

Product Correction Notice (PCN)

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SECTION 1 - CUSTOMER NOTICE

Products affected by this PCN: Avaya Aura® Communication Manager 6.2 Solution Templates running on System Platform R6.2.x equipped S8300D, S8510, S8800 and Common Servers (HP® DL360 G7 and Dell® R610 Servers).

Description: **March 19, 2012** – This PCN introduces Communication Manager 6.2 Service Pack #0 (02.0.823.0-19593.tar.gz). Service Pack #0 uses System Platform R6.2 (6.2.0.0.27). Servers running Communication Manager 6.2 Solution Templates should already be running System Platform R6.2 (6.2.0.0.27).

Communication Manager 6.2 Service Pack #0 only applies to CM 6.2 software load R016x.02.0.823.0 and is not applicable to any other servers, software loads, or releases of Communication Manager.

To determine the release of Communication Manager software that is being run on a server you can:

- launch the System Platform Management Console and check the Virtual Machine List by clicking **Virtual Machine Management > Manage**
- *execute the swversion* command from the Communication Manager bash shell
- launch the Communication Manager System Management Interface (CM-SMI) from a browser. From the top navigation bar select **Server (Maintenance)** under the **Administration** pull-down menu. Then select the **Software Version** page under the **Server** links on the left hand menu.
- *execute the list configuration software-versions* command from the Communication Manager SAT

To determine the release of System Platform software that is being run on a server you can:

- execute the *swversion* command from the bash shell on domain-0 or cdom, or
- launch the webconsole management interface from a browser and check the **Virtual Machine Management** page and look for the version listed for domain-0.

Level of Risk/Severity
 Class 1=High
 Class 2=Medium
 Class 3=Low

Class 2

Is it required that this PCN be applied to my system? This PCN is required for S8300D, S8510, S8800, HP DL360 G7 and Dell R610 Servers running System Platform 6.2 and any of the Communication Manager 6.2 Solution Templates. The Communication Manager software load used in these templates is R016x.02.0.823.0.

The risk if this PCN is not installed:	It is possible that Communication Manager service disruptions could occur, as well as some features not working as expected.
Is this PCN for US customers, non-US customers, or both?	This PCN applies to both US and non-US customers.
Does applying this PCN disrupt my service during installation?	<p>This Communication Manager service pack will disrupt service in that it requires a reset 4 to take effect.</p> <p>Duplicated servers can use the call preserving service pack installation procedure described in the installation instructions.</p>
Installation of this PCN is required by:	Customer or Avaya Authorized Service Provider. This service pack is customer installable and remotely installable.
Release notes and workarounds are located:	<p>The Communication Manager 6.2 SP 0 service pack release notes contain the specific software updates included in the service pack and can be obtained by performing the following steps from a browser:</p> <ol style="list-style-type: none"> 1. Go to http://support.avaya.com and click Downloads in the left hand navigation list 2. Begin to type Communication Manager in the Product Name field of the pop-up window and when Avaya Aura® Communication Manager appears as a selection below, select it. If instead the A-Z List is clicked in the pop-up window and Avaya Aura® Communication Manager is selected, you will once again need to click Downloads in the left hand navigation list. 3. Click on Latest TN Circuit Pack, Server, and Media Gateway Firmware and Software Updates 4. Click on GA load 823.0 in the Avaya Aura Communication Manager 6.2 Release row of the Software Update table for Servers running Communication Manager 5. Click on the link for Avaya Aura® Communication Manager 6.2 Service Pack 0 Release Notes.
What materials are required to implement this PCN (If PCN can be customer installed):	<p>This PCN is being issued as a customer installable PCN. The specified Communication update is required. To obtain the update refer to the How do I order this PCN section of this PCN.</p> <p>If unfamiliar with installing Communication Manager service packs, the installation instructions are required. To obtain the installation instructions please refer to the Finding the installation instructions section of this PCN.</p>
How do I order this PCN (If PCN can be customer installed):	<p>The service pack can be downloaded by performing the following steps from a browser:</p> <ol style="list-style-type: none"> 1. Go to http://support.avaya.com and click sign in then enter your login information 2. Click Downloads in the left hand navigation list 3. Begin to type Communication Manager in the Product Name field of the pop-up window and when Avaya Aura® Communication Manager appears as a selection below, select it. If instead the A-Z List is clicked in the pop-up window and Avaya Aura® Communication Manager is selected, you will once

again need to click **Downloads** in the left hand navigation list.

4. Click on **Latest TN Circuit Pack, Server, and Media Gateway Firmware and Software Updates**
5. Click on GA load **823.0** in the **Avaya Aura Communication Manager 6.2** Release row of the **Software Update table for Servers running Communication Manager**
6. You are currently viewing the content of the Summary tab. Click on the **Downloads** tab at the top of the screen.
7. Click on the link titled **02.0.823.0-19593.tar.gz** to download the Communication Manager service pack.
8. You may have to complete a onetime registration with the PLDS system before downloading.

The service pack can also be downloaded directly from the PLDS system at <http://plds.avaya.com>.

1. Enter your login ID and password. You may have to search for and enter your company name and/or accept the one time EULA to gain access to software downloads.
2. Click **View Downloads**
3. In the **Search by Download** tab enter **CM000000105** in the **Download Pub ID:** search field to access the Communication Manager service pack download. Click the **Download** link to begin the download

Hint: In the **View Downloads** section under the **Suggested Downloads** tab, select **Communication Manager** in the **Product Line** search field to display frequently downloaded Communication Manager software, including service packs.

The MD5 sums are included in the Support and PLDS descriptions for these downloads.

Finding the installation instructions (If PCN can be customer installed):

The instructions for installing System Platform and Communication Manager software updates can be obtained by performing the following steps from a browser:

1. Go to <http://support.avaya.com> and click **Documentation** in the left-hand navigation list.
2. Click **View All Documents** from the Documentation menu.
3. Select **Avaya Aura® Communication Manager** from the A-Z List (under "A" for Avaya).
4. Select **6.2.x** from the Release pull-down menu.
5. Click on the document titled **Implementing Avaya Aura® Communication Manager (03-603558)**.
6. See the **Managing Patches** section in Chapter 4.

SECTION 1A – SOFTWARE SERVICE PACK INFORMATION

Note: Customers are required to backup their systems before applying the Service Pack.

How to verify the installation of the Service Pack has been successful:

There are several options to verify the Communication Manager service pack installation was successful:

- 1) Access the **Server Management > Patch Management** page on System Platform which should show the status of the patch as "active."
- 2) Or, to verify the service pack is successfully installed using the Communication Manager System Management Interface web pages perform the following steps from a web browser:

- Access the Communication Manager System Management Interface web pages by entering the Server name or IP address in the browser Address box.
- Login to the web pages.
- From the top navigation bar select **Server (Maintenance)** under the **Administration** pull-down menu.
- Then select the **Software Version** page under the **Server** links on the left hand menu.
- Verify that under “UPDATES:” service pack “02.0.823.0-19593” shows “activated”.

3) Or using the Communication Manager Command Line Interface run the following bash command:
 > update_show
 This should show the status of service pack (Update ID)
 “02.0.823.0-19593” as “activated”.

What you should do if the Service Pack installation fails?

Escalate to Avaya **Global Support Services (GSS)** or an Avaya authorized Business Partner.

How to remove the Service Pack if malfunction of your system occurs:

IMPORTANT: To avoid losing service, IP Softphone users should logoff thereby restoring their base phone to service before removing a Communication Manager service pack.

To remove the Communication Manager service pack:

- 1) On System Platform click **Server Management > Patch Management**
- 2) Click **Manage**.
The Patch List page displays the list of patches and the current status of the patches.
- 3) On the Patch List page, click on the patch that you want to remove.
- 4) Click **Remove**.

SECTION 1B – SECURITY INFORMATION

Are there any security risks involved?

Not Applicable

Avaya Security Vulnerability Classification:

Not Applicable

Mitigation:

Not Applicable

SECTION 1C – ENTITLEMENTS AND CONTACTS

Material Coverage Entitlements:

This Communication Manager 6.2 service pack is available free of charge to customers who are already licensed for Communication Manager 6.x. However, starting with Release 6.2 the Service Pack and Dot Release Guardian feature controls customer entitlement to these Communication Manager software updates as described below.

Communication Manager 6.2 introduces the Service Pack and Dot Release Guardian feature. This

feature determines customer software entitlement by comparing the software Publication Date embedded in the Communication Manager 6.2 dot release or service pack software to the Support End Date (SED) in the Product Licensing and Delivery System (PLDS) generated license. The SED is set as the later of the warranty expiration date or the support contract expiration date.

-If the service pack/dot release has a **Publication Date on or before the SED**, the service pack/dot release is **allowed**.

-If the service pack/dot release has a **Publication Date after the SED**, the service pack/dot release is **not allowed**

Attempting to install a service pack that is not allowed will fail with an error message indicating that the Publication Date is after the SED in the license file.

Starting on August 20, 2011 all Communication Manager 6.x license files generated in PLDS include the SED. Installing service packs on Communication Manager 6.2 systems using these licenses will be subject to the Guardian entitlement check.

Communication Manager 6.x license files generated before August 20, 2011 do not have the SED and systems using these licenses can upgrade to Communication Manager 6.2 without the Guardian entitlement check. Installing service packs on Communication Manager 6.2 systems using these licenses will not be subject to the Guardian entitlement check.

Avaya recommends generating and installing a license file with SED before upgrading to Communication Manager 6.2 or installing CM 6.2 service packs. This will help insure the SED supports the Communication Manager 6.2 Service Pack #0 Publication Date of **27 December 2011**.

For more information on Service Pack and Dot Release Guardian refer to the document titled **Implementing Avaya Aura® Communication Manager Release 6.2**.

**Avaya
Customer
Service
Coverage
Entitlements:**

Avaya is issuing this PCN as installable by the customer. If the customer requests Avaya to install this PCN, it is considered a billable event as outlined in Section 4 (*Software Updates and Product Correction Notices*) of the Avaya Service Agreement Supplement (Full Maintenance Coverage) unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer.

Additionally, Avaya on-site support is not included. If on-site support is requested, Avaya will bill the customer current Per Incident charges unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer.

Customers under the following Avaya coverage:

-Full Coverage Service Contract*

-On-site Hardware Maintenance Contract*

Remote Installation	Current Per Incident Rates Apply
Remote or On-site Services Labor	Current Per Incident Rates Apply

- Service contracts that include both labor and parts support – 24x7, 8x5.

Customers under the following Avaya coverage:

- Warranty
- Software Support
- Software Support Plus Upgrades
- Remote Only
- Parts Plus Remote
- Remote Hardware Support
- Remote Hardware Support w/ Advance Parts Replacement

Help-Line Assistance	Per Terms of Services Contract or coverage
Remote or On-site Services Labor	Per Terms of Services Contract or coverage

Avaya Product Correction Notice Support Offer

The Avaya Product Correction Support Offer provides out-of-hours support for remote and on-site technician installable PCNs, and Avaya installation for all Avaya issued PCNs that are classified as "Customer-Installable". Refer to the PCN Offer or contact your Avaya Account Representative for complete details.

**Avaya
Authorized
Partner
Service
Coverage
Entitlements:**
Avaya Authorized Partner

Avaya Authorized Partners are responsible for the implementation of this PCN on behalf of their customers.

**Avaya Contacts:
For assistance
with this PCN
contact your
local or
regional Service
group.**

Refer to the Global Support Services – Support Directory at the following link:

<http://support.avaya.com/directories>