

PSN# PSN001133u

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Severity/risk level High

Urgency Immediately

Name of problem Interactive Response Solaris 8 low CPU availability

Products affected

Interactive Response 1.2.1, 1.3, 2.0 Solaris 8

Problem description

It was discovered after some customers had installed Solaris patches, 109793-28 or 109793-29, on their Solaris 8 Interactive Response systems, that the CPU utilization decreased to 50% idle or less, which is affecting system performance on those systems. The Solaris patch 109793-27 or earlier does not cause this issue.

Resolution

Sun has determined there is a problem with these patches, but does not have a new patch to correct the issue.

If either of the patches is installed, remove the patches with the "patchrm" command. For example, patchrm 109793-28 or patchrm 109793-29.

The Solaris 8 Cluster that is on <http://support.avaya.com> for IR 1.3 and IR 2.0, with a release date of 10/2006 has the 109793-27, instead of the later release patches. After removing the later release patches, it is recommended to install this Solaris Patch Cluster.

Workaround or alternative remediation

Remarks

### Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

yes

Download

yes

Patch install instructions

Service-interrupting?

Supplied with the Solaris Cluster

No

Verification

n/a

Failure

n/a

Patch uninstall instructions

Supplied with the Solaris Cluster

### 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

**For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.**

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
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