



Product Support Notice

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PSN # PSN004352u

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Severity/risk level

High

Urgency

When convenient

Name of problem After auto-renew/renew or replace from System Manager Web Console, System Manager database does not pick up its identity certificate automatically.

Products affected

Avaya Aura® System Manager releases 6.2.x and 6.3.x

Problem description

After auto-renew/renew or replace from System Manager Web Console, System Manager Database does not pick up its identity certificate automatically.

System Manager CA issued certificate are by default valid for two year. In case this certificate is not appropriately replaced in this period System Manager Database certificate may expire.

Follow the steps mentioned in the resolution section to check and renew the certificate if required.

Resolution

➤ To check the certificate expiry date:

- 1) Login to System Manager command line interface as root user and run the following command.
\$> openssl x509 -text -in /var/lib/pgsql/data/server.crt|grep "Not After".

1) Section 1- Follow the below steps in case database certificate is about to expire:

- i. Login to System Manager Web Console and renew the certificate for Postgres Database:
 - Navigate to Home → Services → Inventory → Manage Elements.
 - Select Element of **Type** System manager and Node as IP address of System Manager.
 - Click on More Action → Configure Identity Certificates.
 - Select **Apache Load Balancer** under Service Name.
 - Click on Renew button.
- ii. Login to System Manager command line interface as root user and run the following command.
\$> openssl x509 -text -in /var/lib/pgsql/data/server.crt|grep "Not After".
Note: Certificate should be valid for 2 years from the date of execution of these steps.
- iii. Once the certificate is renewed, restart JBoss service using following command.
\$>service jboss restart

2) Section 2- Follow the below steps in case database certificate is expired:

- i. Login to System Manager command line interface as root user and run the following commands.
\$>sh /opt/Avaya/Postgres/*/utils/securePostgres.sh
- ii. Restart JBoss service
\$>service jboss restart
- iii. Execute following command to confirm the certificates renewal.
\$> openssl x509 -text -in /var/lib/pgsql/data/server.crt|grep "Not After".

Note: In case, certificate is not renewed contact Avaya Support team.

In case certificate is renewed and about to expire then follow the steps mentioned in **Section 1** to renew the certificate for next 2 years.

Note: System manager Web Console will not be available for 10-15 minutes after restarting the JBoss service.

Workaround or alternative remediation

N/A

Remarks

In case System Manager Database certificate (service name: apache_load_balancer) is renewed or replaced from the System Manager Web Console it is recommended to follow the steps mentioned in **Section 2** as mentioned in the Resolution section.

Patch Notes

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

Backup before applying the patch

N/A

Download

N/A

Patch install instructions

Service-interrupting?

N/A

Verification

N/A

Failure

N/A

Patch uninstall instructions

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

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