Product Correction Notice (PCN)

Issue Date: May 22, 2012
Supplement 10 Date: June 10, 2014
Archive Date: NA
PCN Number: 1874S

SECTION 1 - CUSTOMER NOTICE

Products affected by this PCN:

Avaya Aura® Utility Services 6.2 (a component of several Avaya Aura® Templates including Communication Manager, Midsize Business Template, Midsize Enterprise, and Utility Services Stand-Alone Template.

Description:

June 10, 2014 – Supplement 10 introduces support for Utility Services Service Pack 6.2.11.0.15. This service pack addresses a large number of security issues as well as all of the matters in Service Packs 6.2.1.0.15, 6.2.2.0.15, 6.2.3.0.15, 6.2.4.0.15, 6.2.5.0.15, 6.2.6.0.15, 6.2.7.0.15, 6.2.8.0.15, 6.2.9.0.15, and 6.2.10.0.15.

February 17, 2014 – Supplement 9 introduces support for Utility Services Service Pack 6.2.10.0.15. This service pack addresses a large number of security issues as well as all of the matters in Service Packs 6.2.1.0.15, 6.2.2.0.15, 6.2.3.0.15, 6.2.4.0.15, 6.2.5.0.15, 6.2.6.0.15, 6.2.7.0.15, 6.2.8.0.15, and 6.2.9.0.15.

November 1, 2013 – Supplement 8 introduces support for Utility Services Service Pack 6.2.9.0.15. This service pack addresses a large number of security issues as well as all of the matters in Service Pack 6.2.1.0.15, 6.2.2.0.15, 6.2.3.0.15, 6.2.4.0.15, 6.2.5.0.15, 6.2.6.0.15, 6.2.7.0.15, and 6.2.8.0.15.

July 12, 2013 – Supplement 7 introduces support for Utility Services Service Pack 6.2.8.0.15. This service pack addresses a large number of security issues as well as all of the matters in Service Pack 6.2.1.0.15, 6.2.2.0.15, 6.2.3.0.15, 6.2.4.0.15, 6.2.5.0.15, 6.2.6.0.15, and 6.2.7.0.15.

May 9, 2013 – Supplement 6 introduces support for Utility Services Service Pack 6.2.7.0.15. This service pack addresses a large number of security issues as well as all of the matters in Service Pack 6.2.1.0.15, 6.2.2.0.15, 6.2.3.0.15, 6.2.4.0.15, 6.2.5.0.15, and 6.2.6.0.15.

February 28, 2013 – Supplement 5 introduces support for Utility Services Service Pack 6.2.6.0.15. This service pack addresses a large number of security issues as well as all of the matters in Service Pack 6.2.1.0.15, 6.2.2.0.15, 6.2.3.0.15, 6.2.4.0.15, and 6.2.5.0.15.

November 15, 2012 – Supplement 4 introduces support for Utility Services Service Pack 6.2.5.0.15. This service pack addresses a large number of security issues as well as all of the matters in Service Pack 6.2.1.0.15, 6.2.2.0.15, 6.2.3.0.15, and 6.2.4.0.15.

October 08, 2012 – Supplement 3 introduces support for Utility Services Service Pack 6.2.4.0.15. This service pack addresses a large number of security issues as well as all of the matters in Service Pack 6.2.1.0.15, 6.2.2.0.15, and 6.2.3.0.15.

July 27, 2012 – Supplement 2 introduces support for Utility Services Service Pack 6.2.3.0.15. This

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	service pack addresses a large number of security issues as well as all of the matters in Service Pack 6.2.1.0.15 and 6.2.2.0.15. **May 23, 2012 –** Supplement 1 introduces support for Utility Services Service Pack 6.2.2.0.15. This service pack addresses a large number of security issues as well as all of the matters in Service Pack 6.2.1.0.15. **May 22, 2012** - The original PCN introduces Utility Services Service Pack 6.2.1.0.15 which addresses a number of security issues, corrects an ESD issue with non-alphabetic characters, and removes an unnecessary CRON job that can cause high processor occupancy.
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 recommended for all customers.
The risk if this PCN is not installed:	This PCN addresses some security concerns as well as a couple of other issues. Failing to install this PCN would render Utility Services vulnerable to possible security compromises.
Is this PCN for US customers, non-US customers, or both?	This PCN applies to all customers regardless of physical location
Does applying this PCN disrupt my service during installation?	The Utility Services VM MUST be rebooted in order for the Kernel updates to be fully effective. This is completely automatic and is initiated by System Platform, but can be performed manually if desired. It is possible that some features may not work as expected after the Service Pack has been applied but before the reboot has occurred. The outage should last no more than five minutes or so, but may require users to login again on completion. It is strongly recommended that Utility Server be backed up before applying any service packs.
Installation of this PCN is required by:	Customer, Avaya Authorized Partner or Avaya directly. This Service Pack is customer installable and may be remotely installed via System Platform.
Release notes and workarounds	The releases notes for this Service Pack are located at the head of this PCN and also in the Service Pack itself. The latter are displayed after the Service Pack has been loaded on System Platform and can be viewed prior to activation..

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are located:	
What materials are required to implement this PCN (If PCN can be customer installed):	The Service Pack reference in this PCN can be downloaded by Customers or Business Partners from PLDS..
How do I order this PCN (If PCN can be customer installed):	Avaya Aura® Utility Services 6.2.11.0.15 can be obtained 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 **US000000035** in the **Download pub ID:** search field to access Utility Services Service Pack 6.2.11.0.15. Click the **Download** link to begin the download.
Finding the installation instructions (If PCN can be customer installed):	Installation instructions are located below: This PCN is being issued as a customer installable PCN. The service pack installation instructions are as follows. Perform these steps for each service pack to be applied. 1. Launch a browser and login to the System Platform Web Console using an administrative account. 2. Select "Server Management" on the left pane. 3. Select "Patch Management" on the expanded menu in the left pane 4. Select "Manage" on the expanded menu in the left pane. Please ensure that the patch to be installed has not already been installed and/or activated. Please also remove patch 6.2.1.0.15, 6.2.2.0.15, 6.2.3.0.15, 6.2.4.0.15, 6.2.5.0.15, 6.2.6.0.15, 6.2.7.0.15, 6.2.8.0.15, 6.2.9.0.15, or 6.2.10.0.15 if any of these have already been installed and activated. 5. Select "Download/Upload" on the expanded menu in the left pane. Supply the details required to upload the patch to System Platform. 6. Once the file has finished being uploaded, System Platform will now identify the patch type and display its current status. Select activate to apply the patch to the Utility Services.

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:	To verify the Service Pack is successfully installed, perform the following steps: • Launch a browser and login to the System Platform Web Console using an administrative account. • Select "Server Management" on the left pane. • Select "Patch Management" on the expanded menu on the left pane. • Select "Manage" on the expanded menu on the left pane to confirm that the patch is installed and

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	active.
What you should do if the Service Pack installation fails?	Escalate to Global Support Services (GSS).
How to remove the Service Pack if malfunction of your system occurs:	Removal instructions are located below: This PCN is being issued as a customer installable PCN. The service pack removal instructions are as follows. Perform these steps for each service pack to be removed. 1. Launch a browser and login to the System Platform Web Console using an administrative account. 2. Select "Server Management" on the left pane. 3. Select "Patch Management" on the expanded menu in the left pane 4. Select "Manage" on the expanded menu in the left pane. 5. Scroll down to "utility_server" and select the patch that is to be removed. 5. Select "deactivate" on the expanded menu in the left pane. 6. The patch can also be removed from the same menu if desired.

SECTION 1B – SECURITY INFORMATION

Are there any security risks involved?	N/A
Avaya Security Vulnerability Classification:	N/A
Mitigation:	N/A

SECTION 1C – ENTITLEMENTS AND CONTACTS

Material Coverage Entitlements:	There is no charge for the material in this PCN. The Service Packs are available on 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.

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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.

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