



# Unable to Sign Into Skype for Business Due to Failure Of Fetching Certificate | Microsoft NEL Feature

## VVX UC Software Upgrade Required

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# Summary

Microsoft is enabling their Network Error Logging (NEL) feature on their login.windows.net servers.



As a result of a UC software issue, you will not be able to sign-in to Skype for Business using your VVX phone when this feature is enabled.

**A fix to this issue is now available as a software upgrade.**

## ***Affected Products:***

This issue affects the following VVX VoIP phone models:

VVX 201, 250, 300, 301, 310, 311, 350, 400, 401, 410, 411, 450, 500, 501, 600, 601

## ***What is NEL?:***

Network Error Logging (NEL) is a mechanism used by web service providers to detect when clients are intermittently unable to connect to their service due to various network issues. It defines two new headers ("NEL:" and "Report-To:") that the web service includes in HTTP responses to the client. These HTTP headers list endpoints that the client can send out reports if they experience issues with connectivity.

## ***Problem Statement:***

The new HTTP headers both include JSON objects as their values, which start with a curly brace ("{""). This is problematic because the body of many of the types of HTTP responses the phone expects also start with a curly brace. The phone's software erroneously assumes any curly brace in a response marked at the start of the body of the HTTP response rather than just part of the HTTP response's header.

## ***Issue Detection:***

When this failure occurs, a message such as the following will be present in the application logs from the "auth" log module:

```
[OAuth2ParseAndSaveRequiredInfo]:[1532] eReqRspID[1] m_RetVal[-1]
curlReturn[0] HttpRspCode[200] csStrippedResponse[{"group":"network-
errors","max_age":86400,"endpoints":[{"url":"https://identity.nelreports.net/
api/report...
```

## ***Resolution:***

Rather than looking for a curly brace to identify the beginning of the HTTP response body, the software now correctly looks for a blank line in the response that delineates the HTTP header from the body.

## **Required Actions:**

Update the VVX phone's firmware with any of the listed UC software branch (see *Available Software* below).

## **Available UC Software Upgrades:**

The fix to this issue is available in the following UC Software branches:

- UCS 5.9.6.2996
- UCS 6.2.1.1508
- UCS 6.3.1.11465

These software versions along with this Engineering Advisory are available in the [Poly support pages](#).

# Get Help

For more information about installing, configuring, and administering Poly/Polycom products or services, go to the [Poly Online Support Center](#).

## ***Related Poly and Partner Resources***

See the following sites for information related to this product.

- The [Poly Online Support Center](#) is the entry point to online product, service, and solution support information including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.
- The [Polycom Document Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The [Poly Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Poly Partner Network](#) are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.
- The [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

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