Product Correction Notice (PCN)

Issue Date: **February 4, 2013**
Expiration Date: **NA**
Supplement 20 Date: **August 27, 2018**
PCN Number: **1913S**

SECTION 1 - CUSTOMER NOTICE

Products affected by this PCN:

Avaya Aura® System Manager 6.3.0, 6.3.1, 6.3.2, 6.3.3, 6.3.4, 6.3.5, 6.3.6, 6.3.7, 6.3.8, 6.3.9, 6.3.10, 6.3.11, 6.3.12, 6.3.13, 6.3.14, 6.3.15, 6.3.16, 6.3.17, 6.3.18, 6.3.19, 6.3.20 and 6.3.21 Releases

Description:

August 27, 2018 – Supplement 20 – This PCN applies to System Manager 6.3.0, System Manager 6.3.1, System Manager 6.3.2, System Manager 6.3.3, System Manager 6.3.4, System Manager 6.3.5, System Manager 6.3.6, System Manager 6.3.7, System Manager 6.3.8, System Manager 6.3.9, System Manager 6.3.10, System Manager 6.3.11, System Manager 6.3.12, System Manager 6.3.13, System Manager 6.3.14, System Manager 6.3.15, System Manager 6.3.16, System Manager 6.3.17, System Manager 6.3.18, System Manager 6.3.19, System Manager 6.3.20 and System Manager 6.3.21 Releases.

This PCN introduces System Manager 6.3.22 (**System_Manager_6.3.22_r5908226.bin**) to System Manager 6.3.x Release.

To determine that System Manager 6.3.21 release is running:

- Log on to the System Manager Web Console.
- On the top-right corner click on the  icon and then select the “About” link. Verify that About page contains as below:
  System Manager 6.3.21

April 17, 2018 – Supplement 19 – This PCN applies to System Manager 6.3.0, System Manager 6.3.1, System Manager 6.3.2, System Manager 6.3.3, System Manager 6.3.4, System Manager 6.3.5, System Manager 6.3.6, System Manager 6.3.7, System Manager 6.3.8, System Manager 6.3.9, System Manager 6.3.10, System Manager 6.3.11, System Manager 6.3.12, System Manager 6.3.13, System Manager 6.3.14, System Manager 6.3.15, System Manager 6.3.16, System Manager 6.3.17, System Manager 6.3.18, System Manager 6.3.19 and System Manager 6.3.20 Releases.

This PCN introduces System Manager 6.3.21 (**System_Manager_6.3.21_r5807738.bin**) to System Manager 6.3.x Release.

To determine that System Manager 6.3.20 release is running:

- Log on to the System Manager Web Console.
- On the top-right corner click on the  icon and then select the “About” link. Verify that About page contains as below:
  System Manager 6.3.20

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August 28, 2017 – Supplement 18 – This PCN applies to System Manager 6.3.0, System Manager 6.3.1, System Manager 6.3.2, System Manager 6.3.3, System Manager 6.3.4, System Manager 6.3.5, System Manager 6.3.6, System Manager 6.3.7, System Manager 6.3.8, System Manager 6.3.9, System Manager 6.3.10, System Manager 6.3.11, System Manager 6.3.12, System Manager 6.3.13, System Manager 6.3.14, System Manager 6.3.15, System Manager 6.3.16, System Manager 6.3.17, System Manager 6.3.18 and System Manager 6.3.19 Releases.

This PCN introduces System Manager 6.3.20 (System_Manager_6.3.20_r5706951.bin) to System Manager 6.3.x Release.

To determine that System Manager 6.3.19 release is running:

- Log on to the System Manager Web Console.
- On the top-right corner click on the  icon and then select the "About" link. Verify that About page contains as below:
  System Manager 6.3.19

March 13, 2017 – Supplement 17 – This PCN applies to System Manager 6.3.0, System Manager 6.3.1, System Manager 6.3.2, System Manager 6.3.3, System Manager 6.3.4, System Manager 6.3.5, System Manager 6.3.6, System Manager 6.3.7, System Manager 6.3.8, System Manager 6.3.9, System Manager 6.3.10, System Manager 6.3.11, System Manager 6.3.12, System Manager 6.3.13, System Manager 6.3.14, System Manager 6.3.15, System Manager 6.3.16, System Manager 6.3.17 and System Manager 6.3.18 Releases.

This PCN introduces System Manager 6.3.19(System_Manager_6.3.19_r5606363.bin) to System Manager 6.3.x Release.

To determine that System Manager 6.3.18 release is running:

- Log on to the System Manager Web Console.
- On the top-right corner click on the  icon and then select the "About" link. Verify that About page contains as below:
  System Manager 6.3.18

August 29, 2016 – Supplement 16 – This PCN applies to System Manager 6.3.0, System Manager 6.3.1, System Manager 6.3.2, System Manager 6.3.3, System Manager 6.3.4, System Manager 6.3.5, System Manager 6.3.6, System Manager 6.3.7, System Manager 6.3.8, System Manager 6.3.9, System Manager 6.3.10, System Manager 6.3.11, System Manager 6.3.12, System Manager 6.3.13, System Manager 6.3.14, System Manager 6.3.15, System Manager 6.3.16 and System Manager 6.3.17 Releases.

This PCN introduces System Manager 6.3.18(System_Manager_6.3.18_r5505487.bin) to System Manager 6.3.x Release.

To determine that System Manager 6.3.17 release is running:

- Log on to the System Manager Web Console.
- On the top-right corner click on the  icon and then select the "About" link. Verify that About page contains as below:
  System Manager 6.3.17

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March 14, 2016 – Supplement 15 – This PCN applies to System Manager 6.3.0, System Manager 6.3.1, System Manager 6.3.2, System Manager 6.3.3, System Manager 6.3.4, System Manager 6.3.5, System Manager 6.3.6, System Manager 6.3.7, System Manager 6.3.8, System Manager 6.3.9, System Manager 6.3.10, System Manager 6.3.11, System Manager 6.3.12, System Manager 6.3.13, System Manager 6.3.14, System Manager 6.3.15 and System Manager 6.3.16 Releases.

This PCN introduces System Manager 6.3.17(System_Manager_6.3.17_r5404616.bin) to System Manager 6.3.x Release.

To determine that System Manager 6.3.16 release is running:

- Log on to the System Manager Web Console.
- On the top-right corner click on the  icon and then select the “About” link. Verify that About page contains as below:
  System Manager 6.3.16

December 14, 2015 – Supplement 14 – This PCN applies to System Manager 6.3.0, System Manager 6.3.1, System Manager 6.3.2, System Manager 6.3.3, System Manager 6.3.4, System Manager 6.3.5, System Manager 6.3.6, System Manager 6.3.7, System Manager 6.3.8, System Manager 6.3.9, System Manager 6.3.10, System Manager 6.3.11, System Manager 6.3.12, System Manager 6.3.13, System Manager 6.3.14 and System Manager 6.3.15 Releases.

This PCN introduces System Manager 6.3.16(System_Manager_6.3.16_r5304210.bin) to System Manager 6.3.x Release.

To determine that System Manager 6.3.15 release is running:

- Log on to the System Manager Web Console.
- On the top-right corner click on the  icon and then select the “About” link. Verify that About page contains as below:
  System Manager 6.3.15

September 14, 2015 – Supplement 13 – This PCN applies to System Manager 6.3.0, System Manager 6.3.1, System Manager 6.3.2, System Manager 6.3.3, System Manager 6.3.4, System Manager 6.3.5, System Manager 6.3.6, System Manager 6.3.7, System Manager 6.3.8, System Manager 6.3.9, System Manager 6.3.10, System Manager 6.3.11, System Manager 6.3.12 and System Manager 6.3.13 and System Manager 6.3.14 Releases.

This PCN introduces System Manager 6.3.15(**System_Manager_6.3.15_r5203972.bin**) to System Manager 6.3.x Release.

To determine that System Manager 6.3.14 release is running:

- Log on to the System Manager Web Console.
- On the top-right corner click on the  icon and then select the “About” link. Verify that About page contains as below:
  System Manager 6.3.14

June 08, 2015 – Supplement 12 – This PCN applies to System Manager 6.3.0, System Manager 6.3.1, System Manager 6.3.2, System Manager 6.3.3, System Manager 6.3.4, System Manager 6.3.5, System Manager 6.3.6, System Manager 6.3.7, System Manager 6.3.8, System Manager 6.3.9, System

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Manager 6.3.10, System Manager 6.3.11, System Manager 6.3.12 and System Manager 6.3.13 Releases.

This PCN introduces System Manager 6.3.14(**System_Manager_6.3.14_r5103595.bin**) to System Manager 6.3.x Release.

To determine that System Manager 6.3.13 release is running:

- Log on to the System Manager Web Console.
- On the top-right corner click on the  icon and then select the "About" link. Verify that About page contains as below:
  System Manager 6.3.13

April 13, 2015 – Supplement 11 – This PCN applies to System Manager 6.3.0, System Manager 6.3.1, System Manager 6.3.2, System Manager 6.3.3, System Manager 6.3.4, System Manager 6.3.5, System Manager 6.3.6, System Manager 6.3.7, System Manager 6.3.8, System Manager 6.3.9, System Manager 6.3.10, System Manager 6.3.11 and System Manager 6.3.12 Releases.

This PCN introduces System Manager 6.3.13(**System_Manager_6.3.13_r5003336.bin**) to System Manager 6.3.x Release.

To determine that System Manager 6.3.12 release is running:

- Log on to the System Manager Web Console.
- On the top-right corner click on the  icon and then select the "About" link. Verify that About page contains as below:
  System Manager 6.3.12

February 9, 2015 – Supplement 10 – This PCN applies to System Manager 6.3.0, System Manager 6.3.1, System Manager 6.3.2, System Manager 6.3.3, System Manager 6.3.4, System Manager 6.3.5, System Manager 6.3.6, System Manager 6.3.7, System Manager 6.3.8, System Manager 6.3.9, System Manager 6.3.10 and System Manager 6.3.11 Releases.

This PCN introduces System Manager 6.3.12(**System_Manager_6.3.12_r4903022.bin**) to System Manager 6.3.x Release.

To determine that System Manager 6.3.11 release is running:

- Log on to the System Manager Web Console.
- On the top-right corner click on the  icon and then select the "About" link. Verify that About page contains as below:
  System Manager 6.3.11

December 8, 2014 – Supplement 9 – This PCN applies to System Manager 6.3.0, System Manager 6.3.1, System Manager 6.3.2, System Manager 6.3.3, System Manager 6.3.4, System Manager 6.3.5, System Manager 6.3.6, System Manager 6.3.7, System Manager 6.3.8, System Manager 6.3.9 and System Manager 6.3.10 Releases.

This PCN introduces System Manager 6.3.11(**System_Manager_6.3.11_r4802871.bin**) to System Manager 6.3.x Release.

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To determine that System Manager 6.3.10 release is running:

- Log on to the System Manager Web Console.
- On the top-right corner click on the  icon and then select the "About" link. Verify that About page contains as below:
  System Manager 6.3.10

October 10, 2014 - Supplement 8 – This PCN applies to System Manager 6.3.0, System Manager 6.3.1, System Manager 6.3.2, System Manager 6.3.3, System Manager 6.3.4, System Manager 6.3.5, System Manager 6.3.6, System Manager 6.3.7, System Manager 6.3.8 and System Manager 6.3.9 Releases.

This PCN introduces System Manager 6.3.10(**System_Manager_6.3.10_r4702656.bin**) to System Manager 6.3.x Release.

To determine that System Manager 6.3.9 release is running:

- Log on to the System Manager Web Console.
- On the top-right corner click on the  icon and then select the "About" link. Verify that About page contains as below:
  System Manager 6.3.9

August 04, 2014 - Supplement 7 – This PCN applies to System Manager 6.3.0, System Manager 6.3.1, System Manager 6.3.2, System Manager 6.3.3, System Manager 6.3.4, System Manager 6.3.5, System Manager 6.3.6, System Manager 6.3.7 and System Manager 6.3.8 Releases.

This PCN introduces System Manager 6.3.9(**System_Manager_6.3.9_r4602482.bin**) to System Manager 6.3.x Release.

To determine that System Manager 6.3.8 release is running:

- Log on to the System Manager Web Console.
- On the top-right corner click on the  icon and then select the "About" link. Verify that About page contains as below:
  System Manager 6.3.8

June 02, 2014 - Supplement 6 – This PCN applies to System Manager 6.3.0, System Manager 6.3.1, System Manager 6.3.2, System Manager 6.3.3, System Manager 6.3.4, System Manager 6.3.5, System Manager 6.3.6 and System Manager 6.3.7 Releases.

This PCN introduces System Manager 6.3.8(**System_Manager_6.3.8_r4502376.bin**) to System Manager 6.3.x Release.

To determine that System Manager 6.3.7 release is running:

- Log on to the System Manager Web Console.
- Click the **"**About**"** link on the home/landing page. Verify that About page contains as below:
  System Manager 6.3.7

April 07, 2014 - Supplement 5 – This PCN applies to System Manager 6.3.0, System Manager 6.3.1, System Manager 6.3.2, System Manager 6.3.3, System Manager 6.3.4, System Manager 6.3.5 and System Manager 6.3.6 Releases.

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This PCN introduces System Manager 6.3.7(**System_Manager_6.3.7_r3702275.bin**) to System Manager 6.3.x Release.

To determine that System Manager 6.3.6 release is running:

- Log on to the System Manager Web Console.
- Click the "About" link on the home/landing page. Verify that About page contains as below: **System Manager 6.3.6.**

February 03, 2013 - Supplement 4 – This PCN applies to System Manager 6.3.0, System Manager 6.3.1, System Manager 6.3.2, System Manager 6.3.3, System Manager 6.3.4 and System Manager 6.3.5 Releases.

This PCN introduces System Manager 6.3.6(**System_Manager_6.3.6_r3602103.bin**) to System Manager 6.3.x Release.

To determine that System Manager 6.3.5 release is running:

- Log on to the System Manager Web Console.
- Click the "About" link on the home/landing page. Verify that About page contains as below: **System Manager 6.3.5.**

December 02, 2013 - Supplement 3 – This PCN applies to System Manager 6.3.0, System Manager 6.3.1, System Manager 6.3.2, System Manager 6.3.3 and System Manager 6.3.4 Releases.

This PCN introduces System Manager 6.3.5(**System_Manager_6.3.5_r3501969.bin**) to System Manager 6.3.x Release.

To determine that System Manager 6.3.4 release is running:

- Log into System Manager Web Console.
- Click the **"**About**"** link on the home/landing page. Verify that About page contains as below: **System Manager 6.3.4.**

October 07, 2013 - Supplement 2 – This PCN applies to System Manager 6.3.0, System Manager 6.3.1, System Manager 6.3.2 and System Manager 6.3.3 Releases.

This PCN introduces System Manager 6.3.4(**System_Manager_6.3.4_r3401830.bin**) to System Manager 6.3 Release.

To determine that System Manager 6.3.3 release is running:

- Log on to the System Manager Web Console.
- Click the "About" link on the home/landing page. Verify that About page contains as below: **System Manager 6.3.3.**

August 05, 2013 - Supplement 1– This PCN applies to System Manager 6.3.0, System Manager 6.3.1 and System Manager 6.3.2 Releases.

This PCN introduces System Manager 6.3.3(**System_Manager_6.3.3_r2501719.bin**) to System Manager 6.3 Release.

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	To determine that System Manager 6.3.2 release is running: • Log on to the System Manager Web Console. • Click the "About" link on the home/landing page. Verify that About page contains as below: **System Manager 6.3.0 - FP2.** To determine the System Manager 6.3.1 release that is running: • Log on to the System Manager Web Console. • Click the "About" link on the home/landing page. Verify that About page contains as below: **System Manager 6.3.0 - Service Pack1**. **February 04, 2013** – This PCN applies to System Manager 6.3 Release. This PCN introduces Service Pack #1(6.3.1) to System Manager 6.3 Release. To determine that System Manager release is running: • Log on to the System Manager Web Console. • Click the "About" link on the home/landing page. Verify that About page contains as below: **System Manager 6.3.0 - GA.**
Level of Risk/Severity Class 1=High Class 2=Medium Class 3=Low	Class 3
Is it required that this PCN be applied to my system?	This PCN is required for Avaya Aura® System Manager 6.3.0, Avaya Aura® System Manager 6.3.1, Avaya Aura® System Manager 6.3.2, Avaya Aura® System Manager 6.3.3, Avaya Aura® System Manager 6.3.4, Avaya Aura® System Manager 6.3.5, Avaya Aura® System Manager 6.3.6, Avaya Aura® System Manager 6.3.7, Avaya Aura® System Manager 6.3.8, Avaya Aura® System Manager 6.3.9, Avaya Aura® System Manager 6.3.10, Avaya Aura® System Manager 6.3.11, Avaya Aura® System Manager 6.3.12, Avaya Aura® System Manager 6.3.13, Avaya Aura® System Manager 6.3.14, Avaya Aura® System Manager 6.3.15, Aura® System Manager 6.3.16, Aura® System Manager 6.3.17, Aura® System Manager 6.3.18, Aura® System Manager 6.3.19, Aura® System Manager 6.3.20 and Aura® System Manager 6.3.21 Releases.
The risk if this PCN is not installed:	Important fixes will not be installed. The *Release Notes* associated with this service pack provides a list of specific issues that will be resolved by installing the service pack. To obtain the *Release Notes* please refer to the "**Release notes and workarounds are located"** section of this PCN.
Is this PCN for US customers, non-US customers, or both?	This applies to both US and non-US customers.
Does applying	Yes. System Manager services are re-started during service pack installation so web access to System

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this PCN disrupt my service during installation?	Manager will be disrupted for 60+ minutes.
Installation of this PCN is required by:	Customer and/or Avaya Remote or On-Site Services and/or Avaya Authorized Business Partner.
Release notes and workarounds are located:	The **Avaya Aura® System Manager 6.3.22 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 2. Click on "Support by Product -> Documents" link on the dashboard menu. 3. Enter product name as "system manager" and then select "Avaya Aura® System Manager". 4. Select "6.3.x" from the dropdown. 5. Select "Release & Software Update Notes" check box. 6. Click Enter. 7. Click on **"**Avaya Aura® System Manager 6.3.22 Release Notes**".**
What materials are required to implement this PCN (If PCN can be customer installed):	Not Applicable
How do I order this PCN (If PCN can be customer installed):	See Finding the installation instructions.
Finding the installation instructions (If PCN can be customer installed):	Follow the instructions below to download the service pack: 1. The service pack is available via Avaya's PLDS software download system, which can be reached by performing the following steps from a browser: 2. Log into the support site (http://support.avaya.com) using your login ID and password. 3. Click on "Support by Product -> Downloads" link on the dashboard menu. 4. Enter product name as "system manager" and then select "Avaya Aura® System Manager". 5. Select "6.3.x" from the dropdown from the dropdown. 6. Click on **"**Avaya Aura® System Manager Release 6.3.22 Downloads**"** 7. Click on the link to the file "**System_Manager_6.3.22_r5908226.bin**" 8. Or use PLDS ID SMGR6322GA1 to download the file from PLDS. The **System Manager 6.3.22 Release Notes** document contains instructions on how to install System Manager 6.3.22 Release. To obtain the *Release Notes* please refer to the "**Release notes and workarounds are located"** section of this PCN.

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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 successful installation of the System Manager 6.3.22

- Log on to the System Manager Web console.
- On the top-right corner click on the  icon and then select the "About" link. Verify that About page contains as below:
  System Manager 6.3.22
  Build No. - 6.3.0.8.5682-6.3.8.6302
  Software Update Revision No: 6.3.22.19.8226

What you should do if the Service Pack installation fails?

1. If System Manager is a Virtualization Enablement (VMWare) environment based deployment
   - Please refer Technical support section of System Manager 6.3.22 release notes section to collect logs from the system.
   - Use the VM snapshot manager to revert to a snapshot taken prior to patch installation.
2. If System Manager is a System Platform based deployment, System platform will automatically rollback the system to a state prior to patch installation.
   - Please collect all logs (/var/log/vsp/vsp-all.log.*) from System Platform.

Then contact Avaya Support team along with logs collected for technical assistance.

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

1. If System Manager is a Virtualization Enablement (VMWare) environment based deployment
   - Please refer Technical support section of System Manager 6.3.22 release notes section to collect logs from the system.
   - Use the VM snapshot manager to revert to a snapshot taken prior to patch installation.
2. If System Manager is System Platform based deployment
   - Please refer Technical support section of System Manager 6.3.22 release notes section to collect logs from the system.
   - Rollback patch from System Platform Web console.

Then contact Avaya Support team along with logs collected for technical assistance.

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

This PCN is being offered at no charge the customer.

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Coverage Entitlements:

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.

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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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