



Avaya Aura[®] System Platform R6.3.4

Release Notes

Issue 1.1

September 2014

INTRODUCTION

This document introduces the Avaya Aura[®] System Platform R6.3.4 and describes new features, known issues and the issues resolved in this release.

WHAT'S NEW IN SYSTEM PLATFORM 6.3.4

Support of Avaya Aura[®] Communication Manager (6.x to 6.y) and Avaya Aura[®] System Platform (6.x to 6.y) upgrades through the Avaya Aura[®] System Manager management console.

SOFTWARE RELEASE VERSIONS

Release	Date	File Name
Avaya Aura [®] System Platform R1.0	August 2009	vsp-1.0.0.0.12.iso
Avaya Aura [®] System Platform R1.1	November 2009	vsp-1.1.0.0.10.iso
Avaya Aura [®] System Platform Service Pack R1.1.1	February 2010	vsp-1.1.1.0.2.iso
Avaya Aura [®] System Platform Service Pack R1.1.1.4.2	February 2010	vsp-patch-1.1.1.4.2.noarch.rpm
Avaya Aura [®] System Platform Service Pack R1.1.1.7.2	April 2010	vsp-patch-1.1.1.7.2.noarch.rpm
Avaya Aura [®] System Platform Service Pack R1.1.1.9.2	June 2010	vsp-patch-1.1.1.9.2.noarch.rpm
Avaya Aura [®] System Platform Service Pack R1.1.1.93.2	August 2010	vsp-patch-1.1.1.93.2.noarch.rpm
Avaya Aura [®] System Platform Service Pack R1.1.1.94.2	November 2010	vsp-patch-1.1.1.94.2.noarch.rpm
Avaya Aura [®] System Platform Service Pack R1.1.1.97.2	February 2011	vsp-patch-1.1.1.97.2.noarch.rpm
Avaya Aura [®] System Platform Service Pack R1.1.1.98.2	December 2011	vsp-patch-1.1.1.98.2.noarch.rpm
Avaya Aura [®] System Platform R6.0 (700500262)	June 2010	vsp-6.0.0.0.11.iso
Avaya Aura [®] System Platform Patch R6.0.0.1.11	August 2010	vsp-patch-6.0.0.1.11.noarch.rpm
Avaya Aura [®] System Platform S8300D Pre-Upgrade Patch R6.0.0.2.11	February 2011	vsp-patch-6.0.0.2.11.noarch.rpm

Release	Date	File Name
Avaya Aura® System Platform Pre-Upgrade Patch R6.0.0.3.11	May 2011	vsp-patch-6.0.0.3.11.noarch.rpm
Avaya Aura® System Platform Service Pack R6.0.1 (700500858)	August 2010	vsp-6.0.1.0.5.iso
Avaya Aura® System Platform S8300D Pre-Upgrade Patch R6.0.1.2.5	February 2011	vsp-patch-6.0.1.2.5.noarch.rpm
Avaya Aura® System Platform Pre-Upgrade Patch R6.0.1.3.5	May 2011	vsp-patch-6.0.1.3.5.noarch.rpm
Avaya Aura® System Platform Service Pack R6.0.2 (700501130)	November 2010	vsp-6.0.2.0.5.iso
Avaya Aura® System Platform Service Pack Patch R6.0.2.1.5	November 2010	vsp-patch-6.0.2.1.5.noarch.rpm
Avaya Aura® System Platform Service Pack R6.0.2.3.5	February 2011	vsp-patch-6.0.2.3.5.noarch.rpm
Avaya Aura® System Platform S8300D Pre-Upgrade Patch R6.0.2.5.5	April 2011	vsp-patch-6.0.2.5.5.noarch.rpm
Avaya Aura® System Platform Pre-Upgrade Patch R6.0.2.6.5	May 2011	vsp-patch-6.0.2.6.5.noarch.rpm
Avaya Aura® System Platform Service Pack R6.0.3 (700500929)	February 2011	vsp-6.0.3.0.3.iso
Avaya Aura® System Platform Service Pack R6.0.3.1.3	April 2011	vsp-patch-6.0.3.1.3.noarch.rpm
Avaya Aura® System Platform Service Pack R6.0.3.3.3	August 2011	vsp-patch-6.0.3.3.3.noarch.rpm
Avaya Aura® System Platform Service Pack R6.0.3.4.3	September 2011	vsp-patch-6.0.3.4.3.noarch.rpm
Avaya Aura® System Platform Service Pack R6.0.3.6.3	December 2011	vsp-patch-6.0.3.6.3.noarch.rpm
Avaya Aura® System Platform Service Pack R6.0.3.7.3	April 2012	vsp-patch-6.0.3.7.3.noarch.rpm
Avaya Aura® System Platform Service Pack R6.0.3.9.3	June 2012	vsp-patch-6.0.3.9.3.noarch.rpm
Avaya Aura® System Platform Service Pack R6.0.3.10.3	January 2013	vsp-patch-6.0.3.10.3.noarch.rpm
Avaya Aura® System Platform R6.2 (700501399)	March 2012	vsp-6.2.0.0.27.iso
Avaya Aura® System Platform Service Pack R6.2.0.2.27	April 2012	vsp-patch-6.2.0.2.27.noarch.rpm
Avaya Aura® System Platform Service Pack R6.2.1.0.9 (700504042)	July 2012	vsp-6.2.1.0.9.iso
Avaya Aura® System Platform Service Pack R6.2.1.3.9	November 2012	vsp-patch-6.2.1.3.9.noarch.rpm
Avaya Aura® System Platform R6.2.2 (700504627)	December 2012	vsp-patch-6.2.2.06002.0.noarch.rpm

Release	Date	File Name
Avaya Aura® System Platform R6.2.2.08001.0	February 2013	vsp-patch-6.2.2.08001.0.noarch.rpm
Avaya Aura® System Platform R6.2.2.09001.0	March 2013	vsp-patch-6.2.2.09001.0.noarch.rpm
Avaya Aura® System Platform R6.3 (700505971)	May 2013	vsp-6.3.0.0.18002.iso
Avaya Aura® System Platform R6.3.1	October 2013	vsp-patch-6.3.1.08002.0.noarch.rpm
Avaya Aura® System Platform R6.3.1 (for the Avaya Aura® Solution for Midsize Enterprise)	October 2013	vsp-patch-6.3.1.08003.0.noarch.rpm
Avaya Aura® System Platform R6.3.4 (700508413)	September 2014	vsp-patch-6.3.4.08011.0.noarch.rpm

Upgrades

Upgrades to 6.3.4 are supported from 6.3.1, 6.3, 6.2.2.X, 6.2.1.0.9, 6.2.0.2.27, 6.2.0.0.27, and 6.0.3 (6.0.3.4.3 or later). Please refer to the application template documentation for additional upgrade information.

The process to get to 6.3.4 is to upgrade to System Platform 6.3 and then update to System Platform 6.3.4

System Platform Upgrade Paths

6.3

6.3 → 6.3.4

6.2.X

6.2.X → 6.3 → 6.3.4

6.0.3

Update to 6.0.3.4.3 (or later 6.0.3.x.3) → 6.3 → 6.3.4

Pre 6.0.3.4.3 must first upgrade to 6.0.3.4.3 or later 6.0.3.x.3 (6.0.3.10.3 recommended)

Refer to the PCN and Release notes for System Platform 6.3 for guidance on upgrading to System Platform 6.3 for further details.

Upgrading Services VM

Upon upgrading System Platform to 6.3.4 Services VM (if used by the customer) should be upgraded to Services VM 3.0 if the application template is certified for Services VM 3.0 as shown on the System Platform compatibility matrix.

The System Platform compatibility matrix (PSN003312u) is maintained at:
<https://support.avaya.com/css/P8/documents/100135000>.

The *Services VM 3.0 Implementation Guide* can be accessed at:
<http://support.avaya.com/css/P8/documents/100175348>

The *Services VM 3.0 Release Notes* can be accessed at:
<http://support.avaya.com/css/P8/documents/100175352>

Example Upgrade Paths

For the System Platform upgrade paths pertaining to this release notes (System Platform 6.3.4) the following potential upgrade/install scenarios exist:

6.0.3 → 6.3 → 6.3.4; After the System Platform upgrade, if no further action is taken, the Services VM, if enabled, will be version 2.0 (2.0.0.0.15) as a result of the System Platform upgrade from 6.0.3 → 6.3. For this upgrade path, the Service VM, if required, must be upgraded to release 3.0 using the web page at System Platform management console → Virtual Machine Management → Templates.

6.2.X → 6.3 → 6.3.4, and for 6.3 → 6.3.4; For these System Platform upgrade paths, the Services_VM is not automatically upgraded. After the System Platform upgrade, if no further action is taken, the Services_VM version will be unchanged from its original version. For these upgrade paths, the Service VM, if required, must be upgraded to release 3.0 using the web page at System Platform management console → Virtual Machine Management → Templates.

For new installs of System Platform 6.3.4:

Install System Platform 6.3 (6.3.0.18002.0 iso); and then upgrade (patch) the System Platform to 6.3.4 using the web page at System Platform management console → Server Management → Patch Management → Download/Upload. After the System Platform is upgraded to 6.3.4, the Service VM, if required, must be upgraded to release 3.0 using the web page at System Platform management console → Virtual Machine Management → Templates.

6.3.1 → 6.3.4; To move up to 6.3.4 from 6.3.1, use the web page at System Platform management console → Server Management → Patch Management → Download/Upload and then upgrade (patch) the System Platform to 6.3.4

Please reference the *Upgrading Avaya Aura® System Platform* document at <http://support.avaya.com> for additional information.

Resolved Issues and Updates

1. System Platform Management Console is inaccessible, unresponsive or extremely slow due to higher than usual virtual memory usage.

This problem occurs in Avaya Aura® Communication Manager (CM) Releases 6.3.6.0 - 6.3.7.0 and System Platform 6.3.4.08007.0 running on S8300D servers. There is a System Platform virtual memory usage problem when System Platform release 6.3.4.08007.0 is installed on S8300D servers. This virtual memory problem manifests when attempting to upgrade System Platform and access Management Console. Management Console may be inaccessible, unresponsive, or extremely slow due to higher than usual virtual memory usage.

2. System Platform Management Console Server Reboot/Shutdown does not shut the VMs down cleanly.

This problem occurs in Avaya Aura® System Platform 6.3.4.08007.0. Utilizing the Management Console Server Reboot/Shutdown, time change, ntp change, IPv6 enable, or HA failover does not shut the VMs down cleanly and could result in file system corruption.

3. Security updates include Xen 4.1.5 and libvirt-1.1.1.

Known Issues and Workarounds

1. **In a System Platform High Availability (HA) system, do not make user administration changes including password modifications on the standby/secondary server before starting HA on the primary server.**

Upon starting HA:

- Changes made on the standby server cause the primary server to unexpectedly synchronize to the latest (new/modified) settings.
- LDAP replication, by default, captures the most recent administrative entries made on either the primary server or the standby/secondary server.

These conditions can result in an unexpected updates to the primary server.

2. **Applying System Platform patches on HA failover systems.**

Unless the release notes for a patch specify otherwise, apply the patch on both machines if the patch includes a Domain-0 patch. Always check the patch release notes for the detailed information on how to apply the patch on HA systems. ***On a HA failover system, stop HA and remove the HA configuration before applying the patch and apply it on the System Platform Management Consoles of both the primary and secondary nodes.***

For any operation that requires HA to be stopped (platform upgrade, template upgrade and patch application), the stop HA should be followed by the removal of the HA configuration. The user may then configure and start HA after the operation is completed.

3. **In a HA configuration, any hardware maintenance (e.g. replacing hard disks or power modules) must be conducted on the standby server after it is powered down.**

If the current active server needs hardware maintenance, perform an interchange to make it a standby server and then perform the maintenance operation after the server is powered down.

If this guideline is not followed, it is possible that the HA system may not work as desired once the hardware is replaced.

4. **Failure to remove HA before performing a platform upgrade could lead to an incorrect configuration of the system and the inability to start HA.**

This condition could lead to the necessity of re-installing System Platform on the affected systems.

5. **After HA has finished synchronizing the drives, do not immediately perform a manually interchange.**

Some processes are still running and this may cause an issue if a manual interchange is performed too quickly. Wait 90 seconds before starting a manual interchange after the synchronization is complete. This issue is only present immediately after the drives synchronize. A manual interchange can be conducted normally at any other time.

6. Virtual Machine state shows as “stopped” when running Machine Preserving High Availability (MPHA).

During a MPHA operation or after an interchange, a machine’s state may briefly show as “stopped” on the Management Console Manage page. This is only a display issue and machine operation is completely unaffected.

7. HA configuration is not supported with the use of class B IP addresses (255.255.0.0 mask).

8. Occasionally, the System Platform patch installation page continues to display “is being installed” even when the patch is complete.

Workaround: Manually refresh the browser via the browser refresh button. System Platform will display “has been successfully installed” if the patch has completed at that time. If “is being installed” remains to be displayed, please continue to wait. Note: System Manager updates may take up to 45 minutes to install.

9. Host names consisting of only numeric digits are not supported.

They will not allow System Platform to boot up.

10. At the end of a template installation on R6.2.2 or later, the modal panel message that indicates installation is complete incorrectly states template upgrade is complete when the message should state template installation is complete.

This is only a display issue and the installation is complete when the message appears.

11. When installing System Platform R6.3 on a Dell R610 with H200 controllers or IBM 3550 (S8800) with a BR 10i controller, please press ‘Continue’ if presented with the following warning: “Error: Could not collect RAID controller information”.

This screen is harmless and can be ignored.

12. Do not use the media check on an HP DL360 G7, the installation will stall.

If this occurs, reboot the server and proceed with the installation without performing the media check.

13. System Platform upgrades using a USB device are not supported on an HP DL360 G7.

When used for System Platform upgrades, USB drives cause boot problems on the HP DL360 G7. USB devices may be used for template upgrades, although the USB drive must not be attached when the System Platform upgrade is performed.

14. When running System Platform on a S8300D from the gateway, the “session icc” command will not work unless the gateway is running firmware version 30.13.0 or higher.

15. Changing the password for the first time while logged into WebLM causes Tomcat catalina.out to error and lists exceptions.

This issue resides in WebLM standalone releases (all releases up to 4.5.5). The issue does not impact WebLM functionality.

16. The CDOM fully qualified hostname in /etc/hosts is not correct after being renamed from the Management Console.

If a user renames the Console Domain hostname using an extension of the old hostname, the Console Domain hostname in /etc/hosts hosts file will be misconfigured as shown in the following example:

Old hostname: hostname.example.com

New hostname: hostname-2.example.com

Resulting misconfigured new fully qualified hostname in the /etc/hosts file:
hostname-2-2.example.com

When changing the Console Domain hostname, do not use an extension of the existing hostname.

To change the hostname to a new hostname that is an extension of the existing hostname, change the hostname to something else and then make the change to the new hostname. For example, change the original hostname 'hostname.example.com' to 'temp.different.com' and then change it to the new hostname 'hostname-2.example.com'.

17. If the user space on the file system (e.g. /home/admin) contains a file with a space, '\$', or bracket in its name, the System Platform backup will fail.

Do not use /home/admin for file storage. /home/admin is used for system backup and the presence of additional files may cause issues.

System Platform 6.3.4 upgrades the WebLM running on Console Domain to the latest release. In order to support the product license file transition during the WebLM upgrade, System Platform creates a backup archive that contains the product license file (if there is a license installed before applying System Platform 6.3.4). The license file will be restored after the new WebLM is deployed.

If the System Platform backup failed for any reason (for example, the backup fails due to a file with space, \$ or brackets in its filename), the license file transition will not complete successfully. The workaround is to manually install the license file after System Platform 6.3.4 is applied via the Management Console.

18. Users can browse to a previous Console Domain IP address after a new IP address is configured successfully.

When changing the IP address of Console Domain, the previous IP address may be cached such that it is still possible to navigate to the old IP address for a short while after a network change. The IP address has changed successfully and the address resolution protocol (ARP) cache within the network will update within 30 minutes. This is only a caching issue and does not affect system operation. No action needs to be taken.

19. IPv6 address display.

When IPv6 is enabled and configured, System Platform only displays Console Domain's and Domain-0's IP v6 addresses on the Manage Machines page. The templates IPv6 addresses (including Services VM) can be found on the Network Configuration page.

20. From the Management Console, static routes can only be added to the public bridge (avpublic).

21. The Management Console will not be accessible if the Domain-0 disk becomes full.

Domain-0 should not be used for file storage. System Platform will rotate log files and remove old tmp files to ensure files and directories are prevented from growing larger than their allowed sizes. However, directly loading large files unrelated to System Platform onto Domain-0 could fill the hard drive and result in system issues.

22. Internet Explorer (IE) 9 users may experience issues with some of the buttons and responses from the user interface.

Avaya does not recommend using IE9 with System Platform R6.3.4.

23. IE may not load pages when accessing the Management Console.

When accessing the Management Console page, IE (versions 7, 8 or 9) may display the following error: "Internet Explorer cannot display the webapp", or it may stay within the current page instead of navigating to the selected page. This happens when a page cannot respond to IE within 30 seconds. The problem has been observed on some template installation/upgrade pages, on the High Availability Configuration page and on the Network Configuration page. If IE is your preferred browser, consider applying the proposed solutions from the Microsoft Knowledge Base 181050 (<http://support.microsoft.com/kb/181050>).

24. If the reboot button is selected, but the VM never shuts down or restarts, the Management Console will display the "rebooting" status indefinitely.

Workaround: In the case where the VM is a Windows HVM, log into Windows from vnc and shutdown the instance gracefully (consult documentation for applications running on Windows operating systems for more information).

For other VMs that hang in the shutdown process, manually issue an "xm destroy" command (ensure the VM is actually stuck, some VMs are slow to shutdown and may take up to 30 minutes). Using the "xm destroy" command on a VM that is in the process

of shutting down rather than one that has stalled may result in issues. Advanced users may be able to use “xm console <machine name>” to check the state of the machine from its console. This workaround will require root access.

25. Depending on the BIOS version, it is possible to receive “Invalid checksum” errors during ACPI processing at boot time.

These errors occur when the ACPI tables in the BIOS contain incorrect checksums. BIOS vendors often only test their BIOS on Windows. Windows is more lenient with ACPI checksums. As a result, invalid checksums in ACPI tables escape this type of testing. Linux is less forgiving of checksum errors and they are occasionally received during start up.

These errors are dependent purely on the version of BIOS installed. Sometimes, upgrading the BIOS will resolve the errors. Linux ignores the offending ACPI table and System Platform makes no use of ACPI power management, so these errors are completely benign.

26. Patch search results may not display.

When using HTTP to download a patch, System Platform may not locate the patch file when the user enters the full patch URL (one that includes the patch filename). For example, <http://www.myfileserver/patchdir/SystemPlatform.rpm> may mean System Platform does not locate the patch correctly.

One workaround is to use just the directory URL and not include the filename.

For example, enter <http://www.myfileserver/patchdir> and then select the correct patch from the resulting list. However, this will not work if the web server does not allow browsing on that directory.

In that instance, point the web browser at the patch and download it to a PC and then upload it to the server using the Local File System option on the patch upload page.

Using a DVD or USB stick to deliver the patch file to the system would also be valid options.