



Avaya Aura® 6.2 Feature Pack 1

Presence Services 6.1 Service Pack 5 Release Notes

Issue 1.1
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Release Note Contents

Release Note Contents	3
Introduction	4
Product Notices	4
Applicability	4
Software Release History	5
New Installations	6
Upgrades.....	7
Patches.....	8
Capacity Limits	9
Avaya Presence / IM Clients	9
Resolved Issues and Enhancements	10
Known Issues and Workarounds	12
Determine Installed Version.....	14
Software Installation	16
Software Removal.....	17
Verifying Presence Services Health	17
Appendix	19
Modifying Network Parameters via System Platform	19
Technical Support.....	22

Introduction

This document introduces the Avaya Aura® Presence Services Release 6.1 Service Pack 5 and describes [known issues](#) and the [issues resolved in this release](#).

Product Notices

Important product changes and updates are documented in one or more Product Support Notice (PSN) articles. The PSN number defines the related document.

To read a PSN description online:

1. Open the browser, and navigate to <http://support.avaya.com>.
2. On the main menu, click Downloads and Documents.
3. In the Enter Your Product Here field, enter **Presence Services** or select **Avaya Aura® Presence Services** from the list.
4. In the Choose Release field, click 6.1.x.
5. Click Documents.
6. Check Product Support Notices.
7. Click Enter.
8. To open a specific PSN, click the PSN title link.

Applicability

This release is part of the Avaya Aura® 6.2 Feature Pack 1 (FP1) release. It must be applied in conjunction with FP1 updates for other Avaya Aura® applications in use within the same deployment. Please refer to the Compatibility Matrix on support.avaya.com and specific application documentation for required versions.

Application	Latest Tested Version	Minimum Supported Version	Mandatory / Optional
Avaya Aura® System Manager	6.3	6.2*	M
Avaya Aura® Session Manager	6.3	6.2*	O
Avaya Aura® Communication Manager	6.2.1	5.2.1	O
Avaya Aura® System Platform	6.2.2	6.2.1*	O
Avaya Aura® Application Enablement Services	6.2	5.2	O
Avaya one-X® Client Enablement Services	6.1.3*	6.1.3**	O
Microsoft OCS	2007 R2 Enterprise	2007 R2 Enterprise	O
Microsoft Lync®	Lync 2010	Lync 2010	O

*Supported on Avaya Aura® Solution for Midsize Enterprise installs only; otherwise, the Latest Tested Version is the minimum supported version

**Supported when running patch as documented by PSN 3949.

This Service Pack intended for customers running a 6.1 or higher installation of Software-only, Presence Services Template for Avaya Aura® System Platform, Avaya Aura® Solution for Midsize Enterprise, or Avaya Aura® Presence Services for Avaya Aura® Virtualized Environment customers who have already installed Presence Services 6.1 or higher.

Note: Service Packs 3 and 4 were never released for General Availability. Service Pack 5 is the successor to Service Pack 2.

Software Release History

Application	Version	Release Date
Avaya Aura® Presence Services 6.1	PS-06.01.00.00-0502	
Avaya Aura® Presence Services 6.1 Patch 1	PS-06.01.00.01-0504	
Avaya Aura® Presence Services 6.1 Patch 2	PS-06.01.00.02-0504	
Avaya Aura® Presence Services 6.1 Service Pack 1	PS-06.01.01.00-0610	
Avaya Aura® Presence Services 6.1 Service Pack 1 Patch 1	PS-06.01.01.01-0608	
Avaya Aura® Presence Services 6.1 Service Pack 2	PS-06.01.02.00-0903	Mar 2012
Avaya Aura® Presence Services 6.1 Service Pack 2 Patch 1	PS-06.01.02.01-0903	May 2012
Avaya Aura® Presence Services 6.1 Service Pack 2 Patch 2	PS-06.01.02.02-0903	May 2012
Avaya Aura® Presence Services 6.1 Service Pack 2 Patch 3	PS-06.01.02.03-0909	Jun 2012
Avaya Aura® Presence Services 6.1 Service Pack 2 Patch 4	PS-06.01.02.04-0909	Jul 2012
Avaya Aura® Presence Services 6.1 Service Pack 5	PS-06.01.05.00-1204	Dec 2012
Avaya Aura® Presence Services 6.1 Service Pack 5 Patch 1	PS-06.01.05.01-1204	Jan 2013
Avaya Aura® Presence Services 6.1 Service Pack 5 Patch 2	PS-06.01.05.02-1204	Jan 2013

New Installations

New Install Quick Reference	Download	Prerequisite Downloads
Standalone (software-only)	PS-Full-06.01.05.00-1204.zip (PLDS ID PS000000041)	<i>None</i>
Avaya Aura® Presence Services template for Avaya Aura® System Platform	PS-VA-06.01.05.00-1204.iso (PLDS ID PS000000040)	vsp-6.2.1.0.9.iso (PLDS ID PS000000042) vsp-patch-6.2.2.06002.0.noarch.rpm (PLDS ID PS000000043)
Avaya Aura® Solution for Midsize Enterprise template for Avaya Aura® System Platform	<i>Supports Upgrades Only – Refer to Midsize Enterprise documentation</i>	<i>Refer to Midsize Enterprise documentation</i>
Avaya Aura® Presence Services for Avaya Aura® Virtualized Environment	<i>Supports Upgrades Only – Must be running PS 6.1.0 OVA</i>	PS-06.01.00.00-0502-e50-07.ova (PLDS ID PS000000038)

In order to run Service Pack 5 of Presence Services, new installations (platforms that are not currently running Presence Services) should be performed using one of the following methods:

- Standalone (Software-only)**
Download and install the Avaya Aura Presence Services 6.1 Service Pack 5 Software (PS-Full-06.01.05.00-1204.zip) on a clean system per the Implementing Avaya Aura® Presence Services User Guide.
- Avaya Aura® Presence Services Template for System Platform**
Download and install the Avaya Aura Presence Services 6.1 Service Pack 5 Software Template Installation ISO (PS-VA-06.01.05.00-1204.iso) for System Platform on a certified platform running Avaya Aura® System Platform 6.2.2.06002.0 (or later – check for applicable PCNs on support.avaya.com) per the Implementing Avaya Aura® Presence Services User Guide.
- Avaya Aura® Solution for Midsize Enterprise**
Install the desired Avaya Aura® Solution for Midsize Enterprise template on a certified platform running Avaya Aura® System Platform. If the template includes a Presence Services domain running Presence Services 6.1, download and install the Avaya Aura Presence Services 6.1 Service Pack 5 Software Update (PS-06.01.05.00-1204.zip) per the [Installation](#) section in this document.
- Avaya Aura® Presence Services for Avaya Aura® Virtualized Environments**
After installing the desired Avaya Aura® Presence Services VMware Ready™ vApp (PS-06.01.00.00-0502-e50-07.ova) within the virtualized environment, download and install the Avaya Aura Presence Services 6.1 Service Pack 5 Software Update (PS-06.01.05.00-1204.zip) per the [Installation](#) section in this document.

Upgrades

Upgrades to 6.1 Service Pack 5 are supported from the following releases:

Release	Minimum Required Version
Avaya Aura® Presence Services 6.1	PS-06.01.00.00.0502 + any patches
Avaya Aura® Presence Services 6.1 Service Pack 1	PS-06.01.01.00-0610 + Patch 1
Avaya Aura® Presence Services 6.1 Service Pack 2	PS-06.01.02.00-0903 + Patch 4*

NOTE: Presence Services patches are not cumulative! Patches must be installed sequentially, beginning at Patch 1 on each Service Pack. Only qualified personnel should attempt patch installation.

***IMPORTANT:** PS-06.01.02.00-0903 + Patch 4 is the only supported upgrade path for Avaya Aura® Presence Services template for Avaya Aura® System Platform and Avaya Aura® Solution for Midsize Enterprise template for Avaya Aura® System Platform installations! In addition, **Presence Services 6.1 Service Pack 2 Patch 3 must have been fully deployed per PSN003727** prior to upgrading.

Upgrade Quick Reference	Download	Prerequisite Downloads
Standalone (software-only)	PS-06.01.05.00-1204.zip (PLDS ID PS0000000039)	None
Avaya Aura® Presence Services template for Avaya Aura® System Platform	PS-06.01.05.00-1204.zip (PLDS ID PS0000000039) - OR - PS-VA-06.01.05.00-1204.iso (PLDS ID PS0000000040)	vsp-6.2.1.0.9.iso (PLDS ID PS0000000042) vsp-patch-6.2.2.06002.0.noarch.rpm (PLDS ID PS0000000043)
Avaya Aura® Solution for Midsize Enterprise template for Avaya Aura® System Platform	PS-06.01.05.00-1204.zip (PLDS ID PS0000000039) <i>Refer to Midsize Enterprise documentation</i>	<i>Refer to Midsize Enterprise documentation</i>
Avaya Aura® Presence Services for Avaya Aura® Virtualized Environment	PS-06.01.05.00-1204.zip (PLDS ID PS0000000039)	PS-06.01.00.00-0502-e50-07.ova (PLDS ID PS0000000038)

In order to run Service Pack 5 of Presence Services, upgrades should be performed using one of the following methods:

- **Standalone (Software-only)**
Download and install the Avaya Aura Presence Services 6.1 Service Pack 5 Software Update (PS-06.01.05.00-1204.zip) on an existing Presence Services 6.1 deployment. Refer to the [Installation](#) section in this document.
- **Avaya Aura® Presence Services Template for System Platform**
Download and install the Avaya Aura Presence Services 6.1 Service Pack 5 Software Update (PS-06.01.05.00-1204.zip) on an existing Avaya Aura® Presence Services 6.1 Service Pack 2 deployment. Refer to the [Installation](#) section in this document.
- OR -
Download and install the Avaya Aura Presence Services 6.1 Service Pack 5 Software

Template Installation ISO (PS-VA-06.01.05.00-1204.iso) for System Platform on a certified platform running Avaya Aura® System Platform 6.2.2.06002.0 (or later – check for applicable PCNs on support.avaya.com) and perform a System Platform template upgrade per System Platform documentation.

- **Avaya Aura® Solution for Midsize Enterprise**

Install the desired Avaya Aura® Solution for Midsize Enterprise template on a certified platform running Avaya Aura® System Platform. If the template includes a Presence Services domain running Presence Services 6.1, download and install the Avaya Aura Presence Services 6.1 Service Pack 5 Software Update (PS-06.01.05.00-1204.zip) per the [Installation](#) section in this document..

- **Avaya Aura® Presence Services for Avaya Aura® Virtualized Environments**

After installing the desired Avaya Aura® Presence Services VMware Ready™ vApp within the virtualized environment, download and install the Avaya Aura Presence Services 6.1 Service Pack 5 Software Update (PS-06.01.05.00-1204.zip) per the [Installation](#) section in this document.

Patches

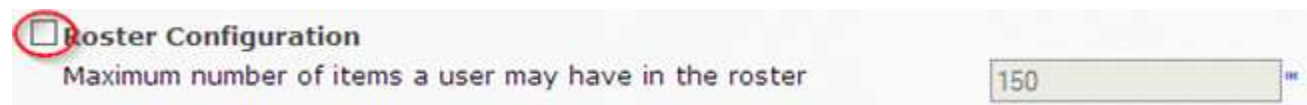
Be sure to apply any available patches posted to PLDS to the system after applying the service pack. Check support.avaya.com frequently for important software updates as documented in [Product Support Notices](#).

Capacity Limits

Avaya Aura® Presence Services 6.1 Service Pack 5 supports the following:

Endpoint Mode	# Users supported	Avg # Contacts per user	Max # Contacts per user	# Subscriptions/ Minute
SIP	5,000 max on single node, 25,000 on 5 node cluster	25	150*	120
H.323 (XMPP)	10,000 max on single node, 50,000 on 5 node cluster	25	150*	120

* By default, the Presence Server will allow the number of contacts to exceed the stated capacity. Administrators should enable MAX_ROSTER_LIMIT enforcement within the XCP web interface.



Avaya Presence / IM Clients

Avaya Aura® Presence Services supports many Avaya clients such as:

- Avaya one-X® Communicator
- Avaya one-X® Agent
- Avaya one-X® Attendant
- Avaya one-X® Mobile
- Avaya Flare® Communicator (PC, iOS, Android, etc)
- Avaya Flare® Experience (PC, iOS, Android, etc)
- Avaya one-X® Deskphone 96XX Series SIP and H.323 (H.323 presence via AES integration)
- Avaya H.323 and DCP deskphones (presence via AES integration)

The above is not a complete list of supported clients. Please check with your sales representative or business partner if you have questions about Avaya clients not listed here.

When updating Presence Services to a new release or service pack, please check client documentation to determine if a new version of the client is required to maintain optimum performance.

Resolved Issues and Enhancements

This Service Pack is cumulative and contains all fixes contained in earlier 6.1 Service Packs and Patches plus the following:

Tracking #	Issue
PRES-1826	XMPP handle not created in PS cluster configuration
PRES-1887	sip-ps component crashes if DEBUG enabled when contact is added
PRES-1795	PS server SIP-PS crash (coredump)
r25585	Prevent crash when 1XC sends in blank fields
PRES-1957	ID Mapper cache may give wrong result if client logs in during server initialization
PRES-1980	Sip entity link between PS and Avaya Aura® Session Manager is down after changing Avaya Aura® Session Manager hostname on CDOM GUI page in Avaya Aura® Solution for Midsize Enterprise
PRES-1925	When executing command: /opt/Avaya/Presence/presence/bin/presstatus, the "log4j:WARN Continuable parsing error 34 and column 14...." message displays
PRES-1978	PS stop script always reports error
PRES-1961	PS apas log configuration is not properly defined
PRES-1939	PS GUI version correction
PRES-1894	DRS has failed after changing PS hostname on CDOM GUI webpage in Avaya Aura® Solution for Midsize Enterprise
PRES-1928	Graphical Installation Help Screen for SAL Logging Service Configuration - incorrect path to SAL Platform Qualifier name
PRES-1886	PS Avaya Aura® System Platform upgrade from 6.1 to 6.1 SP5 global.xml not correctly updated
PRES-1794	If you alter default local PS DB password during 6.1 GA installations, SP5 could be installed but not functioning.
PRES-1768	(monit) PS6.1 Fails to restart completely after reboots
PRES-1838	Presence server hard disk fills up with no warning messages
PRES-1817	ID Mapper update
PRES-1628	PS 6.2 Software-only installation GUI - Min OS requirement text should be updated to RedHat 5.7
PRES-1839	Presence Server log file fills up the hard disk. Log management needed
PRES-1873	ACL script to administrate the user default policy
PRES-1803	Changes to Presence XCP GUI -> Global Router Settings causes global.xml corruption
PRES-1682	PS not releasing user licenses which causes PS server to exceed maximum number of user licenses
PRES-1654/PRES-1683	Presence license behavior non-deterministic when expired / exceeded
PRES-17	presstatus does not reflect correct status of IM Transcript web service
PRES-1665	LPS createWatcherAuthorization() creates User ALLOW ACL when System Default is ALLOW
PRES-1661	Lync user sees a "Updating..." message for H323 Physical Telephones
PRES-1536	Offline message loss fix
DE636	to remove duplicate retention=remove tuples and to prevent enormous growth of the presence document
PRES-1608	Excess Alarm created daily for log-harvest pid change
PRES-1675	VSP PS installs set invalid resolv.conf nameserver directives
PRES-1413	Network Config Parameters - DNS value not updated in /etc/resolv.conf file
PRES-1553	Update Presence Availability Model
PRES-1240	AES Collector should handle the case of a Avaya Aura® Communication Manager name that has been entered into its UI with more care

PRES-1848	Enhance sip-ps logging
PRES-1659	Enhance getpslogs.sh script to collect additional data for field escalations
PRES-1538	monit summary not updated with new PS hostname after presence hostname change
CR-PRES-83	Add Millisecond timestamps in logs

Please refer to previous release notes and PCNs for information about updates introduced in earlier releases.

Known Issues and Workarounds

The following issues were known at the time of this Service Pack release:

Tracking #	Issue
PRES-1982	Multiple Lync/OCS servers behind the Lync/OCS Edge server is not supported
PRES-1919 (ONEXC-6230)	In GeoSM deployment - If a 1XC client is set up for a primary and secondary Avaya Aura® Session Manager, it may send a registration to both Session Managers when it should only send registrations to the primary Session Manager. This could result in presence subscription terminations and extra traffic.
PRES-1918	<p>If AES collector is configured, Presence for all contacts shows available when contact not logged in.</p> <p>Note: This problem manifests itself any time that an AES collector is configured on PS. This means that any H323 clients would experience this problem and SIP clients would experience this problem if they were configured with a CM sequence.</p> <p>The root cause of this problem is in the Avaya Enablement Server JTAPI interface. This interface does not send the endpoint logout event and as a result offline clients always end up as available.</p> <p>Workaround: Patch 3 (6.1.5.3) will be made available to support new timers in the AES Collector that can declare endpoints Away and, optionally, Out of Office.</p>
PRES-1903	<p>Third-party CA cert on Avaya Aura System Manager causes PS install to fail during DRS install</p> <p>Workaround:</p> <p>The following steps can be used:</p> <ol style="list-style-type: none"> install PS and allow it to fail at install_drs.sh add cert to PS keystore: <pre>sh \$PRES_HOME/presence/bin/prescert addTrusted pem /tmp/<thirdPartyCaCert.pem> alias CustomerCA</pre> add same cert to SPIRIT agent on PS: <pre>keytool -import -alias CustomerCA -file /tmp/<thirdPartyCaCert.pem> -keystore \$SPIRIT_HOME/security/spirit-trust.jks -storepass avaya123</pre> run pending installer steps manually: <ol style="list-style-type: none"> cd /opt/Avaya/Presence/install/scripts/install ./setup_tls_transports.sh ./run.sh \$INSTALL_PATH/Presence/install/scripts/install/config_rts.sh ./run.sh \$INSTALL_PATH/Presence/install/scripts/install/install_im_axis.sh ./run.sh \$INSTALL_PATH/Presence/install/scripts/install/config_logging.sh ./run.sh \$INSTALL_PATH/Presence/install/scripts/install/config_security.sh ./run.sh \$INSTALL_PATH/Presence/install/scripts/install/install_presence_pipe

	<pre>processor.sh h) ./run.sh \$INSTALL_PATH/Presence/install/scripts/install/post_configure.sh</pre>
PRES-1851	<p>Avaya Aura® System Manager doesn't show presence server's status when presence element host is IP address.</p> <p>Workaround: At create element step, Host should be changed to FQDN instead of IP address. Presence status will show correctly if FQDN is used.</p>
PRES-1850	<p>XCP controller is not accessible after PS VE native restore.</p> <p>Workaround: reboot the PS server to access the XCP controller page.</p>
PRES-1754	<p>In a cluster setup when one of the node is stopped the presence services are unavailable for any user hosted on that node regardless of what node they logged into.</p>
PRES-1717	<p>Avaya one-X® Communicator users are unable to IM/view presence of MOC users. When RTC collector is enabled on PS a pop-up to allow RTC to view the MOC user's presence is not displayed.</p> <p>Workaround: Adding the RTC collector user (avayapresence@local.cusomer.com) to the MOC contact list manually allows presence collection and IM messages to flow.</p>
PRES-1697	<p>In a 2 node cluster setup, presence stops working on 1 of the node after the restart of the other node.</p>
PRES-1676	<p>When you shut down and restart a node in a 3 node cluster correct presence is not displayed for Avaya one-X® Communicator users.</p>
PRES-1653	<p>Presence change not visible on MS Lync watcher when Avaya Communication Server 1000 OneX presentity manually changes state from Available to Busy</p>
PRES-1607	<p>RTC Collector does not include priority, thus Enterprise IM tuples for OCS and Lync contacts is always 0.0</p>
PRES-1329 PRES-1404	<p>Telephony Presence for SIP clients stops working after Presence Server loses connectivity to Session Manager. This could happen due to a Session Manager outage, Session Manager failover, or extended loss of network connectivity</p> <p>Workaround: 1) Restart Presence Server from XCP Controller 2) Logout / login endpoints</p>
PRES-2038	<p>Tomcat failed to start after SP5 installation and restart. Tomcat sometimes thinks it is already running and does not start due to the ephemeral port for the SPIRIT agent if it contains "443". Like "38443"</p> <p>Workaround: As root: [root@ps ~]# service spiritAgent stop Stopping SPIRIT Agent Application 6.1-1.0.0.108.207... Stopped SPIRIT Agent Application 6.1-1.0.0.108.207.</p> <p>[root@ps ~]# service tomcat stop (Note: this may fail if tomcat was not started properly) Stopping tomcat... Killing: 4318 Tomcat stopped</p> <p>[root@ps ~]# service tomcat start Starting tomcat... tcp 0 0 0.0.0.0:443 0.0.0.0:* LISTEN tomcat started:port detected</p>

	<p>Tomcat started in normal mode</p> <pre>[root@ps ~]# service spiritAgent start</pre> <p>Starting SPIRIT Agent Application 6.1-1.0.0.108.207...</p>
PRES-1552	<p>Incorrect cursor behavior during an install or uninstall on PS (If installing using putty from windows)</p> <p>Workaround: After initiating the silent install via putty press any numerical or alpha char and press "enter" this brings up the install GUI or continue silent install. Alternatively install from the console.</p>
PRES-1479	<p>During PS 6.1 template installation, if invalid fields are entered, System Platform indicates the installation was successful even though it failed</p> <p>Workaround: Following a System Platform installation, consult the installation logs – error is logged</p>
PRES-1576	<p>Location of changePSFQDN.sh has changed</p> <p>Note: Location has changed from /opt/Avaya/Presence/presence/bin to /opt/Avaya/Presence/install/scripts/</p>
Note:	<p>Secondary DNS parameter change: The current implementation only supports a change of the Primary DNS network parameter via System Platform User interface. Furthermore, the /etc/resolv.conf system file must contain only two line entries for</p> <ul style="list-style-type: none"> • search domain • nameserver
Note:	<p>System Platform Backup/Restore Process:</p> <p>The following instructions must be adhered to when performing a backup and restore in conjunction with network parameter changes via System Platform. Note: Backup(s) taken before IP and hostname change cannot be used for restore after IP and hostname change.</p> <p>Backup</p> <ul style="list-style-type: none"> • Login to Presence services server using ssh. • Change user to root • Stop Presence by running, /opt/Avaya/Presence/presence/bin/stop.sh • Start postgres service by running, service postgresql start • Run Backup from System platform webconsole, Server Management -> Backup/Restore page • Start Presence by running start.sh located under /opt/Avaya/Presence/presence/bin/start.sh <p>Restore</p> <ul style="list-style-type: none"> • Login to Presence services server using ssh. • Change user to root • Stop Presence by running, /opt/Avaya/Presence/presence/bin/stop.sh • Start postgres service by running, service postgresql start • Run restore from System platform webconsole, Server Management -> Backup/Restore page • Start Presence by running start.sh located under /opt/Avaya/Presence/presence/bin/start.sh

Determine Installed Version

The currently installed version of Presence Services can be verified by logging in to the shell of the Presence Services machine and issuing the command:

```
/opt/Avaya/Presence/presence/bin/swversion.sh
```

Refer to the table in the [Software Release History](#) section to determine the installed release based on the version string.

Software Installation

For installation of Presence Services 6.1 Service Pack 5 (PS-06.01.05.00-1204):

1. For System Platform installations (Presence Services Template for Avaya Aura® System Platform or Avaya Aura® Solution for Midsize Enterprise), perform a backup of server using the System Platform Webconsole Backup and Restore webpage. For information regarding this feature refer to the Avaya Aura® System Platform Release Notes located on support.avaya.com. Before proceeding, upgrade Avaya Aura® System Platform to release 6.2.2.06002.0 (or later – check for applicable PCNs on support.avaya.com)

Note: ***The installation of this service pack alters the operating system of an existing Presence Services 6.1, 6.1 SP1, or 6.1 SP2 template, therefore a backup must be performed in the event the template must be reinstalled to return to the previous state.***

2. Download Service Pack 5 (PS-06.01.05.00-1204) from PLDS.
3. Copy the ZIP file to the Presence Services 6.1 server.
4. Login into the presence server as craft and execute the “su -” command and enter the root user’s password.
5. Unzip the file: unzip PS-06.01.05.00-1204.zip
6. Stop Presence Services: /opt/Avaya/Presence/presence/bin/stop.sh

Note: ***It is important to verify that Presence Services has stopped before proceeding with the install of the service pack.*** This can be done using the following command: monit summary

The output of the command should show the processes as “not monitored” (i.e stopped) except the System that appears as “running”, The install should not be attempted before all process have stopped.

7. Run the PS-06.01.05.00-1204.sh script with the desired install option:

For Graphical mode:

./ PS-06.01.05.00-1204.sh -ci

To launch the graphical installer. Follow the instructions and then click Done to complete the installation.

OR

Silent/Remote install mode:

Run the install script and supply properties file:

./ PS-06.01.05.00-1204.sh -ci \
autoInstall_Presence_Services.properties

Please make sure that the above script has executable permission.

8. **(Software-only installations)** Restart Presence Services:
/opt/Avaya/Presence/presence/bin/start.sh

OR

(System Platform template-based installations)

Once rebooted restart presence services using the following script:

`/opt/Avaya/Presence/presence/bin/start.sh`

Please make sure that all health checks are done and are successful. The minimum list of health checks to be performed is listed in the [Verifying Presence Services Health](#) section.

Software Removal

System Platform template-based installations:

As this service pack alters the operating system of the Presence Services template, it is necessary to restore the presence services template to the service pack pre-install state. The Presence Services command line interface, uninstall of this service pack is not supported on System Platform Presence Services templates. Please reinstall the previous Presence Services template and restore the backup created on System Platform prior to Service Pack 5 installation. Please refer to previous release notes and PCNs for information about updates introduced in earlier releases.

Software-only installations:

1. Stop Presence Services: `/opt/Avaya/Presence/presence/bin/stop.sh`
2. Run the PS-06.01.05.00-1204.sh script with the desired uninstall option:
Graphical mode (Standalone only):
`./PS-06.01.05.00-1204.sh -cu` to launch the graphical installer.
Follow the instructions and then click Done to complete the installation.

OR

Silent/Remote install mode:

Run the install script and supply properties file:

`./PS-06.01.05.00-1204.sh -cu autoUninstall.properties`

Notes:

1. If you want to completely uninstall the product in the silent install mode, edit the `autoUninstall.properties` file to change Uninstall option to "uninstall"
2. The security patches applied to the Presence Services Postgres Database will not be rolled back on uninstall of the Service Pack.

Verifying Presence Services Health

The following steps are intended to be a brief guide to aid in executing a minimal set of health checks of components involved in the Presence Services solution.

- 1) Access the PS XCP controller at https://<PS_IPAddress>:7300/admin and verify all the components are green.
- 2) Use the “monit summary” command to make sure that all processes shown are in “running” state.
- 3) Run `/opt/Avaya/Presence/presence/bin/presstatus` tool to check the PS components status. Make sure that license is not expired and the user count under the user management component is correct
- 4) Make sure that the PS replica status is in a synchronized state. This can be checked from System Manager: dashboard → services → replication → psreplica_6.1
- 5) Run following command on Presence Services to confirm that the users are provisioned:
`psql -U postgres -d xcp -c "select * from users";`
- 6) Make sure that alarms are working by generating a test alarm using the following utility:
`/opt/Avaya/SPIRIT/6.1.5/scripts/utlis/generateTestAlarm.sh`
(Alarms can be viewed on the System Manager: dashboard → services → events → alarms section)

Appendix

Modifying Network Parameters via System Platform

Avaya Aura® Presence Services supports the ability to change network parameters, as described in the section entitled “Configuring network parameters” in *Administering Avaya Aura® Presence Services 6.1*. However, the document contains some omissions:

- After changing any of the network parameters listed in the document, the following log file can be used to check the outcome of the operation: `/opt/Avaya/Presence-VA/psva/ps-sp-utils/SPchangeParam.log` file. In the above document, this log file is only mentioned in the section which describes the procedure for changing the Presence Services hostname, but note that this log file can generally be used to monitor the outcome of changing any of the network parameters.
- The document is missing one parameter, namely the ability to change Presence Timezone. You can change the time zone of the Presence Services Template hosted by System Platform via the following steps:
 - a. To change the time zone via the System Platform User Interface, click on Server Management in the left panel of the UI, then click on Date/Time Configuration.
 - b. The Date/Time Configuration page is now displayed in the user interface, in the Set Date and Time panel you may select the desired time zone and click Set Time to save the configuration change.
 - c. Run the date command to see if the new time zone is updated, it takes few minutes.

```
#date
Wed Dec 03 15:02:47 GMT 2012-12-03
```

Note: in the above example time zone is changed to GMT

When the time zone on the Presence Services Template is changed using the System Platform User Interface, System Platform must be manually rebooted, this in turn will force a reboot of the Presence Services Template and the time zone change will take effect

- The document outlines several steps needed to change the Presence hostname
 - Removing the replica
 - Changing the Presence Services hostname
 - Changing the Presence Services hostname in the Presence domain

The document also indicates that you can view the contents of `/opt/Avaya/Presence-VA/psva/ps-sp2utils/SPchangeParam.log` to monitor the status of the change. And once the log file indicates the hostname has changed, the document recommends the following tests to verify that the hostname change was successful:

- Checking the components
- Checking the test alarms
- Checking the replication

However, in addition to the above, further actions may be required to ensure that the hostname change is accomodated:

1. Re-Configure the LPS client
 - a. Take a backup of LPS client file generic.keystore.jks.
 - b. Replace the LPS client generic.keystore.jks file with the PS generic.keystore.jks located under \$PRES_HOME/jabber/xcp/certs/
 - c. Update the hostname name entry in the LPS .properties file with the new hostname value.
2. Re-Configure the SIP Tester client
 - a. Take a backup of generic.keystore.jks file under the SIP tester client.
 - b. Replace the SIP tester generic.keystore.jks file with the PS generic.keystore.jks located under \$PRES_HOME/jabber/xcp/certs/
3. Re-Configure the OCS
 - a. Step1: Modifying Presence Services Server CA certificate to Microsoft Edge Server Trusted Root Certificates
 - i. On the Presence Services server locate the certificate with name similar to export-xxx.trusts in the \$PRES_HOME/jabber/xcp/certs directory and copy to the Microsoft Edge server.
 - ii. To import the new hostname certificates in Edge Server to Microsoft
 1. Remove the old hostname certificate for the old hostname
 - a. In MMC, open Certificates Snap-in for Edge Server
 - b. Open Certificates/Trusted Root Certification Authorities/Certificates.
 - c. Remove the certificate may display as Default.
 - iii. To import the new hostname certificates in Edge Server to Microsoft:
 - a. In MMC, open Certificates Snap-in for Edge Server
 - b. Open Certificates/Trusted Root Certification Authorities/Certificates.
 - c. In the left-hand pane, click on All Tasks > Import.
 - d. The system launches the Certificate Import Wizard. Follow the steps of the Wizard and browse for the export-xxx.trusts file you copied in Step 1.
 - iv. Verify the Certificate is in the Certificates/Trusted Root Certification Authorities/ Certificates list. You may need to use the refresh button to update the list. The certificate may display as Default.
 - b. Step 2: Modifying OCS Edge IM service provider

- i. Go to Start > Control Panel. The system displays the Control Panel window.
 - ii. Double-click Administrative Tools, and then double-click Computer Management.
 - iii. Under Services and Applications, select Microsoft Office Communications2007.
 - iv. Right-click Microsoft Office Communications 2007 and select Properties > IM Provider Tab.
 - v. On the IP Provider tab, click Edit.
 - vi. Put the new PS FQDN in "Network address of the IM service provider Access Edge"
 - vii. Click OK.
- c. Step 3: Adding a DNS new hostname SRV(Services location) record for the OCS Gateway
 - i. Adding a new host (A) for new hostname
 - 1. Right-click on the domain created and choose New Host (A).
 - 2. In the New Host dialog box, enter the Presence Services server name and IP address. For example, chat.pres.test.com or chat.example.com for the two example domains given earlier.
 - 3. Click Add Host and then click Done.

Note: When you add New Host (A) in DNS, check the associated pointer. This may eliminate the need to add the machine name to the Reverse Lookup Zone if that zone already exists.
 - ii. Removing the old host(A) for old hostname
- d. Step 4: Modifying the SRV record for new hostname
 - i. In the Service field, enter _sipfederationtls.
 - ii. In the Port number field, enter 5061.
 - iii. In the Host offering this service field, enter the FQDN of the new Presence Service server hostname. For example, chat.pres.test.com or chat.example.com for the two example domains given earlier.
 - iv. Click OK .
 - v. Click Done.
- e. Step 5 : Modifying reverse pointer
 - i. Right-click on Reverse Lookup Zone
 - ii. Find the Pointer(RTR) record for the PS server ip address.
 - iii. Double click the Pointer(RTR) record for the PS server ip address, change the "Host name" to the new PS server hostname.
- f. Step 6: Testing DNS records from Microsoft Edge Server
 - i. Open a console on the Microsoft Edge.
 - ii. Run nslookup <FQDN of PS>.The system displays the IP address of Presence Services (PS).

- iii. Run nslookup <IP Address of PS>.The system displays the FQDN of the Presence Services.
- iv. Run <JID domain of PS>.The system displays the FQDN and IP address of the Presence Services and port5061.
- g. Step7: Restart OCS Edge Server

Technical Support

Support is available through the Avaya Global Technical Support Center.

If you encounter any problems, you can:

1. Retry the action. Carefully follow the instructions in the printed or online documentation.
2. Refer to the documentation that is shipped with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages that the system displays. See the troubleshooting section of the Avaya product documentation.

If you continue to have problems, contact Avaya Technical Support by logging in to the Avaya Support website at <http://support.avaya.com>.

Before contacting Avaya Support, please keep the following information handy:

- Problem description
- Detailed steps to reproduce the problem, if any
- The release version in which the issue occurs
- The status of the Presence Services and System Manager software. If the software is an upgrade, then the release from which the software is upgraded.
- Log files
 - Collect the output from '\$PRES_HOME/presence/bin/getpslogs.sh'
 - Collect the output from System Platform cdom 'getlogs' if Presence Services is installed on System Platform.

You might be asked to provide one or more files to Technical Support for analysis of your application and the environment.

For information about patches and product updates, see the Avaya Support website at <http://support.avaya.com>.