Product Support Notice

PSN #	PSN020433u	Avaya Proprietary – Use pursuant to the terms of your signed agreement or company policy.

Original publication date: 18-Oct-2019. This is Issue #01, published date: 18-Oct-2019.	Severity/risk level	High	Urgency	Immediately

Name of problem PSN020433u - Risk of Avaya Equinox® Management (AEMG) High CPU utilization on 9.1.9.0 software

Products affected

Equinox® Conferencing 9.1.9.0 (only)

Problem description

This PSN is warning of a potential High CPU utilization problem. Although unlikely to occur, it is difficult to define the exact circumstances leading to this failure.

The problem may be seen if the following conditions are met:

1. Customer is using complex email addresses. Whereas we can provide examples of addresses which will cause a problem, there is no specific way to qualify what is a "complex email address". Examples of addresses which may trigger the issue:
    a. aaaaaaaaaaaa.bbbbbbbb.ccccccccc@company.com
    b. abcde_abcde@org_name.abc.zyx.uv
2. And, you are using a Delegate Account for this user;
3. And, this user is inactive in the Active Directory.

In these cases, it may be possible to see this issue where the Avaya Equinox Management (AEMG) will reach very high CPU utilization.

NOTE: This problem will only be seen on Equinox® Conferencing 9.1.9.0.

Resolution

Although it is not likely that all of these conditions are met at any given site and this problem would be rare, it will likely be difficult to prevent this problem from ever happening unless you are not using delegate accounts. Therefore it is Avaya's recommendation to install the following patch to ensure this issue does not occur:

PLDS Download ID EQMNG000015: Equinox® Management Server 9.1.9 Update-1 (Mandatory patch over 9.1.9 GA)

NOTE: Applying this patch requires that the platform runs Equinox Management 9.1.9 GA release (vers.9.1.9.0.26).

Workaround or alternative remediation

n/a

Remarks

Software Update Notes

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

Backup before applying the new software

Always – utilize VM snapshot however multiple copies of snapshots should not be stored on the VM.

Download

Obtain software from plds.avaya.com. PLDS Download Ids are referenced in the Resolution section above when available

Software install instructions	Service-interrupting?
For Upgrades from R9.1 FP5 (9.1.5.55) or R9.1 FP8 (9.1.8.118), or for fresh OVA installations, first complete the upgrade or installation and then apply this patch Refer to the Administrator Guide for Avaya Equinox® Management– Chapter 11: Maintaining your Videoconferencing Network.	Yes

Verification

Verify version information for the Management Server. Bundle Version should be 9.1.9.0.28, Equinox Management version should be 9.1.9.0.44.

Additionally, basic sanity testing of 5-10 calls is recommended to ensure normal system operation.

Failure

Return to backup – VM snapshot.

Software uninstall instructions

No uninstall. Return to backup – VM snapshot.

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

n/a

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.