



Avaya Aura[™] System Manager 6.0

Service Pack-2 Release Notes

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Table of Contents

Product Support Notice..... 3

Installation process 3

 Prerequisite 3

 Installing the Patch Installer 3

Issues Resolved 4

Known Issues 7

Technical Support..... 8

Contact support tasks 9

Product Support Notice

Some product changes are documented as Product Support Notice (PSN). The PSN number defines the related document.

To read the PSN description online:

1. Go to the Avaya Support Web site at <http://www.avaya.com/support>
2. In the left pane, click **Products**. The system displays a search text box.
3. Enter the product name in the search text box.
4. On the search result page, scroll down to **Product Notices** and click **Product Support Notices**.
5. In the top left corner of the table, filter the searched product based on release for PSN.
6. To open the PSN, click on the PSN title link.

Installation process

Prerequisite

To deploy Avaya Aura™ System Manager 6.0 Service Pack 2, you must install System Manager 6.0 Service Pack 1 on System Platform 6.0.2.0.5. For the installation and upgrade documentation for System Manager 6.0 see Avaya Support Web site: <http://support.avaya.com>.

Note: Documents containing information about prior releases of System Manager installation and upgrade, product support, and service packs are also available on the Avaya Support Web site.

Installing the Patch Installer

1. Ensure that **Patch-1** is installed on top of System Manager 6.0 Service Pack-1
2. Prior to installing System Manager Release 6.0 Service Pack 2, you must create a backup on the system and store the backup on an external device.
3. Please perform an upgrade of System Platform from System Platform release 6.0.0.0.11 to System Platform release 6.0.2.0.5 by installing the Avaya Aura™ System Platform release 6.0.2.0.5 on the system.
4. Log in to the computer running System Manager with an ssh connection using the root user.
5. Copy or upload the patch installer file from your system to anywhere on the computer on which you have installed System Manager Release 6.0 Service Pack 1.
6. Go to the directory where the patch installer was copied, and grant execute permissions to the file with the following command:
chmod +x System_Manager_06_00_SP2_r820.bin
7. Execute the patch installer using the following command:
sh System_Manager_06_00_SP2_r820.bin
8. Wait for the execution of the patch installer to complete and the installer prompt to come back.

9. Once the execution is complete, log in on the System Manager console and verify if the System Manager UI is presented correctly.

Issues Resolved

This release includes the following resolved issues delivered in System Manager 6.0 Service Pack - 2.

When you tried to access System Manager through the IP address or the System Manager host name without System Manager in the pathname, the system did not redirect you to the log-in page.

The **System Manager Data > Backup and Restore** screen did not display the correct time stamp of the backup.

When the browser session timed out, if you were on a Web page with an input form, System Manager did not redirect you to the log-in page. A pop-up window blocked the redirect and displayed the following message: Are you sure you want to navigate away from this page?

Harvesting files larger than 100 MB failed.

Clicking **No** in a session timeout dialog box redirected you to the log-in page without invalidating the session. So you could use the old session to visit any System Manager page.

The system did not execute a job on time if the job was scheduled when DST was Off and executed when DST was On, and vice versa.

- If the job was scheduled with DST Off:
 - The job executed on the specified time when DST was Off.
 - The job executed one hour later than the specified time when DST was On.
 - The job executed again on the specified time when DST switched Off.
- If the job was scheduled with DST On:
 - The job executed on the specified time when DST was On.
 - The job executed one hour before the specified time when DST was Off.
 - The job executed again on the specified time when DST switched On.

The system displayed the `Some internal server error` message in the following scenarios:

- When you tried to add an endpoint using the Alias endpoint that had been removed subsequently from Communication Manager
- When an extension, say extension B, added as a message lamp extension for another extension, say extension A, was deleted from Communication Manager and you tried to view this extension (extension A)

The system displayed `The Communication Manager is inactive or there could be an unknown error` message on GUI in the following scenarios:

- When you assigned some groups, say coverage path group 1 and coverage path group 2, to an endpoint while adding the endpoint
- When you edited this endpoint and removed the assigned coverage path groups, that is, group 1 and group 2, by clearing them, and assigned some other coverage path groups, say group 3 or group 4, or assigned some hunt groups

The time value in the Avaya Aura™ Communication Manager Messaging list table **Last Sync Time** column, and in the Templates list **Last Modified** column, did not show the Local Client time. Instead, it showed the Coordinated Universal Time. The system showed the time zone offset according to the Local Client time zone settings.

The Communication Manager synchronization failed if you ran it at the same time as the Communication Manager save translation.

The system did not enable e-mail notification for alarms generated from System Manager.

To view the **Alarm Management** page, you had to use the right-hand pane by clicking **Setting**, apart from clicking **Alarm Management** in the left-hand pane.

The default Simple Network Management Protocol (SNMP) port in **Alarm Management** was incorrect. The default port should have been 162 instead of 9162.

The system generated multiple logs due to database updates during various phases of scheduled job execution.

When you clicked **Manage Elements** under the subpage section of the **Inventory landing** page, the system redirected you to the **Application Management** mat page instead of the **Manage Element** landing page.

On the **Replication** screen, if you selected a replica node with the synchronization status as Not Reachable, then:

- With Firefox, the UI displayed a busy cursor and became unresponsive for around 2 minutes. Once the UI became responsive, the system successfully performed operations such as view details, repair, and remove.
- With Internet Explorer, the UI displayed a busy cursor for some time and then gave a connection timeout error. Further selection or clearance of entries gave some more error pop-ups.

Export of routing data from an earlier version of System Manager and import of data to System Manager 6.0 often failed.

After upgrading System Manager, you could not gain access to the System Manager UI.

When the offset was off, and the system time and date configuration was set to the Berlin time zone, the logging time stamp appeared incorrect on the Log Viewer page. The Log Viewer should report the time stamp with GMT+3, but it displayed GMT+7.

When you selected **All** in the originating location under **Routing > Dial Patterns**, the other locations were not grayed out.

Issues fixed through Patch 1 for System Manager 6.0 Service Pack - 1

System Manager backup performed from System Manager screen **System Manager Data > Backup and Restore** failed after upgrade.

When you installed a new replica node with initial data against System Manager, the installation of node remained incomplete.

System Manager version did not get updated on upgrade from previous releases, and the screen **System Manager Data > Settings > SMGR** displayed the old version. As a result, the CLI restore gave warnings for version difference.

If you added an endpoint for alias set type on Communication Manager using some external tool and you performed Incremental Sync, the Button Labels appeared blank.

If you removed a **Coverage Time of Day** entry from Communication Manager using some external tool and you performed Incremental Sync, the deleted entry was still visible in System Manager.

When SMGR was upgraded to 6.0 SP1, the SAL rules for PS were incorrect. This caused SNMP traps generated for presence alarms to include xml formatted descriptions of errors as opposed to plain text.

Issues Resolved in Service Pack-2 of System Manager 6.0

The system displays the timeout error when you try to import 20,000 instances of RTS.

Bulk export of all the users fails if any user has invalid data associated with it.

When you click an entry in **Session Manager**, and then click an associated tab from the left menu, the system does not display all the entries.

The drop-down display associated with **Show** on a table sometimes displays on top of the drop-down display of **More Actions**. This issue is observed with Microsoft Internet Explorer 6.0 but not with other versions of Internet Explorer and Firefox.

Export a user using bulk export utility which is been created through **User Manager UI** from System Manager. Make changes in the exported xml file for the user that was created through **User Manager UI**, and try to re-import the same user, then re-import of such user fails

Field technicians can use the services port to configure System Manager.

While adding a station using a custom template, if you do not expand the button assignment tab, the system gets saved with the default template button for all set types.

SIP endpoints added through bulk import do not add Off PBX Endpoint object in SMGR DB.

User bulk import job begins to fail after approximately 250 successfully import records.

Communication Manager and Messaging functionality privileges are added to the default Avaya Services Administrator SMGR role.

CM sync fails if the multi-location feature is enabled.

SMGR users must be logged in Audit Log while changing any Communication Manager object through Element Cut-Through.

If users are exported using the user export functionality, the Button arguments do not get populated for the endpoint communication profile.

Deleted endpoints are not removed from DB hence the same endpoint cannot be re-added to System Manager.

Communication Manager sync fails after swapping FACs on Communication Manager.

Known issues

The following issues are yet to be addressed in System Manager 6.0.

WI #	Description	Known issue / Workaround.
wi00385884	When you access the screen and then expand the browser window, the table becomes distorted for a few screens until the window is expanded to full size. This issue is observed with Firefox but not with Internet Explorer.	Regain access to the screen displaying the distorted table after expanding the browser window to the required size.
wi00383435	The manual local or remote backup performed through the System Manager Data > Backup and Restore screen does not add the backup time stamp to the backup archive. If an archive with the same name already exists, then it overwrites the old archive with the new one.	No workaround is available as yet.
wi00381516	You can only partially see the calendar in the Log Viewer page. As a result, you cannot use the calendar while selecting the date.	No workaround is available as yet.
wi00386848	The system displays the last part of some alarm messages as NULL. As a result, the Alarm viewer does not display the correct alarm message.	No workaround is available as yet.
wi00383172	You cannot scroll through the Help page.	No workaround is available as yet.
wi00388816	The system displays incorrect descriptions of the submenu items of the navigation menu Elements > Application Management and Elements > Inventory .	No workaround is available as yet.
wi00382914	When you delete the SIP domain, any corresponding default domain in the SIP port table changes automatically to All.	Go to the port table in the SIP entity, and remove the corresponding entry, or choose a specific domain in the default domain column.

wi00400264	If you do a user bulk import with the partial-and-merge option with presenceUserDefault assigned to the users, and if the import xml that you are using does not have presenceUserDefault details for the users, then after the import, the system removes presenceUserDefault from your details.	When you perform a bulk import with the partial-and-merge option for users who have presenceUserDefault assigned to them, include the presenceUserDefault details for these users in the import xml and then perform the import.
wi00400340	If you create multiple backups concurrently and specify the same name for the backup file for two or more backups, then some of the backup archives created might be invalid, though the backup might display successfully.	No workaround is available as yet.
wi00363718	The system does not delete etoken user session from the browser cache after System Manager logs Off	No workaround is available as yet.
wi00379063	After upgrading to Service Pack - 1, the roles created in earlier releases of System Manager cannot view or edit the Service Profile Manager (SPM) profiles, as the new resources are not present in the corresponding roles.	For a customized role, the administrator must manually edit the role using the SMGR console.
wi00462970	Jobs like add and edit station scheduled in IPTCM 5.2 fail if you schedule them to run after upgrade to IPTCM 6.0 SP1.	Reschedule the jobs after the upgrade.
wi00555581	If you do not press the button assignment tab, the system saves the default template button for all set types instead of the specified button while adding a station using a custom template.	Press the button assignment tab on the Endpoints page after selecting the desired template.

Technical support

Support for System Manager is available through Avaya Technical Support.

In case of issues with System Manager, you can:

1. Retry the action. Carefully follow the instructions in the printed or online documentation.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. See the troubleshooting section of the Avaya documentation.

If you continue to have a problem, contact Avaya Technical Support using one of the following methods:

- Log in to the Avaya Support Web site at <http://support.avaya.com>.
- Call or fax Avaya Support at one of the telephone numbers in the Support Directory listings on the Avaya Support Web site.

If you have difficulty reaching Avaya Support using the above URL or e-mail address, go to <http://www.avaya.com> for further information. Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya Web site.

When contacting Avaya Support, keep the following information handy:

- Problem description
- Detailed steps to reproduce the problem, if any
- The release version in which the issue occurs
- Whether the System Manager software is an upgrade, and if yes, then from which release
- Installation of log files
- System Manager JBoss server log file available at
\$JBOSS_HOME/server/avmgt/log/server.log
- The domain log available under \$AVAYA_LOG

Contact support tasks

You may be asked to send e-mail files to Avaya Support for analysis of your application and its environment.

For information about patches and product updates, see the Avaya Support Web site at:

<http://www.avaya.com/support>