



Product Support Notice

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PSN # PSN005538u

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Original publication date: 7-Feb-2020. This is Issue #02, published date: 14-Feb-2020. Severity/risk level Medium Urgency When convenient

Name of problem

Avaya Aura Workforce Optimization browser support: major browsers deprecating Transport Layer Security (TLS) 1.0 and 1.1 in March 2020

Products affected

Workforce Optimization 12.x or earlier
Avaya Contact recorder 12.x or earlier

Problem description

The Internet Engineering Task Force (IETF) TLS working group has authored and adopted an Internet-Draft to deprecate TLS 1.0 and TLS 1.1. From the abstract:

“These versions lack support for current and recommended cipher suites, and various government and industry profiles of applications using TLS now mandate avoiding these old TLS versions. TLSv1.2 has been the recommended version for IETF protocols since 2008, providing sufficient time to transition away from older versions. Products having to support older versions increase the attack surface unnecessarily and increase opportunities for misconfigurations. Supporting these older versions also requires additional effort for library and product maintenance.”

Major Browsers have announced that they will stop supporting TLS 1.0 and TLS 1.1 by March 2020. Links for major browsers:

CHROME: <https://security.googleblog.com/2018/10/modernizing-transport-security.html>

APPLE: <https://webkit.org/blog/8462/deprecation-of-legacy-tls-1-0-and-1-1-versions/>

MICROSOFT: <https://blogs.windows.com/msedgedev/2018/10/15/modernizing-tls-edge-ie11/>

MOZILLA: <https://blog.mozilla.org/security/2018/10/15/removing-old-versions-of-tls/>

Related Reference: See also Avaya PSN020444u which highlights this same issue for a range of other Avaya products.

Support for TLS 1.2 was introduced for Avaya Workforce Optimization and Avaya Contact Recorder in the following versions:

Product/Application	Earliest Release supporting TLS 1.2 for UI
Avaya Workforce Optimization	15.1
Avaya Contact Recorder	15.1 FP1

Resolution

Customer should upgrade their application to the currently supported release in order to keep the application’s security posture updated.

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
n/a
Avaya Security Vulnerability Classification
Not Susceptible
Mitigation
n/a

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