



Product Support Notice

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PSN # PSN027002u

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Original publication date: 09-Dec-13. This is Issue #1, published date: 09-Dec-13. Severity/risk level Medium Urgency When convenient

Name of problem Utility Services 6.3 Service Packs 1 and 2 do not uninstall cleanly, breaking future application of patches/Service Packs.

Products affected

Avaya Aura® Communication Manager (CM), Release 6.3
Avaya Aura® Solution for Midsize Enterprise, Releases 6.2.2
Avaya Aura® System Platform, Release 6.3.x
S8300 Server
S8800 Server
Common Servers (HP & Dell)

Problem description

This problem occurs in Avaya Aura® Utility Services Release 6.3 implementations when Service Pack 6.3.1.0.20 or 6.3.2.0.20 is removed.

The following solutions contain Utility Services 6.3 and therefore are subject to this PSN:

Communication Manager 6.3 Templates with Utility Services

CM_Simplex

CM_SurvRemote

CM_SurvRemoteEmbed, CM_OnlyEmbed

Solution for Midsize Enterprise Template 6.2.2

Standalone Utility Services Template 6.3

If Utility Services Service Pack 6.3.1.0.20 or 6.3.2.0.20 has been applied, and then is removed, subsequent application of patches or Service Packs will not apply correctly. It will say at the top of the page that the patch (Service Pack) has been successfully installed, but if you examine the “Status” field of the Patch Detail page, it will show “Not Installed”. Unless the “Status” field shows **Active**, the Service Pack or patch did not install cleanly and you will need to remediate with patch 6.3.0.4.20.

Server Management

Patch Detail ?

• Patch 632020 has been successfully installed.

ID: 632020
Version:
Product ID: utility_server
Description: Util_Patch_6.3.2-0.20-01.noarch.rpm esd-6.0-13.i386.rpm
Detail: [RHSA-2013:0621-01] Important: kernel security update, [RHSA-2013:0604-01] Important: java-1.6.0-openjdk secur
Dependency:
Applicable for:
Service affecting when:
Restart this console when:
Disable Sanity when:
Status: Not Installed
Patch File: /vspdata/patch/cache/util_patch_6.3.2.0.20.zip
Publication Date:
License Required: No
Rollbackable: No

Refresh

Patch List

Install

Remove

Remove Patch File

Resolution

This problem is fixed with Utility Services Patch 4, 6.3.0.4.20.

util_patch_6.3.0.4.20.zip

This patch will need to be applied after removal of Utility Services Service Pack 6.3.1.0.20 or 6.3.2.0.20.
The patch should be removed (uninstalled) after ensuring that the subsequent patch or Service Pack installation is successful.
However, do not remove the patch file itself.

Workaround or alternative remediation

n/a

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

Always

Download

Patch 6.3.0.4.20 is available on plds.avaya.com as PLDS download ID [US000000032](#).

Patch install instructions

Service-interrupting?

Use System Platform's standard patching interface for an installed template.

Yes

Apply this patch AFTER removal of Utility Services Service Pack 1 (6.3.1.0.20) or AFTER removal of Utility Services Service Pack 2 (6.3.2.0.20).

When you have verified that the patch has successfully been applied, please remove it, but do not remove the patch file. You will need to reapply the patch if the existing Service Pack is removed.

This patch is not service affecting.

Verification

Use System Platform's standard patching interface to confirm successful application of the patch.

Ensure that BOTH of the following are displayed on the Patch Detail page after application of the patch:

Patch 6.3.0.4.20 has been successfully installed

Status field of the Patch Detail page shows "Active"

Server Management

Patch Detail ?

• Patch 630420 has been successfully installed.

ID:	630420
Version:	
Product ID:	utility_server
Description:	Util_Patch_6.3.0-4.20-01.noarch.rpm
Detail:	6.3 Service Packs do not remove cleanly & impacts application of next Service Pack
Dependency:	
Applicable for:	
Service affecting when:	
Restart this console when:	
Disable Sanity when:	
Status:	Active
Patch File:	/vspdata/patch/cache/util_patch_6.3.0.4.20.zip
Publication Date:	
License Required:	No
Rollbackable:	No

Refresh

Patch List

Install

Remove

Remove Patch File

Verify that you can now successfully apply another Service Pack or patch, for example, Service Pack 6.3.2.0.20. Again, you will check for both the “**Patch 632020 has been successfully installed**” message at the top of the page, as well as the “**Status**” field changing from “**Not Installed**” to “**Active**”.

Failure

Contact Technical Support.

Patch uninstall instructions

Please uninstall (remove) this patch after it has been installed, but **DO NOT** remove the patch file. You will need to reapply the patch if the existing Service Pack is removed, prior to applying another patch or Service Pack.

This patch can be uninstalled using the standard System Platform patching interface.

Note that this patch can be installed and uninstalled independently of any Service Packs.

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

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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