AVAYA

Product Support Notice

PSN #	PSN020190u

Original publication date: 20-Apr-15. This is Issue #5, published date: 14-Mar-16.

Severity/risk level High   **Urgency** When convenient

Name of problem	CM is erroneously rebooted by System Platform due to missed sanity heartbeats.

Products affected

Avaya Aura® Communication Manager (CM), Releases 6.3

Avaya Aura® Solution for Midsize Enterprise, Releases 6.x.x

Avaya Aura® System Platform, Releases 6.3.4 – 6.3.7

S8300 Server

S8510 Server

S8800 Server

Common Servers (HP & Dell)

Problem description

This problem occurs in Avaya Aura® Communication Manager (CM) Releases 6.3 and Avaya Aura® System Platform Releases 6.3.4 – 6.3.7.

CM is erroneously rebooted by System Platform due to missed sanity heartbeats. This can occur when System Platform is experiencing performance or memory issues causing heartbeats between CM and System Platform to be missed. If three consecutive heartbeats are missed within a 3 minute period System Platform will reboot CM.

In rare instances AE Services might be erroneously rebooted by System Platform due to missed sanity heartbeats as well.

Resolution

This problem is fixed in CM 6.3.11.0 (CM 6.3 Service Pack 11 – 22361) and higher SPs/Releases with System Platform 6.3.7 and higher.

In CM 6.3.11.0 (CM 6.3 Service Pack 11) and higher Service Packs/Releases the CM/System Platform sanity heartbeat mechanism is permanently removed and System Platform no longer has the capability of rebooting/resetting CM due to missed sanity heartbeats.

Note that logging of missed heartbeats will occur in System Platform releases lower than 6.3.7 and it is strongly recommended that when upgrading to CM 6.3.11.0 or higher Service Packs/Releases, an upgrade to System Platform 6.3.7 or higher is performed as well. Otherwise, the System Platform logs will be filled with entries noting that heartbeats have been missed since they are permanently disabled in CM 6.3.11.0 and higher Service Packs/Releases.

The AE Services heartbeat issue is addressed in System Platform 6.3.8 and higher System Platform releases. The number of heartbeats that are required to be missed before AE Services is rebooted was increased from 5 to 10 in System Platform 6.3.8.

System Platform 6.3.8 and higher releases also address a very rare problem where System Platform 6.3.7 could still reboot CM if the system did not recover from a Tomcat reset/restart for several minutes.

Important Note: If upgrading System Platform to 6.3.8 on a server running a release of Communication Manager lower than 6.3.10.0 or 6.3.111.0, Communication Manager 6.3.10.0 or 6.3.111.0 or higher should be activated prior to upgrading to System Platform 6.3.8. Any Communication Manager Service Pack lower than 6.3.10.0 or 6.3.111.0 is incompatible with System Platform 6.3.8.

Communication Manager Service Packs lower than 6.3.10.0 or 6.3.111.0 will undergo an extra reboot roughly 13 minutes after System Platform CDOM and Communication Manager are back in service after the System Platform upgrade to 6.3.8 (or higher). Furthermore, subsequent reboots of System Platform CDOM or DOM0 will again cause a CM reboot roughly 13 minutes after System Platform CDOM is back in service.

Workaround or alternative remediation

Note that restarting Tomcat on System Platform is **not** a valid workaround for this problem.

Remarks

n/a

Patch Notes

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

Backup before applying the patch	
Always	
Download	
Service Packs can be downloaded from "**support.avaya.com**". Custom patches must be provided by Avaya Support.	

Patch install instructions	Service-interrupting?
Patch activation instructions are available on "**support.avaya.com**". CM Service Pack/patch activation is service impacting on non-duplicated servers, and on all servers running CM 5.2 and lower releases. For servers running CM 5.2.1 and higher releases, SPs/patches can be activated in a connection preserving manner. Refer to PSN002589 for more information. Refer to the Note in the Resolution section of this PSN for additional important information.	Yes

Verification
Patch installation instructions include verification instructions.

Failure
Contact Technical Support.

Patch uninstall instructions
Patch activation instructions include deactivation 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

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.