings.txt file to the IP Office system

Upload the edited 46xxsettings.txt file to the IP Office system using Embedded File Management of the IP Office Manager:
-   File > Advanced > Embedded File Management
-   Select the IP Office and click on OK
-   Enter the Service User name and Password when prompted
-   Once the Embedded File Management opens go to Disk > System > Primary (Server Edition) or System SD > System > Primary (IP500V2) and paste this settings file here

Once the 46xxsettings.txt file has been uploaded as above it is a matter of waiting for the auto update (default of one day as per SETTINGS_CHECK_INTERVAL example above) or using the steps below to update proactively:
-   For desktop clients click on Settings / Services / Auto Configure / Refresh Auto Configuration (this does reset the client configuration as well remove client Call History)
-   For mobile clients Settings / Support / Reset Application (this does reset the client configuration as well as remove client Call History)

Remarks

Note that once the workaround configuration is applied as above, any system level configuration changes need to performed through further customizing of the 46xxsettings.txt file.
Any further system configuration changes via Manager or Web Manager will not update the static 46xxsettings file that was modified in this process.

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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