Product Support Notice

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PSN #	PSN029019u	Avaya Proprietary – Use pursuant to the terms of your signed agreement or company policy.

Original publication date: 17-Mar-15. This is Issue #2, published date: 12-Jun-15. | Severity/risk level | Medium | Urgency | When convenient

Name of problem Presence Services 6.2.6.3 (patch)

Products affected

Avaya Aura® Presence Services, release 6.2.0.x – 6.2.6.2

Problem description

Previous releases of Presence Services exhibited the following issues:

1. A Leap Second insertion to Coordinated Universal Time (UTC) will occur on June 30, 2015 at 23:59:60 UTC. There are possible known issues in Red Hat Enterprise Linux due to Leap Second adjustments. For servers 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. In some instances, insertion of a Leap Second can cause high CPU usage in processes such as Java. See the following RHEL Leap Second KB article for additional information: https://access.redhat.com/articles/15145
   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.
2. A force-clean uninstall of Presence Services on System Platform removes required scripts called by System Platform plugins.

Resolution

Download Avaya Aura® Presence Services patch 6.2.6.3. Note: **customers must already have PS 6.2.6.0 or higher installed to deploy this patch.**

Workaround or alternative remediation

If you are running a 6.2 release prior to 6.2.6 you may obtain a separate Leap Second patch via PLDS ID PS060200002. To install, download the patch to Presence Services in any location and execute the patch file as root. Note: customers are highly encouraged to upgrade to the latest Presence Services Service Pack / Patch instead of using this method as other critical fixes are only available in later releases.

Remarks

[PRES-3890, PRES-3892]

Patch Notes

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

Backup before applying the patch

Always

Download

Avaya PLDS Download ID PS060206030

https://plds.avaya.com/poeticWeb/avayaLogin.jsp?ENTRY_URL=/esd/viewDownload.htm&DOWNLOAD_PUB_ID=PS060206030

Patch install instructions Service-interrupting? Yes

1. Copy (scp) the patch zip file to the server.
2. Login into the presence server as cust.
3. Change the user to root by providing required credentials.
4. Change to the patch installer directory: `cd ~cust/`
5. Unzip the file: `unzip PS-6.2.6.3-38.zip -d ~cust/PS-6.2.6.3`
6. Stop Presence Services: `/opt/Avaya/Presence/presence/bin/stop.sh.`
   Note: It is important to verify that Presence Services has stopped before proceeding with the install of the patch. This can be done using the monit command: `monit summary`
   The output of the command should show that all the Presence processes have stopped (displayed as not monitored), the install should not be attempted before all process have stopped.
7. Run the installation script with the install option: `./PS-6.2.6.3-38.sh -ci autoInstall_Presence_Services.properties`
8. Restart Presence Services: `/opt/Avaya/Presence/presence/bin/start.sh`

Note: Check that all the required services are reported as running. This can be done using the monit command: `monit summary`. Some process will take time to report as running.

Verification

To verify the patch installation was successful:

1. Login into the presence server as cust.
2. Change the user to root by providing required credentials.
3. Run the `swversion.sh` command.
4. Output should list patch 6.2.6.3.

Failure

Please open a Service Request with Avaya Global Services for any failures associated with this patch.

Patch uninstall instructions

1. Login into the presence server as cust (NOTE: ensure your SSH client does not have X11 Forwarding enabled).
2. Change the user to root by providing required credentials.
3. Change to the patch installer directory: `cd ~cust/PS-6.2.6.3/`
4. Stop Presence Services: `/opt/Avaya/Presence/presence/bin/stop.sh`.

   Note: It is important to verify that Presence Services has stopped before proceeding with the install of the patch. This can be done using the monit command: `monit summary`

   The output of the command should show that all the Presence processes have stopped (displayed as not monitored), the install should not be attempted before all process have stopped.
5. Run the installation script with the uninstall option: `./PS-6.2.6.3-38.sh -cu autoUninstall.properties`
6. Restart Presence Services: `/opt/Avaya/Presence/presence/bin/start.sh`

Note: Check that all the required services are reported as running. This can be done using the monit command: `monit summary`. Some process will take time to report as running.

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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