

IMPORTANT PKI ADVISORY



Avaya releases advisory for customers concerning the Digital Public Key Infrastructure (PKI) certificate used for data encryption on secure communications links in several Avaya products.

PKI Advisory

Software Advisory - PKI Certificate

Release Level: Enterprise

Related System Platforms:

Communication Manager

Application Enablement Servers (AES)

Modular Messaging

Summary:

Digital Public Key Infrastructure (PKI) security certificates are used for data encryption on secure communication links in several Avaya products. By design, security certificates expire after a period of time, requiring system administrators to update them periodically. Many Communication Manager systems have PKI certificates with an expiration date of **March 11, 2009**. A very small number of Application Enablement Services and Modular Messaging systems also have certificates that expire on this same date.

Impact:

Certain features and capabilities will not operate properly after the certificate expiration date. Machines may still be able to process calls, but CM will not be able to set up a SIP trunk line to SES, sync translations with backup servers such as LSPs and ESSes, etc. Each main server and associated Local Survivable Processors (LSP) or Enterprise Survivable Servers (ESS) may need to get an updated certificate.

Please refer to the specific platform information below and [CLICK HERE](#) for complete details from Avaya.

Communication Manager (CM): Affected areas include

- 1) Translation file synchronization will fail
- 2) SIP trunk creation will fail
- 3) The encrypted link option with software duplication between an S87xx server pair will fail
- 4) Link to Application Enablement Services and Modular Messaging adjuncts will fail
- 5) The upgrade tool will fail
- 6) The server maintenance web pages will generate a warning message.

Application Enablement Server (AES): AES with 3.x, 4.0 and 4.0.1 that are used with end user applications with media encryption enabled (encrypted port 4722) will be affected.

Modular Messaging (MM): Only MM R3.x systems that use SIP are affected. SIP stops working when the certificate expires.

UTDi is Here to Help!

For assistance accessing and updating the appropriate PKI information, please contact UTDi at 888.898.6901 or [CLICK HERE](#) to email. Services are billed at an hourly rate. Please see below for available services:

- Determine PKI update needs
- Provide cost estimate for PKI update (if needed)
- Complete license work associated with PKI certificate update
- Single and multi-location support

A budgetary estimate for a PKI update for single site location with CM is approximately \$150.00. Please note, this estimate is budgetary. Actual cost will be based on your specific location requirements.

Contact Us!
888.898.6901

