Product Support Notice

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PSN #	PSN020178u	Avaya Proprietary – Use pursuant to the terms of your signed agreement or company policy.

Original publication date: 10-Mar-15. This is Issue #2, published date:10-Nov-16. | Severity/risk level: Low | Urgency: Optional

Name of problem Leap Second in Avaya Aura® Communication Manager.

Products affected

Avaya Aura® Communication Manager (CM), Releases 6.0 – 7.0

S8300 Server

S8510 Server

S8800 Server

Common Servers (HP & Dell)

Problem description

A Leap Second insertion to Coordinated Universal Time (UTC) will occur on December 31st, 2016 at 23:59:60 UTC. There are possible known issues in Red Hat Enterprise Linux due to Leap Second adjustments. For servers running Communication Manager synchronized to Network Time Protocol (NTP) servers, when Leap Second occurs the RHEL kernel will print a message to the system log. Depending on the version of RHEL kernel, there is a chance the printing of this message could cause the kernel to crash. See the following RHEL Leap Second KB article for additional information: https://access.redhat.com/articles/15145

Resolution

Releases of Communication Manager lower than 6.0.1 are End of Manufacturer Support (EOMS) and therefore only covered by the information provided in the Workaround or alternative remediation section of this document.

Communication Manager Releases 6.x.x running on Avaya Aura® System Platform and VMware (CM 6.0.1 – 6.3 for System Platform and CM 6.2 – 7.0 for VMware) that are synchronized to an NTP server are not susceptible to RHEL kernel crashes documented in the RHEL Leap Second KB article: https://access.redhat.com/articles/15145

Communication Manager Release 6.x.x and 7.x.x servers that are not connected to an NTP server are not susceptible to any time adjustment issues since a Leap Second time adjustment will not be made. No action is necessary or recommended.

Note: For servers not connected to an NTP server, Avaya recommends no manual action be performed attempting to adjust for the Leap Second. Clock drift on servers not connected to a time synchronization source will likely be greater than one second and negate the need to make such a granular time adjustment. Furthermore, manual system time changes can cause service disruptions on servers running System Platform and Communication Manager. Refer to PSN020170u for additional information on the dangers of making manual system time changes.

Note: In rare instances, insertion of a Leap Second can cause a system to hang or high CPU usage. These issues are documented in the RHEL Leap Second KB article: https://access.redhat.com/articles/15145.

Workaround or alternative remediation

Servers running Communication Manager that are synchronized to NTP servers and have RHEL kernels that are susceptible to the issues documented in the RHEL Leap Second KB article can have NTP disabled during a maintenance window prior to the Leap Second adjustment. After the time of the Leap Second adjustment has occurred, the server can then be synchronized to an NTP server again during a maintenance window. Disabling and enabling NTP can cause service disruptions on servers running Communication Manager and should always be performed during a maintenance window.

Note: For servers not connected to an NTP server, Avaya recommends no manual action be performed attempting to adjust for the Leap Second. Clock drift on servers not connected to a time synchronization source will likely be greater than one second and negate the need to make such a granular time adjustment. Furthermore, manual system time changes can cause service disruptions on servers running System Platform and Communication Manager. Refer to PSN020170u for additional information on the dangers of making manual system time changes.

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	Yes
Verification	
n/a	
Failure	
n/a	
Patch uninstall 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

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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