

Product Correction Notice (PCN)

Issue Date: 23-Apr-2012
Supplement Date: 19-May-2014
Archive Date: N/A
PCN Number: 1863S

SECTION 1 - CUSTOMER NOTICE

Products affected by this PCN:	Avaya Aura® Experience Portal 6.0 (Linux)
Description:	<p>19-May-2014 - Supplement 2 - Avaya Aura® Experience Portal 6.0 Service Pack 3 is now generally available. Refer to the release note for a list of the problems fixed in the service pack.</p> <p>Important:</p> <ul style="list-style-type: none"> ▪ Avaya Aura® Experience Portal 6.0 Service Pack 3 requires Red Hat Enterprise Linux Server 6.3 or later, or Avaya Enterprise Linux for Avaya Aura® Experience Portal 6.0 Service Pack 2 or later. There is a new version of Avaya Enterprise Linux based on Red Hat Enterprise Linux 6.5 available for use with this service pack. ▪ If you have Avaya Aura® Experience Portal Intelligent Customer Routing 6.0 Service Pack 2 installed, you must download and install Avaya Aura® Experience Portal Intelligent Customer Routing 6.0 Service Pack 3. ▪ If you have Proactive Outreach Manager 2.0.x or 2.5 installed, you must download and install Proactive Outreach Manager 2.5 Service Pack 1. <p>10-Dec-2012 - Supplement 1 - Avaya Aura® Experience Portal 6.0 Service Pack 2 is now generally available. Refer to the release note for a list of the problems fixed in the service pack.</p> <p>23-Apr-2012 - Avaya Aura® Experience Portal 6.0 Service Pack 1 is now generally available. Refer to the release note for a list of the problems fixed in the service pack.</p>
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?	Recommended
The risk if this PCN is not installed:	The system will continue to be vulnerable to the issues addressed by the service pack. Reference the release note for the list of resolved issues.

<p>Is this PCN for US customers, non-US customers, or both?</p>	<p>Applies to all customers.</p>
<p>Does applying this PCN disrupt my service during installation?</p>	<p>Yes However, if your system has multiple MPPs then your system can continue to take calls during the upgrade.</p>
<p>Installation of this PCN is required by:</p>	<p>Customer or Avaya Authorized Service Provider.</p>
<p>Release notes and workarounds are located:</p>	<p>The release note is available on the Avaya Aura® Experience Portal 6.0 Service Pack 3 Downloads page: https://support.avaya.com/products/P0407/avaya-aura-experience-portal/6.0.x</p>
<p>What materials are required to implement this PCN (If PCN can be customer installed):</p>	<ul style="list-style-type: none"> ▪ ReleaseNotes.htm – Avaya Aura® Experience Portal 6.0 Service Pack 3 release note ▪ 6.0.3.0.0402_Linux.iso – Avaya Aura® Experience Portal 6.0 Service Pack 3 ▪ aaepInstaller-RH6.5.32-AV02EP6.10Apr14.124750.iso – Avaya Enterprise Linux for Avaya Aura® Experience Portal 6.0 Service Pack 3
<p>How do I order this PCN (If PCN can be customer installed):</p>	<p>Software can be downloaded from the Avaya Aura® Experience Portal 6.0 Service Pack 3 Downloads page: https://support.avaya.com/products/P0407/avaya-aura-experience-portal/6.0.x</p> <p>Note: Avaya Aura® Experience Portal 6.0 Service Pack 3 is now available as a software download on support.avaya.com. Should physical DVD media be needed, it can be ordered as follows:</p>
<p>Finding the installation instructions (If PCN can be customer installed):</p>	<p>Customers ordering the hardware bundle [700501715 – AAEP 6.0 HDWR BNDL MEDIA] should also add these two codes in SAP if they wish to receive Avaya Aura® Experience Portal 6.0 Service Pack 3 media:</p> <p style="padding-left: 40px;">700506978 – AAEP 6.0 SP3 SFTW ONLY MEDIA LINUX 700506979 – AAEP 6.0 SP3 HDWR BNDL MEDIA</p> <p>Customers ordering the software bundle [700501714 – AAEP 6.0 SFTW ONLY MEDIA LINUX] should also add this code in SAP if they wish to receive Avaya Aura® Experience Portal 6.0 Service Pack 3 media:</p> <p style="padding-left: 40px;">700506978 – AAEP 6.0 SP3 SFTW ONLY MEDIA LINUX</p>
<p>Finding the installation instructions (If PCN can be customer installed):</p>	<p>Refer to the release note for installation and upgrade instructions.</p>

installed):

SECTION 1A – SOFTWARE SERVICE PACK INFORMATION

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

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

Verification of the service pack is similar to verifying a regular release. It would involve checking the installation summary for any errors, and possibly also reviewing the installation logs. Configuring a system to make calls could also be a part of the verification process.

What you should do if the Service Pack installation fails?

At a very high level, correction of installation failures involves a) identifying the problem area and then b) addressing it. Due to the number of steps performed during installation, it is nearly impossible to document all possible failure points, but error messages that are seen commonly are described in our troubleshooting guide. In general, most system or package/RPM errors are caught during the prerequisite checker/installation, allowing the user to correct the problem before the actual install sequence starts.

The step(s) required to address the installation failure will depend on the point of failure. Again, the majority of issues are caught during prerequisite checking/installation, which allows the user to easily re-execute the failed check/install after addressing the flagged issue. Warnings that occur during the installation sequence and are displayed on the installation summary will sometimes require addressing the flagged problem(s) and then reinstalling the software.

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

For upgrades involving Red Hat Enterprise Server, a system backup should be performed on the EPM prior to installation of the service pack in case the user wishes to restore back to the prior system. Reverting back to the previous state would include reinstalling the OS, performing an install of the desired version of Avaya Aura® Experience Portal software, and then performing a restore. For the MPP, no backup is required, as there is no data stored on the system aside from call records, which should have been preserved onto the EPM if upgrade procedures were followed. For these systems, the operating system can be reverted, and the desired version of MPP can be reinstalled.

For upgrades involving an Avaya Enterprise Linux upgrade, it is possible to restore to the backup partition with the previous release using the cpartition command. These steps are documented in the product documentation.

SECTION 1B – SECURITY INFORMATION

Are there any security risks involved?

No

Avaya Security Vulnerability Classification:

N/A

Mitigation: N/A

SECTION 1C – ENTITLEMENTS AND CONTACTS

Material Coverage Entitlements: This PCN is being offered at no charge to the customer.

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.

**Who to contact
for more
information:**

If you require further information or assistance please contact your Authorized Service Provider, or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support [Terms of Use](#).