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PSN #	PSN027015u

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Severity/risk level	Low	Urgency	Optional

Name of problem Leap Second in Avaya Aura® System Platform.

Products affected

Avaya Aura® System Platform (SP), Releases 6.x.x.x.x
S8300 Server
S8510 Server
S8800 Server
Common Servers (HP & Dell)

Problem description

This document addresses Avaya Aura® System Platform (SP) Releases 6.x.x.x.x.

A Leap Second insertion to Coordinated Universal Time (UTC) will occur on June 30th, 2015 at 23:59:60 UTC. There are possible known issues in Red Hat Enterprise Linux due to Leap Second adjustments. For servers running System Platform 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 System Platform lower than 6.x.x.x.x are End of Manufacturer Support (EOMS) and therefore only covered by the information provided in the Workaround or alternative remediation section of this document.

System Platform Releases 6.x.x.x.x 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

System Platform Release 6.x.x.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. Refer to PSN020170u for additional information on the dangers of making manual system time changes.

Note: In some instances, insertion of a Leap Second can cause high CPU usage in processes such as Java. This issue is documented in the RHEL Leap Second KB article: https://access.redhat.com/articles/15145.

Workaround or alternative remediation

Servers running System Platform Releases lower than 6.x.x.x.x that are synchronized to NTP servers and have RHEL kernels that are susceptible to the issues documented in the RHEL Leap Second KB article (e.g., 1.1.1.9.2 and lower releases), 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 the applications running on the server and should always be performed during a maintenance window. Refer to PSN020170u for additional information on the dangers of enabling and disabling NTP.

Note: For servers running System Platform Releases lower than 6.x.x.x.x that are 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. 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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