AVAYA

Product Correction Notice (PCN)

Issue Date:	**07-May-2012**
Supplement 10 Date:	**13-March-2014**
Archive Date:	**NA**
PCN Number:	**1792S**

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).

Avaya Aura® Communication Manager 6.2 Simplex VAppliance and Duplex VAppliance running on VMware® vSphere™ ESXi 5.0 infrastructures.

Description:

13 March 2014 – Supplement 10 introduces the following updates:
- **Communication Manager 6.2 Service Pack #8 (02.0.823.0-21388.tar)**. Communication Manager 6.2 Service Pack #8 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. Service Pack #8 delivers software fixes for Communication Manager 6.2.
- **System Platform R6.2.2** (vsp-patch-6.2.2.09001.0.noarch.rpm).   This patch is applied on top of System Platform 6.2.1.0.9 (vsp-6.2.1.0.9.iso) and can be installed on top of System Platform patch 6.2.2.06002.0 or 6.2.2.08001.0 which are used with Communication Manager 6.2 Service Pack #4 (20199) and Service Pack #5 (20396) respectively. Communication Manager 6.2 Service Pack #8 (21388) uses System Platform R6.2.1.0.9 + patch 6.2.2.09001.0.

14 October 2013 – Supplement 9 introduced the following updates:
- **Communication Manager 6.2 Service Pack #7.01 (02.0.823.0-21049.tar)**. Communication Manager 6.2 Service Pack #7.01 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. Service Pack #7.01 delivers software fixes for Communication Manager 6.2.
- **System Platform R6.2.2** (vsp-patch-6.2.2.09001.0.noarch.rpm).   This patch is applied on top of System Platform 6.2.1.0.9 (vsp-6.2.1.0.9.iso) and can be installed on top of System Platform patch 6.2.2.06002.0 or 6.2.2.08001.0 which are used with Communication Manager 6.2 Service Pack #4 (20199) and Service Pack #5 (20396) respectively. Communication Manager 6.2 Service Pack #7.01 (21049) uses System Platform R6.2.1.0.9 + patch 6.2.2.09001.0.

9 September 2013 – Supplement 8 introduced the following updates:
- **Communication Manager 6.2 Service Pack #7 (02.0.823.0-20954.tar)**. Communication Manager 6.2 Service Pack #7 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. Service Pack #7 delivers software fixes for Communication Manager 6.2.
- **System Platform R6.2.2** (vsp-patch-6.2.2.09001.0.noarch.rpm).   This patch is applied on top of System Platform 6.2.1.0.9 (vsp-6.2.1.0.9.iso) and can be installed on top of System Platform patch 6.2.2.06002.0 or 6.2.2.08001.0 which are used with Communication Manager 6.2 Service Pack #4 (20199) and Service Pack #5 (20396) respectively. Communication Manager 6.2 Service Pack #7 (20954) uses System Platform R6.2.1.0.9 + patch 6.2.2.09001.0.

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1 July 2013 – Supplement 7 introduced the following updates:
- **Communication Manager 6.2 Service Pack #6.01 (02.0.823.0-20763.tar)**. Communication Manager 6.2 Service Pack #6.01 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. Service Pack #6.01 delivers software fixes for Communication Manager 6.2.
- **System Platform R6.2.2** (vsp-patch-6.2.2.09001.0.noarch.rpm). This patch is applied on top of System Platform 6.2.1.0.9 (vsp-6.2.1.0.9.iso) and can be installed on top of System Platform patch 6.2.2.06002.0 or 6.2.2.08001.0 which are used with Communication Manager 6.2 Service Pack #4 (20199) and Service Pack #5 (20396) respectively. Communication Manager 6.2 Service Pack #6.01 (20763) uses System Platform R6.2.1.0.9 + patch 6.2.2.09001.0.

22 April 2013 – Supplement 6 introduced the following updates:
- **Communication Manager 6.2 Service Pack #6 (02.0.823.0-20558.tar)**. Communication Manager 6.2 Service Pack #6 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. Service Pack #6 delivers software fixes for Communication Manager 6.2.
- **System Platform R6.2.2** (vsp-patch-6.2.2.09001.0.noarch.rpm). This patch is applied on top of System Platform 6.2.1.0.9 (vsp-6.2.1.0.9.iso) and can be installed on top of System Platform patch 6.2.2.06002.0 or 6.2.2.08001.0 which are used with Communication Manager 6.2 Service Pack #4 (20199) and Service Pack #5 (20396) respectively. Communication Manager 6.2 Service Pack #6 (20558) uses System Platform R6.2.1.0.9 + patch 6.2.2.09001.0.

11 February 2013 – Supplement 5 introduced the following updates:
- **Communication Manager 6.2 Service Pack #5 (02.0.823.0-20396.tar)**. Communication Manager 6.2 Service Pack #5 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. Service Pack #5 delivers software fixes for Communication Manager 6.2.
- **System Platform R6.2.2** (vsp-patch-6.2.2.08001.0.noarch.rpm). This patch is applied on top of System Platform 6.2.1.0.9 (vsp-6.2.1.0.9.iso) and can be installed on top of System Platform patch 6.2.2.06002.0 which is used with Communication Manager 6.2 Service Pack #4 (20199). Communication Manager 6.2 Service Pack #5 (20396) uses System Platform R6.2.1.0.9 + patch 6.2.2.08001.0.

3 December 2012 – Supplement 4 introduced the following updates:
- **Communication Manager 6.2 Service Pack #4 (02.0.823.0-20199.tar)**. Communication Manager 6.2 Service Pack #4 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. Service Pack #4 delivers software fixes for Communication Manager 6.2 and new features as part of Avaya Aura 6.2 Feature Pack 1. See the Communication Manager 6.2 Service Pack #4 Release Notes for more information.
- **System Platform R6.2.2** (vsp-patch-6.2.2.06002.0.noarch.rpm). This patch is applied on top of System Platform 6.2.1.0.9 (vsp-6.2.1.0.9.iso). Communication Manager 6.2 Service Pack #4 (20199) uses System Platform R6.2.1.0.9 + patch 6.2.2.06002.0.

10 September 2012 – Supplement 3 introduced the following updates:
- **Communication Manager 6.2 Service Pack #3 (02.0.823.0-20001.tar)**. Communication Manager 6.2 Service Pack #3 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. Communication Manager 6.2 Service Pack #3 (20001) uses System Platform R6.2.1.0.9 (vsp-6.2.1.0.9.iso).

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25 July 2012 – Supplement 2 introduced the following updates:

- **Communication Manager 6.2 Service Pack #2.01 (02.0.823.0-19926.tar)**. Communication Manager 6.2 Service Pack #2.01 (19926) uses System Platform R6.2.1.0.9 (vsp-6.2.1.0.9.iso).
- **Eliminated System Platform Pre-Upgrade Patch 6.2.0.2.27** which is **not** required for upgrading System Platform R6.2 (6.2.0.0.27) to System Platform R6.2.1 (6.2.1.0.9) for Communication Manager 6.2.

9 July 2012 – Supplement 1 introduced the following software updates:

- **Communication Manager 6.2 Service Pack #2 (02.0.823.0-19883.tar)**.
- **System Platform R6.2.1 (vsp-6.2.1.0.9.iso).** Communication Manager 6.2 Service Pack #2 (19883) uses System Platform R6.2.1 (vsp-6.2.1.0.9.iso).
- ~~**System Platform Pre-Upgrade Patch 6.2.0.2.27 (vsp-patch-6.2.0.2.27.noarch.rpm).** Apply this patch to servers running System Platform R6.2 (6.2.0.0.27) before upgrading to System Platform R6.2.1 (6.2.1.0.9).~~

7 May 2012 – The original PCN introduced Communication Manager 6.2 Service Pack #1 (02.0.823.0-19721.tar). Service Pack #1 (19721) uses System Platform R6.2 (6.2.0.0.27).

The first service pack for Communication Manager 6.2 was SP #0 (02.0.823.0-19593.tar) that launched on March 19, 2012 under PCN 1791P. CM 6.2 SP#0 (19593) uses System Platform R6.2 (6.2.0.0.27).

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

- launch the System Platform Web 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 not required but is recommended for S8300D, S8510, S8800, HP DL360 G7 and Dell R610 servers running System Platform R6.2 and any of the Communication Manager 6.2 Solution Templates. Note that there are two Communication Manager Solution Template versions that include Communication Manager 6.2: - Avaya Aura 6.2 Communication Manager Solution Templates version 6.2.0.0.3086

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	• Avaya Aura 6.2.**1 Communication Manager Solution Templates version 6.2.1.0.3345** **The Communication Manager** 6.2 software load used in both template versions is R016x.02.0.823.0. Refer to PCN 1599S for more information. This PCN is also recommended for the Communication Manager 6.2 Simplex VAppliance and Duplex VAppliance running on VMware® vSphere™ ESXi 5.0 infrastructures.
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?	This Communication Manager service pack will disrupt service in that it requires a reset 4 to take effect. If the System Platform update had not be completed previously, it also disrupts service since the System Domain and Console Domain are rebooted, and as a result all other virtual machines including Communication Manager will be rebooted. Duplicated servers can use the call preserving service pack installation procedure described in the installation instructions.
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:	The Communication Manager 6.2 Service Pack #8 release notes contain the specific software updates included in the service pack and can be obtained by performing the following steps from a browser: 1. Go to http://support.avaya.com then enter your **Username** and **Password** and click **LOG IN.** 2. Click **DOWNLOADS & DOCUMENTS** at the top of the page. 3. Begin to type **Communication Manager** in the **Enter Your Product Here** box and when Avaya Aura® Communication Manager appears as a selection below, select it. 4. Select 6.2.x from the **Choose Release** pull down menu to the right. 5. Select **Downloads** content type and press **Enter**, or click **View downloads** if the documents table is displayed. 6. In the **DOWNLOADS** table find and Click on **Avaya Aura Communication Manager 6.2 and System Platform 6.2 Service Packs, 6.2.x.** 7. Click on the link called **Release Notes for Communication Manager 6.2 Service Pack #8.** The System Platform R6.2.2 release notes contain the specific software updates included in this release and can be obtained by performing the following steps from a browser: 1. Go to http://support.avaya.com then enter your **Username** and **Password** and click **LOG IN.**

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2. Click **DOWNLOADS & DOCUMENTS** at the top of the page.

3. Begin to type **System Platform** in the **Enter Your Product Here** box and when Avaya Aura® System Platform appears as a selection below, select it.

4. Select 6.2.x from the **Choose Release** pull down menu to the right.

5. Select **Documents** content type and press **Enter**, or click **View documents** if the downloads table is displayed.

6. The DOCUMENTS table and a Content Type filter are displayed. Check the box for **Release Notes & Software Update Notes** in the Content Type filter. Available documents are displayed.

7. Applicable release notes include:
   - **Avaya Aura® System Platform Service Pack R6.2.1 Release Notes**
   - **Avaya Aura® System Platform R6.2.2 Release Notes**

What materials are required to implement this PCN (If PCN can be customer installed):	This PCN is being issued as a customer installable PCN. The specified Communication Manager and System Platform updates are required. To obtain the updates refer to the **How do I order this PCN** section of this PCN. If unfamiliar with upgrading System Platform or 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.
How do I order this PCN (If PCN can be customer installed):	The software updates can be downloaded by performing the following steps from a browser: 1. Go to http://support.avaya.com then enter your **Username** and **Password** and click **LOG IN.** 2. Click **DOWNLOADS & DOCUMENTS** at the top of the page. 3. Begin to type **Communication Manager** in the **Enter Your Product Here** box and when Avaya Aura® Communication Manager appears as a selection below, select it. 4. Select 6.2.x from the **Choose Release** pull down menu to the right. 5. Select **Downloads** content type and press **Enter**, or click **View downloads** if the documents table is displayed. 6. In the **DOWNLOADS** table find and Click on **Avaya Aura Communication Manager 6.2 and System Platform 6.2 Service Packs, 6.2.x.** 7. Scroll down the page to find the following download links **02.0.823.0-21388.tar, vsp-patch-6.2.2.09001.0.noarch.rpm** and **vsp-6.2.1.0.9.iso** (if required). These links will take you to the PLDS system with the **Download Pub ID** already entered. The software updates 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 **CM000000203** in the **Download Pub ID:** search field to access Communication Manager Service Pack #8 (21388). Click the **Download** link to begin the download.

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4. The System Platform software can be downloaded in a similar fashion using PLDS ID **CM000000114** for vsp-6.2.1.0.9.iso, and **CM000000118** for vsp-patch-6.2.2.09001.0.noarch.rpm.

PLDS Hints:

1. In the PLDS **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 recent service packs and updates.

2. Previous Communication Manager 6.2 Service Packs and System Platform updates are also available on PLDS. In the PLDS **View Downloads** section under the **Search by Download** tab, select **Communication Manager** in the **Application** search field and **Version 6.2** to display all available Communication Manager 6.2 software downloads.

System Platform R6.2.1.0.9 is also orderable on a DVD (Material Code 700504042)

The MD5 sums for these downloads are:
CM 6.2 SP #8 (02.0.823.0-21388.tar): 42e5b8e5c730b7533333855c9f8b91d1
SP R6.2.1 (vsp-6.2.1.0.9.iso): 4e8e19db61236236a8c538f0d1be3870
SP R6.2.2 (vsp-patch-6.2.2.09001.0.noarch.rpm): e7846be8d3ec851b3c14fdc0f3d9b87d

Finding the installation instructions (If PCN can be customer installed):	The instructions for installing Communication Manager software updates in a System Platform environment can be obtained by performing the following steps from a browser: 1. Go to http://support.avaya.com then enter your **Username** and **Password** and click **LOG IN.** 2. Click **DOWNLOADS & DOCUMENTS** at the top of the page. 3. Begin to type **Communication Manager** in the **Enter Your Product Here** box and when Avaya Aura® Communication Manager appears as a selection below, select it. 4. Select 6.2.x from the **Choose Release** pull down menu to the right. 5. Select **Documents** content type and press **Enter**, or click **View documents** if the downloads table is displayed. 6. The DOCUMENTS table and a Content Type filter are displayed. Check the box for **Installation, Migrations, Upgrades and Configurations** in the Content Type filter. Available documents are displayed. 7. Click on the document titled **Implementing Avaya Aura® Communication Manager (03-603558).** 8. See the **Managing Patches** section in Chapter 5. The instructions for patching and upgrading System Platform can be obtained by performing the following steps from a browser: 1. Go to http://support.avaya.com then enter your **Username** and **Password** and click **LOG IN.** 2. Click **DOWNLOADS & DOCUMENTS** at the top of the page. 3. Begin to type **System Platform** in the **Enter Your Product Here** box and when Avaya Aura® System Platform appears as a selection below, select it. 4. Select 6.2.x from the **Choose Release** pull down menu to the right. 5. Select **Documents** content type and press **Enter**, or click **View documents** if the downloads table is displayed.

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6. The DOCUMENTS table and a Content Type filter are displayed. Check the box for **Installation, Migrations, Upgrades and Configurations** in the Content Type filter. Available documents are displayed.

7. Click on the document titled **Upgrading Avaya Aura® System Platform Release 6.2.2.**

The instructions for installing Communication Manager software updates in a VMware® Virtualized Environment can be obtained by performing the following steps from a browser:

1. Go to http://support.avaya.com then enter your **Username** and **Password** and click **LOG IN.**

2. Click **DOWNLOADS & DOCUMENTS** at the top of the page.

3. Begin to type **Communication Manager** in the **Enter Your Product Here** box and when Avaya Aura® Communication Manager appears as a selection below, select it.

4. Select 6.2.x from the **Choose Release** pull down menu to the right.

5. Select **Documents** content type and press **Enter**, or click **View documents** if the downloads table is displayed.

6. The DOCUMENTS table and a Content Type filter are displayed. Check the box for **Installation, Migrations, Upgrades and Configurations** in the Content Type filter. Available documents are displayed.

7. Click on the document titled **Avaya Aura® Communication Manager using VMware® in the Virtualized Environment Deployment Guide**.

8. See the **Communication Manager patches** section in Appendix D.

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:	To verify the Communication Manager service pack or System Platform patch installation was successful access the **Server Management** > **Patch Management** > **Manage** page on the System Platform Web Console which should show the status of the service pack or patch as "active." For steps to verify that System Platform was successfully upgraded refer to the document titled **Upgrading Avaya Aura® System Platform (Release 6.2.2)** referenced above. For VMware® Virtualized Environments you can verify that the Service Pack is activated using the Communication Manager System Management Interface from the **Administration** > **Server (Maintenance)** >**Server Upgrades** > **Manage Updates** page.
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	**IMPORTANT:** To avoid losing service, IP Softphone users should logoff thereby restoring their base phone to service before removing a Communication Manager service pack.

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Pack if malfunction of your system occurs:	To remove the Communication Manager service pack or System Platform patch: 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**. For steps to roll back the System Platform upgrade refer to the document titled **Upgrading Avaya Aura® System Platform (Release 6.2.2)** referenced above. For VMware® Virtualized Environments deactivate the service pack using the Communication Manager System Management Interface from the **Administration** > **Server (Maintenance)** >**Server Upgrades** > **Manage Updates** page.

SECTION 1B – SECURITY INFORMATION

Are there any security risks involved?	Refer to the release notes referenced above for information on security fixes.
Avaya Security Vulnerability Classification:	Refer to the release notes referenced above for information on security fixes.
Mitigation:	Apply the software updates from this PCN.

SECTION 1C – ENTITLEMENTS AND CONTACTS

Material Coverage Entitlements:	This Communication Manager 6.2 service pack is available free of charge to customers with a valid support contract for Communication Manager 6.x. However, staring 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 introduced 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

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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 #8 (21388) Publication Date of **5 December 2013.**

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

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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.

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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.

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