



Product Support Notice

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PSN # PSN004107u

Original publication date: 05-Dec-13. This is Issue #05, published date: 04-Mar-16.

Severity/risk level

High

Urgency

Optional

Name of problem Fresh install of System Manager 6.2 GA template after November 28th 2013 will result in installation failure.

Products affected

Avaya Aura® System Manager: Release 6.2 GA

Avaya Aura® Solution for Midsize Enterprise: Release 6.2 GA

Problem description

Fresh install of System Manager 6.2 GA template after November 28th 2013 will result in a failure since the build in certificate are valid until November 28th 2013.

This PSN is applicable only for System Platform based System Manager deployment.

Resolution

n/a

Workaround or alternative remediation

Follow the below steps to install System Manager 6.2 GA Release:

1. Change the system (current) date to November 26th 2013 through System Platform console.
 - a) Log on to System Platform Console
 - b) Click on Server Management → Date / Time Configuration.
 - c) Click on Stop ntpd, If NTPD configured.
 - d) Click Calendar Icon.
 - e) Select date to November 26th 2013.
 - f) Click on Apply.
 - g) Click on Save Date and Time.
 - h) Press Ok to confirm.
 - i) Wait for 5-10 minutes so that System will reboot to have date changes.
2. Install System Manager 6.2 GA Release.
3. Log on to System Manager web console to confirm successful installation.
Note: You will be prompted to change the “Admin” user password on the first log on to System Manager Web Console.
4. Change the system date to current date through System Platform console.
 - a) Log on to System Platform Console
 - b) Click on Server Management → Date / Time Configuration.
 - c) Click on Start ntpd, If NTPD configured
 - d) If NTPD is not configured,
 - Click Calendar Icon.
 - Select date to current date.
 - Click on Apply.
 - Click on Save Date and Time
 - Press Ok to confirm.
 - e) Wait for 5-10 minutes so that System will reboot to have date changes.
5. Refer PSN “PSN003661u” to renew certificates of Avaya Aura® System Manager 6.2.X for next 2 years.
6. Access the System Manager Web console using FQDN to confirm successful installation.
Note: After step 4, “Admin” user password will expire as the password expires in 90 days so reset the “Admin” user password prior to log to System Manager Web Console.
Please refer the System Manager 6.2 Release Notes document to reset the “Admin” user password.
<https://downloads.avaya.com/css/P8/documents/100158543>
7. Get access to the System Manager Command Line Interface using the appropriate local OS user with root level permission and execute the following commands to check status for “spiritAgent” and “snmpd” services.
 - # service snmpd status
If “snmpd” service is in stopped state, then execute the below command to start the “snmpd” service.
service snmpd start
 - # service spiritAgent status
If “spiritAgent” service is in stopped state, then execute the below command to start the “snmpd” service.
service spiritAgent start

Remarks

n/a

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

n/a

Download

n/a

Patch install instructions

Service-interrupting?

n/a

Verification

n/a

Failure

n/a

Patch rollback instructions

n/a

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

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BusinessPartner Notes

Additional information for BusinessPartners

n/a

Avaya Notes

Additional information for Tier 3, Tier 4, and development

n/a