Product Correction Notice (PCN)

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SECTION 1 - CUSTOMER NOTICE

Products affected by this PCN:

Avaya Aura® Communication Manager 6.0.1 running on System Platform R6.0.x equipped S8300D, S8510, S8800 and Common Servers (HP® DL360 G7 and Dell® R610 Servers).

Description:

October 28, 2013 – Supplement 16 introduces Communication Manager 6.0.1 Service Pack #11.01 (00.1.510.1- 21061.tar.gz). Service Pack #11.01 uses System Platform R6.0.3 and System Platform patch 6.0.3.10.3 (vsp-patch-6.0.3.10.3.noarch.rpm).

Communication Manager 6.0.1 Service Pack #11.01 only applies to CM 6.0.1 software load R016x.00.510.1 and is not applicable to any other software loads or releases of Communication Manager.

July 1, 2013 – Supplement 15 introduced Communication Manager 6.0.1 Service Pack #11 (00.1.510.1-20685.tar.gz). Service Pack #11 used System Platform R6.0.3 and System Platform patch 6.0.3.10.3 (vsp-patch-6.0.3.10.3.noarch.rpm).

Communication Manager 6.0.1 Service Pack #11 only applied to CM 6.0.1 software load R016x.00.1.510.1 and was not applicable to any other software loads or releases of Communication Manager.

February 11, 2013 – Supplement 14 introduced Communication Manager 6.0.1 Service Pack #10 (00.1.510.1-20397.tar.gz). Service Pack #10 used System Platform R6.0.3 and System Platform patch 6.0.3.9.3 (vsp-patch-6.0.3.9.3.noarch.rpm).

October 1, 2012 – Supplement 13 introduced Communication Manager 6.0.1 Service Pack #9 (00.1.510.1-19940.tar.gz). Service Pack #9 used System Platform R6.0.3 and System Platform patch 6.0.3.9.3 (vsp-patch-6.0.3.9.3.noarch.rpm).

July 25, 2012 – Supplement 12 introduced Communication Manager 6.0.1 Service Pack #8.01 (00.1.510.1-19917.tar.gz). Service Pack #8.01 used System Platform R6.0.3 and System Platform patch 6.0.3.9.3 (vsp-patch-6.0.3.9.3.noarch.rpm).

June 4, 2012 – Supplement 11 introduced Communication Manager 6.0.1 Service Pack #8 (00.1.510.1-19736.tar.gz). Service Pack #8 used System Platform R6.0.3 and System Platform patch 6.0.3.9.3 (vsp-patch-6.0.3.9.3.noarch.rpm).

February 13, 2012 – Supplement 10 introduced Communication Manager 6.0.1 Service Pack #7 (00.1.510.1-19528.tar.gz). Service Pack #7 originally used System Platform R6.0.3 and System Platform patch 6.0.3.6.3 (vsp-patch-6.0.3.6.3.noarch.rpm). Service Pack #7 can also use System Platform patch

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6.0.3.7.3 (vsp-patch-6.0.3.7.3.noarch.rpm).

December 12, 2011 – Supplement 9 introduced Communication Manager 6.0.1 Service Pack #6 (00.1.510.1-19350.tar.gz). Service Pack #6 originally used System Platform R6.0.3 and System Platform patch 6.0.3.3.3 (vsp-patch-6.0.3.3.3.noarch.rpm). Service Pack #6 can also use System Platform patch 6.0.3.6.3 (vsp-patch-6.0.3.6.3.noarch.rpm)

October 12, 2011 – Supplement 8 introduced Communication Manager 6.0.1 Service Pack #5.01 (00.1.510.1-19303.tar.gz). Service Pack #5.01 used System Platform R6.0.3 and System Platform patch 6.0.3.3.3 (vsp-patch-6.0.3.3.3.noarch.rpm).

October 3, 2011 – Supplement 7 introduced Communication Manager 6.0.1 Service Pack #5 (00.1.510.1-19220.tar.gz). Service Pack #5 used System Platform R6.0.3 and System Platform patch 6.0.3.3.3 (vsp-patch-6.0.3.3.3.noarch.rpm).

August 30, 2011 – Supplement 6 replaced System Platform patch 6.0.3.1.3 with 6.0.3.3.3 (vsp-patch-6.0.3.3.3.noarch.rpm). Apply System Platform patch 6.0.3.3.3 to servers running Communication Manager 6.0.1 Service Pack #4 (00.1.510.1-19100.tar.gz) and System Platform R6.0.3

August 15, 2011 – Supplement 5 introduced Communication Manager 6.0.1 Service Pack #4 (00.1.510.1-19100.tar.gz). Service Pack #4 used System Platform R6.0.3 and initially used System Platform patch 6.0.3.1.3 (vsp-patch-6.0.3.1.3.noarch.rpm).

June 06, 2011 – Supplement 4 introduced Communication Manager 6.0.1 Service Pack #3 (00.1.510.1-19009.tar.gz) and System Platform patch 6.0.3.1.3 (vsp-patch-6.0.3.1.3.noarch.rpm) which should be applied to System Platform R6.0.3 when CM 6.0.1 SP3 is activated.

April 18, 2011 – Supplement 3 replaced Pre-upgrade patch vsp-patch-6.0.2.4.5.noarch.rpm from the original PCN with vsp-patch-6.0.2.5.5.noarch.rpm. The problem with vsp-patch-6.0.2.4.5.noarch.rpm that was corrected by vsp-patch-6.0.2.5.5.noarch.rpm is described in PSN003188u.

April 11, 2011 – Supplement 2 introduced Communication Manager 6.0.1 Service Pack #2 (00.1.510.1-18860.tar.gz). CM 6.0.1 SP#2 uses System Platform R6.0.3 which was introduced with the original PCN.

March 28, 2011 – Supplement 1 introduced Communication Manager 6.0.1 Service Pack #1.01 (00.1.510.1-18857.tar.gz). CM 6.0.1 SP#1.01 uses System Platform R6.0.3 which was introduced with the original PCN.

March 07, 2011 – The original PCN introduced the following software updates for S8300D, S8510, S8800, HP® DL360 G7 and Dell® R610 Servers running System Platform R6.0.2 and any of the Communication Manager 6.0.1 Solution Templates:

1. Pre-upgrade patch vsp-patch-6.0.2.4.5.noarch.rpm. This patch must be applied to S8300D servers running System Platform R6.0.2 (6.0.2.0.5) prior to the upgrade to System Platform R6.0.3. This patch was replaced by vsp-patch-6.0.2.5.5.noarch.rpm in Supplement 3.
2. System Platform R6.0.3 (vsp-6.0.3.0.3.iso) for S8300D, S8510, S8800, HP® DL360 G7 and Dell® R610 Servers running System Platform R6.0.2 and any of the Communication Manager 6.0.1 Solution Templates.
3. Communication Manager 6.0.1 Service Pack #1 (00.1.510.1-18777.tar.gz) which only applies to CM 6.0.1 software load R016x.00.1.510.1.

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	The first two Service Packs for Communication Manager 6.0.1 were SP #0 (00.1.510.1-18599.tar.gz) that launched on November 30, 2010 and SP #0.01 (00.1.510.1-18621.tar.gz) that launched on December 13, 2010. These service packs were specified in PCN 1718P. CM 6.0.1 SP#0 and CM 6.0.1 SP#0.01 both require System Platform R6.0.2 (vsp-6.0.2.0.5.iso) along with System Platform patch vsp-patch-6.0.2.1.5.noarch.rpm. These System Platform versions were originally specified in the CM 6.0.1 PCN 1599B.
Level of Risk/Severity Class 1=High Class 2=Medium Class 3=Low	Class 2
Is it required that this PCN be applied to my system?	This PCN is not required but is highly recommended for S8300D, S8510, S8800, HP DL360 G7 and Dell R610 Servers running System Platform 6.0.x and any of the Communication Manager 6.0.1 Solution Templates. The Communication Manager software load used in these templates is R016x.00.1.510.1.
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 applies to both US and non-US customers.
Does applying this PCN disrupt my service during installation?	This Communication Manager service pack will disrupt service in that it requires a reset 4 to take effect. The System Platform update also disrupts service since the System Domain and Console Domain are rebooted, and as a result all other virtual machines including Communication Manager will be rebooted.
Installation of this PCN is required by:	Customer or Avaya Authorized Service Provider. These service packs are customer installable and remotely installable.
Release notes and workarounds are located:	The Communication Manager 6.0.1 Service Pack #11.01 release notes contain the specific software updates included in the service pack. The System Platform R6.0.3 release notes also include patch content. These release notes 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 & 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.

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4. Select 6.0.x from the **Choose Release** pull down menu to the right.
5. Select **Downloads** content type and press **Enter**, or click **View downloads** if the documents table is displayed.
6. In the **DOWNLOADS** table find and Click on **Latest TN Circuit Pack, Server, and Media Gateway Firmware and Software Updates.**
7. Click on GA load **510.1** in the **Avaya Aura Communication Manager 6.0.1** Release row of the **Software Update table for Servers running Communication Manager.**
8. Click on the links called **Release Notes for Communication Manager 6.0.1 Service Pack 11.01** and **Avaya Aura® System Platform R6.0.3 Release Notes.**

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 specified Communication Manager and System Platform updates are required. To obtain the updates refer to the **How do I order this PCN** section of this PCN.

If unfamiliar with installing System Platform and 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 service pack and System Platform software can be downloaded 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 & 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 6.0.x from the **Choose Release** pull down menu to the right.
5. Select **Downloads** content type and press **Enter**, or click **View downloads** if the documents table is displayed.
6. In the **DOWNLOADS** table find and Click on **Latest TN Circuit Pack, Server, and Media Gateway Firmware and Software Updates.**
7. Click on GA load **510.1** in the **Avaya Aura Communication Manager 6.0.1** Release row of the **Software Update table for Servers running Communication Manager.**
8. Scroll down the page to find download links for
   a) **00.1.510.1-21061.tar.gz**
   b) **vsp-patch-6.0.3.10.3.noarch.rpm**
   c) **vsp-6.0.3.0.3.iso – if required**
   d) **vsp-patch-6.0.2.5.5.noarch.rpm – if required.**

The service pack and System Platform software 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.

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2. Click **View Downloads**.
3. In the **Search by Download** tab enter **CM000000202** in the **Download Pub ID:** search field to access the Communication Manager service pack download (00.1.510.1-21061.tar.gz). Click the **Download** link to begin the download.
4. The System Platform updates can be downloaded in a similar fashion using PLDS IDs: **CM000000021** for **vsp-6.0.3.0.3.iso**, **CM000000045** for **vsp-patch-6.0.2.5.5.noarch.rpm** and **CM000000192** for **vsp-patch-6.0.3.10.3.noarch.rpm**.

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

Previous Communication Manager 6.0.1 Service Packs and System Platform updates are also available on PLDS. In the PLDS **View Downloads** section under the **Search by Download** tab, select **Communication Manager** in the **Application** search field and **Version 6.1** to display all available Communication Manager 6.0.1 software downloads.

The MD5 checksum for CM 6.0.1 Service Pack #11.01 (00.1.510.1- 21061.tar.gz) is a23c3feaf50ec948bb0c2e0d1df951e4.

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

The instructions for installing Communication Manager software updates using the System Platform Web Console 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 & 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 6.0.x from the **Choose Release** pull down menu to the right.
5. Select **Documents** content type and press **Enter**, or click **View documents** if the downloads table is displayed.
6. The DOCUMENTS table and a Content Type filter are displayed. Check the box for **Administration & System Programming** in the Content Type filter. Available documents are displayed.
7. Click on the document titled **Administering Avaya Aura™ Communication Manager** (Doc ID 03-300509).
8. See Chapter 21: Server Management.

The instructions for upgrading System Platform 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 & DOCUMENTS** at the top of the page.
3. Begin to type **System Platform** in the **Enter Your Product Here** box and when Avaya Aura® System Platform appears as a selection below, select it.
4. Select 6.0.x from the **Choose Release** pull down menu to the right.
5. Select **Documents** content type and press **Enter**, or click **View documents** if the downloads table is

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displayed.

6. The DOCUMENTS table and a Content Type filter are displayed. Check the box for **Installations, Migrations, Upgrades & Configurations** in the Content Type filter. Available documents are displayed.
7. Click on the document titled **Upgrading Avaya Aura® System Platform** (Release 6.0 June 2010).

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 successful:

Follow the steps in the document titled **Upgrading Avaya Aura® System Platform** to verify the System Platform upgrade was successful.

There are several options to verify the Communication Manager service pack installation was successful:

1) Access the **Server Management** > **Patch Management** page on System Platform R6.0.3 which should show the status of the patch as "active."

2) Or, to verify the service pack is successfully installed using the Communication Manager System Management Interface web pages perform the following steps from a web browser:

- Access the Communication Manager System Management Interface web pages by entering the Server name or IP address in the browser Address box.
- Login to the web pages.
- From the top navigation bar select **Server (Maintenance)** under the **Administration** pull-down menu.
- Then select the **Software Version** page under the **Server** links on the left hand menu.
- Verify that under "UPDATES:" service pack "00.1.510.1-21061" shows "activated".

3) Or using the Communication Manager Command Line Interface run the following bash command:
> update_show
This should show the status of service pack (Update ID)
"00.1.510.1-21061" as "activated".

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:

IMPORTANT: To avoid losing service, IP Softphone users should logoff thereby restoring their base phone to service prior to deactivating a Communication Manager service pack.

To deactivate the Communication Manager service pack On System Platform 6.0.3 access the **Server Management** > **Patch Management > Manage** page. Click on the patch you want to remove then click Deactivate.

SECTION 1B – SECURITY INFORMATION

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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 software updates are available on support.avaya.com and from plds.avaya.com.

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	Per Terms of Services Contract or coverage

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Services Labor	

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.

Avaya Contacts: For assistance with this PCN contact your local or regional Service group.

Contact Avaya Support

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