

Product Correction Notice (PCN)

Issue Date: 07-May-2012
Supplement 20 Date: 11-August-2014
Archive Date: NA
PCN Number: 1691S

SECTION 1 - CUSTOMER NOTICE

Products affected by this PCN:

Avaya S8xx0 Servers and Avaya Common Server HP® ProLiant DL360 G7 running Avaya Aura® Communication Manager 5.2.1 software load R015x.02.1.016.4.

Avaya S8710 Servers might have insufficient memory to run CM 5.2.1 Service Pack #16 or later SPs. The memory requirements for these SPs are such that some S8710 servers might run out of memory when the SP is activated. If a server runs out of memory after activating an SP it could cause ongoing resets/reboots. To obtain **PSN020058u** documenting this issue, see the section titled **(Release notes and workarounds are located:** (in this PCN).

Description:

11 August 2014 – Supplement 20 introduces Service Pack #18 for Communication Manager 5.2.1. This service pack, 02.1.016.4-21656.tar.gz, applies to S8xx0 Servers and HP DL360 G7 servers running Communication Manager 5.2.1 only (software load R015x.02.1.016.4).

This service pack also applies to Communication Manager 5.2.1 (software load R015x.02.1.016.4) running as a virtual machine as part of the Midsize Business Template (MBT 5.2.1).

This service pack is not applicable to any other servers, software loads, or releases of Communication Manager.

15 April 2014 – Supplement 19 introduced Service Pack #17 for (02.1.016.4-21366.tar.gz) Communication Manager 5.2.1.

14 October 2013 – Supplement 18 introduced Service Pack #16 for (02.1.016.4-21060.tar.gz) Communication Manager 5.2.1.

1 April 2013 – Supplement 17 introduced Service Pack #15 (02.1.016.4-20445.tar.gz) for Communication Manager 5.2.1.

17 December 2012 – Supplement 16 introduced Service Pack #14 (02.1.016.4-20102.tar.gz) for Communication Manager 5.2.1

6 August 2012 – Supplement 15 introduced Service Pack #13 (02.1.016.4-19880.tar.gz) for Communication Manager 5.2.1.

9 May 2012 – Supplement 14 introduced Service Pack #12.01 (02.1.016.4-19751.tar.gz) for Communication Manager 5.2.1.

16 April 2012 – Supplement 13 introduced Service Pack #12 (02.1.016.4-19606.tar.gz) for Communication Manager 5.2.1.

5 December 2011 – Supplement 12 introduced Service Pack #11 (02.1.016.4-19308.tar.gz) for Communication Manager 5.2.1.

22 August 2011 – Supplement 11 introduced Service Pack #10 (02.1.016.4-19191.tar.gz) for Communication Manager 5.2.1.

13 June 2011 – Supplement 10 introduced Service Pack #9 (02.1.016.4-18942.tar.gz) for Communication Manager 5.2.1.

4 April 2011 – Supplement 9 introduced Service Pack #8 (02.1.016.4-18855.tar.gz) for Communication Manager 5.2.1.

23 March 2011 – Supplement 8 introduced Service Pack #7.01 (02.1.016.4-18854.tar.gz) for Communication Manager 5.2.1.

24 February 2011 – Supplement 7 introduced Service Pack #7 (02.1.016.4-18759.tar.gz) for Communication Manager 5.2.1.

6 December 2010 – Supplement 6 introduced Service Pack #6 (02.1.016.4-18576.tar.gz) for Communication Manager 5.2.1.

4 October 2010 – Supplement 5 introduced Service Pack #5 (02.1.016.4-18475.tar.gz) for Communication Manager 5.2.1.

17 August 2010 – Supplement 4 introduced Service Pack #4.01 (02.1.016.4-18433.tar.gz) for Communication Manager 5.2.1.

2 August 2010 – Supplement 3 introduced Service Pack #4 (02.1.016.4-18365.tar.gz) for Communication Manager 5.2.1.

7 June 2010 – Supplement 2 introduced Service Pack #3 (02.1.016.4-18250.tar.gz) for Communication Manager 5.2.1.

5 April 5 2010 – Supplement 1 introduced Service Pack #2 (02.1.016.4-18111.tar.gz) for Communication Manager 5.2.1.

8 February 2010 - The original issue of this PCN introduced Service Pack #1 (02.1.016.4-17959.tar.gz) for Communication Manager 5.2.1.

The first Service Pack for Communication Manager 5.2.1 was Service Pack #0 (02.1.016.4-17774.tar.gz) that launched on November 20, 2009 under PCN 1689P.

- Note that Communication Manager service packs are cumulative. In other words fixes from all previous service packs for a particular release and software load are included in the latest service pack. Therefore there is no reason to install a previous service pack before installing the latest service pack.

**Level of
Risk/Severity**

Class 2

Class 1=High
Class
2=Medium
Class 3=Low

Is it required
that this PCN
be applied to
my system?

This PCN is not required but is highly recommended for S8xx0 Servers and HP DL360 G7 servers running Communication Manager 5.2.1 software load R015x.02.1.016.4. Note that Communication Manager 5.2.1 SP#6 (18576) or greater is **required** to correctly configure Communication Manager 5.2.1 software load R015x.02.1.016.4 on the HP DL360 G7 server.

The risk if this
PCN
is not installed:

It is possible that Communication Manager service disruptions could occur, as well as some features not working as expected.

Is this PCN for
US customers,
non-US
customers, or
both?

This PCN applies to both US and non-US customers.

Does applying
this PCN disrupt
my service
during
installation?

This service pack will disrupt service on simplex servers since it requires a reset 4 to take effect.

Duplicated S87xx, S8800 and HP DL360 G7 servers running Communication Manager 5.2.1 can use the connection preserving software update procedure which preserves active calls during server interchanges. See the section titled **Finding the Installation Instructions** for more information.

Installation of
this PCN
is required by:

Customer or Avaya Authorized Service Provider. This service pack is customer installable and remotely installable.

Release notes
and
workarounds
are located:

The Communication Manager 5.2.1 service pack release notes contain the specific software updates included in the service pack and can be obtained by performing the following steps from a browser:

1. Go to <http://support.avaya.com> then enter your **Username** and **Password** and click **LOG IN**.
2. Click **DOCUMENTS** at the top of the page.
3. Begin to type **Communication Manager** in the **Enter Your Product Here** box and when Avaya Aura® Communication Manager appears as a selection below, select it.
4. Select 5.2.x from the **Choose Release** pull down menu to the right.
5. Scroll down (if necessary) and check the box labeled **Release Notes & Software Update Notes**.
6. Click **ENTER**. Available documents are displayed.
7. Click on the document titled **Avaya Aura® Communication Manager 5.2.1 SP18 Release Notes**.

Avaya S8710 Servers might have insufficient memory to run CM5.2.1 SP 16 or later SPs. **PSN020058u** addresses this issue and can be obtained by performing the following steps from a browser:

1. Go to <http://support.avaya.com> then enter your **Username** and **Password** and click **LOG IN**.
2. Click **DOCUMENTS** at the top of the page.

3. Begin to type **Communication Manager** in the **Enter Your Product Here** box and when Avaya Aura® Communication Manager appears as a selection below, select it.
4. Select 5.2.x from the **Choose Release** pull down menu to the right.
5. Scroll down (if necessary) and check the box labeled **Product Support Notices**.
6. Click **ENTER**. Available documents are displayed.
7. Scroll down/page to find **PSN020058u** dated **22 Dec 2013**. Click on the document titled **PSN020058u – S8710 servers might have insufficient memory to run CM 5.2.1 SP 16 or later SPs**.

What materials are required to implement this PCN (If PCN can be customer installed):

This PCN is being issued as a customer installable PCN. The service pack 02.1.016.4-21656.tar.gz is required. To obtain the service pack refer to the **How do I order this PCN** section of this PCN.

If unfamiliar with installing Communication Manager service packs, the installation instructions are required. To obtain the installation instructions please refer to the **Finding the installation instructions** section of this PCN.

How do I order this PCN (If PCN can be customer installed):

The Communication Manager 5.2.1 service pack 02.1.016.4-21656.tar.gz can be obtained by performing the following steps from a browser:

1. Go to <http://support.avaya.com> then enter your **Username** and **Password** and click **LOG IN**.
2. Click **DOWNLOADS** at the top of the page.
3. Begin to type **Communication Manager** in the **Enter Product Name** box and when Avaya Aura® Communication Manager appears as a selection below, select it.
4. Select 5.2.x from the **Choose Release** pull down menu to the right.
5. In the **DOWNLOADS** table find and Click on **Avaya Aura® Communication Manager 5.2.1 Service Pack 18 and CM5.2.1 Pre-installation Software**.
6. Scroll down and click on the file download link **02.1.016.4-21656.tar.gz**. This link will take you to the PLDS system with the **Download pub ID:** already entered.

For Midsize Business Template 5.2.1 systems the service pack can also be downloaded directly from the PLDS system at <http://plds.avaya.com>.

1. Enter your login ID and password. You may have to search for and enter your company name and/or accept the one time EULA to gain access to software downloads.
2. Click **View Downloads**.
3. In the **Search by Download** tab enter **CM000000588** in the **Download pub ID:** search field to access the Communication Manager service pack download. Click the **Download** link to begin the download.

Hint: In the **View Downloads** section under the **Suggested Downloads** tab, select **Communication Manager** in the **Product Line** search field to display frequently downloaded Communication Manager software, including recent service packs.

The MD5 sum for the service pack is:

6a591f1401d9de62cf16915cd61dc696

Finding the installation instructions (If PCN can be customer installed):

This PCN is being issued as a customer installable PCN. The Communication Manager service pack installation instructions can be obtained by performing the following steps from a browser:

1. Go to <http://support.avaya.com> then enter your **Username** and **Password** and click **LOG IN**.
2. Click **DOWNLOADS** at the top of the page.
3. Begin to type **Communication Manager** in the **Enter Product Name** box and when Avaya Aura® Communication Manager appears as a selection below, select it.
4. Select 5.2.x from the **Choose Release** pull down menu to the right.
5. In the **DOWNLOADS** table find and Click on **Latest TN Circuit Pack, Server, and Media Gateway Firmware and Software Updates 5.2.x** (This link may be on page 2).
6. Click on the link **Communication Manager 2.0 and Later Software Update Procedures**.

Note that duplicated S87xx, S8800 and HP DL360 G7 servers running Communication Manager 5.2.1 can use the connection preserving software update procedure described in the document titled "Avaya Aura® Communication Manager Change Description for Release 5.2.1." This document can be obtained by performing the following steps from a browser:

1. Go to <http://support.avaya.com>.
2. Begin to type **change description for release 5.2.1** in the **What can we help you with?** search box and when change description for release 5.2.1 appears as a selection below, select it.
3. Find and click on the link for **Avaya Aura® Communication Manager Change Description for Release 5.2.1** in the search results.

Patch installation instructions for Midsize Business Template systems can be obtained by performing the following steps from a browser:

1. Go to <http://support.avaya.com> then enter your **Username** and **Password** and click **LOG IN**.
2. Click **DOCUMENTS** at the top of the page.
3. Begin to type **Midsize Business** in the **Enter Your Product Here** box and when Midsize Business Template appears as a selection below, select it.
4. Check the box labeled **Administration & System Programming**
5. Click **ENTER**. Available documents are displayed.
6. Click the link **Administering Avaya Midsize Business Template**.
7. See the **Server Management: Managing patches** section in Chapter 1.

SECTION 1A – SOFTWARE SERVICE PACK INFORMATION

Note: Customers are required to backup their systems before applying the Service Pack.

How to verify the installation of the Service Pack has been

To verify the service pack is successfully installed perform the following steps from a web browser:

1. Access the Communication Manager System Management Interface web pages by entering the Server name or IP address in the browser Address box.

- successful:**
2. Login to the web pages.
 3. From the top navigation bar select **Server (Maintenance)** under the **Administration** pull-down menu.
 4. Then select the **Software Version** page under the **Server** links on the left hand menu.
 5. Verify that under “UPDATES:” service pack “02.1.016.4-21656” shows “activated”.

Alternatively, run the following bash command on the Server:

```
> update_show
```

This should show the status of service pack (Update ID) “02.1.016.4-21656” as “activated”.

On Midsize Business Templates systems access the **Server Management > Patch Management** page which should show the status of the patch as “active.”

What you should do if the Service Pack installation fails? Escalate to Avaya **Global Support Services (GSS)** or an Avaya authorized Business Partner.

How to remove the Service Pack if malfunction of your system occurs:

Run the following bash command on the Server:

```
> update_deactivate 02.1.016.4-21656.tar.gz
```

After the command has completed run the following bash command on the Server:

```
> update_show
```

This should show the status of service pack (Update ID) “02.1.016.4-21656” as “deactivated”.

Or you can launch the Communication Manager System Management Interface from a web browser and use the **Manage Updates** page to deactivate 02.1.016.4-21656. From the top navigation bar select **Server (Maintenance)** under the **Administration** pull-down menu. Then select **Manage Updates** under **Server Upgrades** on the left hand menu.

On Midsize Business Templates systems access the **Server Management > Patch Management > Manage** page. Click on the patch you want to remove then click Deactivate.

SECTION 1B – SECURITY INFORMATION

Are there any security risks involved? Not Applicable.

Avaya Security Vulnerability Classification: Not Applicable.

Mitigation: Not Applicable.

SECTION 1C – ENTITLEMENTS AND CONTACTS

Material Coverage Entitlements: There is no incremental charge for the material in this PCN. The service pack is available on support.avaya.com and plds.avaya.com. The file is available during the warranty period or if a valid maintenance contract is in force.

**Avaya
Customer
Service
Coverage
Entitlements:**

Avaya is issuing this PCN as installable by the customer. If the customer requests Avaya to install this PCN, it is considered a billable event as outlined in Section 4 (*Software Updates and Product Correction Notices*) of the Avaya Service Agreement Supplement (Full Maintenance Coverage) unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer.

Additionally, Avaya on-site support is not included. If on-site support is requested, Avaya will bill the customer current Per Incident charges unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer.

Customers under the following Avaya coverage:

- Full Coverage Service Contract*
- On-site Hardware Maintenance Contract*

Remote Installation	Current Per Incident Rates Apply
Remote or On-site Services Labor	Current Per Incident Rates Apply

- Service contracts that include both labor and parts support – 24x7, 8x5.

Customers under the following Avaya coverage:

- Warranty
- Software Support
- Software Support Plus Upgrades
- Remote Only
- Parts Plus Remote
- Remote Hardware Support
- Remote Hardware Support w/ Advance Parts Replacement

Help-Line Assistance	Per Terms of Services Contract or coverage
Remote or On-site Services Labor	Per Terms of Services Contract or coverage

Avaya Product Correction Notice Support Offer

The Avaya Product Correction Support Offer provides out-of-hours support for remote and on-site technician installable PCNs, and Avaya installation for all Avaya issued PCNs that are classified as “Customer-Installable”. Refer to the PCN Offer or contact your Avaya Account Representative for complete details.

**Avaya
Authorized
Partner
Service
Coverage
Entitlements:**
Avaya Authorized Partner

Avaya Authorized Partners are responsible for the implementation of this PCN on behalf of their customers.

**Who to contact
for more
information:**

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](#).