

Update to ZTP Certificates

Technical Notification 117101

This technical notification provides important information regarding certificate changes to be made to the Polycom Zero Touch Provisioning (ZTP) system, due to be implemented in the first half of 2016

This technical notification applies to the following Polycom phones:

- All Polycom phones registered for use with the Zero Touch Provisioning System

Background

As of January 2016, support for new SHA-1 certificates will be ended, and all certificate authorities will cease to issue SHA-1 based certificates. Existing SHA-1 certificates will remain valid until their expiration date, but no new SHA-1 certificates will be issued. All users of SHA-1 certificates will be expected to migrate to SHA-2 to ensure that no interruption to service is seen due to expiring certificates.

All Polycom phones that are registered with the Zero Touch Provisioning (ZTP) system currently make use of a SHA-1 certificate when establishing authentication between the phone and ZTP server. All Polycom phones shipped from the factory include the appropriate certificate for ZTP authentication. However, in the event of a certificate mismatch, the phone will not be authenticated and the ZTP service will not provide redirection information. This will be the case if even if the MAC address of the phone has successfully been stored within the ZTP system.

It is Polycom's intent to migrate the ZTP system to use SHA-2 certificates to support authentication. The timing of this change and potential impacts to the ZTP service is the subject of this Technical Notification.

Current Shipping Configuration and Certificate Support

The current shipping configuration for Polycom VVX, Sound Point IP (SPIP) phones, Sound Station IP (SSIP) conference phones and Sound Structure VoIP card is shown in the tables below, along with the type of certificate support that is available. All VVX phones support SHA-1 and SHA-2 certificates direct from the factory. SPIP phones and SSIP conference phones currently ship with UCS 4.0.8 that supports both SHA-1 and SHA-2 certificates. This is the same situation for SoundStructure cards. Please see EA 106961 April 2016 Product Shipping Configuration Change Notice for the very latest information on shipping configuration.



Web Info: See current phone shipping configurations

See the [Polycom UC Software Release Matrix](#) for an up-to-date list of current phone shipping configurations for all Polycom phones.

SoundStation IP and SoundStructure VoIP Interface Shipping Configuration

<i>Product¹</i>	<i>Required Software Version</i>	<i>Current Software Version</i>	<i>Current Certificate Support</i>
SoundStation IP 5000	UC Software 4.0.8H	UC Software 4.0.8	SHA-1/SHA-2
SoundStation IP 6000	UC Software 4.0.8H	UC Software 4.0.8	SHA-1/SHA-2
SoundStation IP 7000	UC Software 4.0.8H	UC Software 4.0.8	SHA-1/SHA-2
SoundStation IP 7000 (HDX Models Only ¹)	UC Software 4.0.8H	UC Software 4.0.8	SHA-1/SHA-2
SoundStation Duo	UC Software 4.0.8H	UC Software 4.0.8	SHA-1/SHA-2
SoundStructure VoIP Interface Card	UC Software 4.0.8H	UC Software 4.0.8	SHA-1/SHA-2

SoundPoint IP Shipping Configurations

<i>Product</i>	<i>Required Software Version</i>	<i>Current Software Version</i>	<i>Current Certificate Support</i>
IP 321/331	UC Software 4.08H	UC Software 4.0.8	SHA-1/SHA-2
IP 335	UC Software 4.0.8H	UC Software 4.0.8	SHA-1/SHA-2
IP 450	UC Software 4.0.8H	UC Software 4.0.8	SHA-1/SHA-2
IP 550	UC Software 4.0.8H	UC Software 4.0.8	SHA-1/SHA-2
IP 560	UC Software 4.0.8H	UC Software 4.0.8	SHA-1/SHA-2
IP 650	UC Software 4.0.8H	UC Software 4.0.8	SHA-1/SHA-2
IP 670	UC Software 4.0.8H	UC Software 4.0.8	SHA-1/SHA-2

VVX Shipping Configurations

<i>Product</i>	<i>Required Software Version</i>	<i>Current Software Version</i>	<i>Current Certificate Support</i>
VVX 101	UC Software 5.4.0	UC Software 5.4.0	SHA-1/SHA-2
VVX 201	UC Software 4.1.7G	UC Software 4.1.7	SHA-1/SHA-2
VVX 300	UC Software 4.1.7G	UC Software 4.1.7	SHA-1/SHA-2
VVX 301	UC Software 5.4.1	UC Software 5.4.1	SHA-1/SHA-2
VVX 310	UC Software 4.1.7G	UC Software 4.1.7	SHA-1/SHA-2
VVX 311	UC Software 5.4.1	UC Software 5.4.1	SHA-1/SHA-2
VVX 400	UC Software 4.1.7G	UC Software 4.1.7	SHA-1/SHA-2
VVX 401	UC Software 5.4.1	UC Software 5.4.1	SHA-1/SHA-2
VVX 410	UC Software 4.1.7G	UC Software 4.1.7	SHA-1/SHA-2
VVX 411	UC Software 5.4.1	UC Software 5.4.1	SHA-1/SHA-2
VVX 500	UC Software 4.1.7G	UC Software 4.1.7	SHA-1/SHA-2
VVX 501	UC Software 5.4.1	UC Software 5.4.1	SHA-1/SHA-2

<i>Product</i>	<i>Required Software Version</i>	<i>Current Software Version</i>	<i>Current Certificate Support</i>
VVX 600	UC Software 4.1.7G	UC Software 4.1.7	SHA-1/SHA-2
VVX 601	UC Software 5.4.1	UC Software 5.4.1	SHA-1/SHA-2
VVX 1500/1500D/1500G	UC Software 4.0.8H	UC Software 4.0.8	SHA-1/SHA-2

Refer to [EA 75429](#) and [EA 106961](#) for all current shipping configurations at the time this document is published. Per [EA 106961](#), phones shipping from the factory after November 2015 will have UCS 4.0.8 preinstalled and will have the correct certificate support.

Potential Impacts

It is Polycom's intent that all devices shipping from the factory will be capable of supporting SHA-2 certificates in time for the cutover. However, due to the time taken for factory stock to transition through Polycom distribution channels, it is possible that when the ZTP cutover to SHA-2 happens, there will still be some units that do not have the required certificate support. In the event that a unit that was shipped with pre-UCS 4.0.8 software attempts to connect to ZTP after the cutover date, authentication will fail, and that device will not provision as expected. In the event that this happens, it will be necessary to perform a manual software update and configuration of the phone. Failure to provision via ZTP will not result in any further problems with the phone and the phone will behave as expected when correctly provisioned.

Unfortunately, it is not possible to guarantee that this situation will not arise. Polycom is making every effort to ensure that devices ship with the correct software as soon as possible to minimize the possibility of this happening.

Further Information on SHA 1 Deprecation Impacts

Please refer to [Technical Note 100093](#) for additional information on SHA 1 deprecation as it applies to all Polycom desktop phones.

ZTP Cutover Date for SHA 1 Deprecation

The current plan of intent is to fully cut over to use SHA 2 for support of ZTP certificates by **June 20th 2016**. After this date, phones that do not have the appropriate certificates installed from the factory will not be able to access the ZTP service. Additional information and updates will be provided to customers as the cut over date approaches, including any additional information that might be required.

In the event that you have phones that are not able to authenticate with the ZTP server due to certificate issues, please contact your Polycom representative.

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