



Regarding Microsoft Online Device Registration with OAuth 2.0 via 3rd party Azure Application ID

This technical advisory addresses the change announced by Microsoft related to the Microsoft Online device registration requirement planned for July 15th, 2020. This change impacts Poly devices registered for Skype for Business accounts.

The following Poly products are impacted by this change.

- VVX Series
- Trio 8800/8500,
- RealPresence Group Series

Executive Summary

Microsoft published [a blog article](#) which announced their plan to revoke support for the existing Azure application ID leveraged by third party device vendors including Poly, and instead require a partner specific application ID. This change goes into effect on July 15th, 2020. To ensure uninterrupted operation, the customer will be required to perform a two-step process:

1. A tenant-wide consent by a customers' administrator to permit these devices to register to Azure Active Directory.
2. Update firmware to impacted devices to support new vendor specific application ID.

Microsoft has announced that all certified Skype for Business devices must be updated by July 15th, 2020. Without the update, **authentication to Microsoft services on these devices will fail and you will no longer be able to sign in to Skype for Business from these devices. Check the impacted topology in the table below, and if applicable, please complete these two steps by July 15th, 2020.**

Deployment Topology - This is applicable to authentication via OAuth 2.0

Deployment Type	Impact Statement
Skype for Business Online and/or Exchange Online	All phones must be updated, and tenant admins must have approved phone partners App ID using the consent URL

Skype for Business and/or Exchange On-Premise Hybrid (With Modern Auth Deployed)	All phones must be updated, and tenant admins must have approved phone partners App ID using the consent URL approved phone partners App ID using the consent URL
Hybrid Modern Authentication against on-premises Microsoft workloads	All phones must be updated, and tenant admins must have approved phone partners App ID using the consent URL Note: Exchange must be 2016+
Skype for Business and/or Exchange On-Premises Hybrid (No Modern Auth)	No Impact
Skype for Business and/or Exchange On-Premises No Hybrid	No Impact

Step 1. Perform a tenant-wide consent by tenant administrator

A customer administrator (tenant administrator) must go to the [consent URL](#) and accept permissions. This process can be performed at any time prior to Endpoint Device Firmware upgrade.



Step 2. Update device firmware

Poly will release an update that supports new Poly application ID for the following products.

Device Name	Firmware Version	Timeline
VVX Phones	5.9.4	September 2019
Trio (8800,8500)	5.9.1AA	September 2019
RealPresence Group Series	6.2.1.1	June 2019

Note: Only Microsoft certified devices are impacted due this change and SoundStructure is not part of Certified O365 devices.

FAQ

Question: What happens if an upgrade to respective firmware (listed in the table above) is not performed?

Answer: Effective July 15th, 2020 when users attempt to sign-in on devices that are not upgraded authentication will fail.

Question: Would all 3PIP-qualified releases (such as UC Software releases) include App ID changes proposed by Microsoft?

Answer: No, only the specified and later versions in the table will have the changes. We request that customers go through the tenant-wide consent first, then upgrade the device software.

Question: What happens if device firmware is upgraded without going through the [Consent URL](#)?

Answer: Impacted users' authentication will fail to sign in; the tenant administrators are requested to perform the consent and retry the authentication.

Question: When should tenant administrators perform the consent?

Answer: Poly consent should be performed any time before upgrading the device firmware to avoid authentication failures.

Question: If a tenant Administrator performs consent from the provided URL prior to upgrading firmware, will users have any sign-in issues?

Answer: Users shall not have sign-in issues if tenant administrators perform acceptance on consent URL & then proceed with device Firmware upgrade.

Question: Are Lync phone edition devices (CX Range) impacted by this change?

Answer: Lync phones are out of support and end of life and will fail to sign-in due to lack of support for TLS 1.2.

Question: Are the devices connecting to Skype for Business Server affected by this change?

Answer: No, unless authentication is through OAuth to sign-in to the Skype for Business Server account.

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