



Product Support Notice

© 2022 Avaya Inc. All Rights Reserved.

PSN # PSN006072u

Original publication date: 07-July-2022. This is Issue #01, published date: 07-July-2022. Severity/risk level Medium Urgency Immediately

Name of problem

CSC to update AES ASL certificate

Products affected

Avaya Oceana/Workspaces for Elite 3.8.2.0.

Problem description

Call Server Connector (CSC) is an ASL Supported Application.

The current ASL verification mechanism implemented by Avaya will lapse on August 23, 2022. Once this date is reached, if AES is restarted or the link between AES and CSC is restarted, the connection will NOT establish. As a result, CSC will no longer be able to confirm license entitlement, and therefore, will no longer function. Please see this [Product Support Notice](#) (PSN) for complete technical details.

Resolution

This update is included in CallServerConnector 3.8.2.0.2 and later 3.8.2.0 patches.

Note: Information about compatibility for Oceana/Workspaces for Elite solutions and AES releases can be found in the [compatibility matrix](#).

ACTION REQUIRED for AES 10.1.x and later releases

New ASL updates are included in AES Release 10.1.

To continue to operate with AES release 10.1 customers will need to deploy this compatible CallServerConnector 3.8.2.0 software update.

ACTION REQUIRED for AES Release 8.1.3.4 (GA Feb 22, 2022) and lower

Once the AES patch or hotfix (please see details in [Product Support Notice](#)) is installed, this CallServerConnector 3.8.2.0 software update is not required.

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.

n/a

Download

n/a

Patch install instructions

Service-interrupting?

a) User Login requirements

Ensure that you have the correct administrative privileges on the system to install this hotfix.

b) Installation requirements

Installation requirements are the same as Oceana/Workspaces for Elite 3.8.2.0

c) Pre-install instructions

- On System Manager go to Elements > Avaya Breeze > Service Management > Services
- Click Load
- Click Choose File
- Select the CallServerConnector-3.8.2.0.1381601101.svar and click Load
- Accept the license

d) Installation instructions

- On System Manager click Elements > Avaya Breeze > Cluster Administration
- Select the Common Cluster
- Click the Cluster State dropdown and select Deny New Service
- Click Edit
- Select the Services tab
- Select the CallServerConnector-3.8.2.0.1381601101.svar currently installed and click Uninstall
- Find the new CallServerConnector-3.8.2.0.1381601101.svar in the list of Available Services and click the + symbol
- Click Commit

e) Post-Install instructions

- Once CallServerConnector is finished installing, reboot the Common Cluster
- After Common Cluster has come online reboot both UAC and OCP Clusters

Verification

n/a

Failure

n/a

Patch uninstall instructions

a) User Login requirements

Ensure that you have the correct administrative privileges on the system to uninstall hotfix.

b) Pre-Uninstall instructions

Uninstall procedure is the same as Oceana/Workspaces for Elite 3.8 uninstall procedure

c) Uninstall Instructions

Uninstall procedure is the same as Oceana/Workspaces for Elite 3.8 uninstall procedure

d) Post-Uninstall Instructions

Uninstall procedure is the same as Oceana/Workspaces for Elite 3.8 uninstall procedure

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

If you require further information or assistance please contact your Authorized Service Provider or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support [Terms of Use](#).

Disclaimer: ALL INFORMATION IS BELIEVED TO BE CORRECT AT THE TIME OF PUBLICATION AND IS PROVIDED “AS IS”. AVAYA INC., ON BEHALF OF ITSELF AND ITS SUBSIDIARIES AND AFFILIATES (HEREINAFTER COLLECTIVELY REFERRED TO AS “AVAYA”), DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND FURTHERMORE, AVAYA MAKES NO REPRESENTATIONS OR WARRANTIES THAT THE STEPS RECOMMENDED WILL ELIMINATE SECURITY OR VIRUS THREATS TO CUSTOMERS’ SYSTEMS. IN NO EVENT SHALL AVAYA BE LIABLE FOR ANY DAMAGES WHATSOEVER ARISING OUT OF OR IN CONNECTION WITH THE INFORMATION OR RECOMMENDED ACTIONS PROVIDED HEREIN, INCLUDING DIRECT, INDIRECT, CONSEQUENTIAL DAMAGES, LOSS OF BUSINESS PROFITS, OR SPECIAL DAMAGES, EVEN IF AVAYA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

THE INFORMATION PROVIDED HERE DOES NOT AFFECT THE SUPPORT AGREEMENTS IN PLACE FOR AVAYA PRODUCTS. SUPPORT FOR AVAYA PRODUCTS CONTINUES TO BE EXECUTED AS PER EXISTING AGREEMENTS WITH AVAYA.

All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc.
All other trademarks are the property of their respective owners.