Product Support Notice

© 2015 Avaya Inc. All Rights Reserved.

PSN #	PSN004494u

Original publication date: 14-May-15. This is Issue #03, published date: 04-June-15.	Severity/risk level	Medium	Urgency	Optional

Name of problem	Communication Server 1000 support for Leap Second June 2015

Products affected

Avaya Communications Server 1000 all Releases

Problem description

*Version 2 of this PSN is upissued to include further information on Special Instructions for the available software updates (SUs). Those SUs are also linked to the **Solution Note SOLN268547** to facilitate partner access, as the SUs will remain in VO status until included with the next R7.6 Service Pack.*

Version 3 of this PSN is upissued to clarify that the R7.6 software updates noted under this PSN are provided (1) to account properly for the leap second event and (2) to support the Time Zone changes below. R7.6 software already included a kernel update in R7.6 GA timeframe (March 2013) to resolve the potential kernel crash issue flagged by RHEL – thus R7.6 is not susceptible to the kernel crash issue noted further below.

On June 30th 2015, a leap second will be added as per IERS Bulletin C 49 to keep UTC clocks in sync with global rotation. This second will be added at 06-30-2015 23:59:60.

There are also some further time changes as follows.

- The Mexican state of Quintana Roo, represented by America/Cancun, will shift from Central Time with DST to Eastern Time without DST on 2015-02-01 at 02:00.
- Chile will not change clocks in April or thereafter; its new standard time will be its old daylight saving time. This affects America/Santiago, Pacific/Easter, and Antarctica/Palmer.
- Fiji Standard Time: new daylight saving time (DST) schedule would start on First Sunday of November and end on Third Sunday of January.

If for some reason Network Time Protocol (NTP) is not being used for clock synchronization, or if the enterprise NTP server that Communication Server 1000 gets its clock sync from does not support accounting for leap seconds, then the leap second will not be properly accounted for.

Even in case NTP is being used, when the leap second is added 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 KB article for additional information: https://access.redhat.com/articles/15145

Resolution

All versions of Communication Server prior to R7.6 are End of Manufacturer Support (EoMS) for software for at least eighteen months now. Software updates are provided for R7.6 only – for earlier versions should refer to the information provided in the Workaround section of this document.

Three updates are available for CS 1000 R7.6:

- cs1000-linuxbase-7.65.16.23-08.i386.000
  - *Special Instructions:*
  - Please note that this SU must be installed before any Service Pack.
  - Upgrading from cs1000-linuxbase-7.65.16.21-01.i386 or prior SU, please perform the following steps under root user before installing the SU:
    chmod 444 /var/opt/nortel/base-apps/*
    chmod 755 /opt/nortel/Jboss-Quantum/run/jbossd

- Please note that tzdata-2015a-1.el5.i386.000 is required for this SU
- No service impact

- tzdata-2015a-1.el5.i386.000
  - *No Special Instructions and no service impact*

- jdk-1.6.0_95-fcs.i586.000
  - *Special Instructions:*
  - Please note that this SU should be installed with **cs1000-Jboss-Quantum-7.65.16.23-5 or newer**
  - JDK update will result in restart of Jboss – no impact on call processing

Two updates are available for CS 1000 for AMS 7.6:

- cs1000-linuxbase-amsx64-7.65.16.26-1.i386.000
  - *Special Instructions:*
  - Please note that this SU must be installed before any Service Pack.
  - Please note that tzdata-2015a-1.el5.x86.000 is required for this SU
  - No service impact

- tzdata-2015a-1.el5.x86_64.000
  - *No Special Instructions and no service impact*

Workaround or alternative remediation

Communication Server 1000 systems prior to R7.6 that are synchronized to NTP servers and have RHEL kernels that are susceptible to the issues documented in the RHEL 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 and should always be performed during a maintenance window.

Note: For Communication Server 1000 systems prior to R7.6 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.

Remarks

Ensure that any applications such as Avaya Aura® Contact Center are also considered as part of this update activity.

Patch Notes

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

Backup before applying the patch	
Data dump as before any maintenance activity	
Download	
Not Applicable	
Patch install instructions	**Service-interrupting?**
As per standard documentation for CS 1000	No
Verification	
Not Applicable	
Failure	
Not Applicable	

© 2015 Avaya Inc. All Rights Reserved.

Patch uninstall instructions

As per standard documentation for CS 1000

Security Notes

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

Security risks

Not Applicable

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

Not Applicable

If you require further information or assistance please contact your Authorized Service Provider, or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support Terms of Use.

Disclaimer: ALL INFORMATION IS BELIEVED TO BE CORRECT AT THE TIME OF PUBLICATION AND IS PROVIDED "AS IS". AVAYA INC., ON BEHALF OF ITSELF AND ITS SUBSIDIARIES AND AFFILIATES (HEREINAFTER COLLECTIVELY REFERRED TO AS "AVAYA"), DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND FURTHERMORE, AVAYA MAKES NO REPRESENTATIONS OR WARRANTIES THAT THE STEPS RECOMMENDED WILL ELIMINATE SECURITY OR VIRUS THREATS TO CUSTOMERS' SYSTEMS. IN NO EVENT SHALL AVAYA BE LIABLE FOR ANY DAMAGES WHATSOEVER ARISING OUT OF OR IN CONNECTION WITH THE INFORMATION OR RECOMMENDED ACTIONS PROVIDED HEREIN, INCLUDING DIRECT, INDIRECT, CONSEQUENTIAL DAMAGES, LOSS OF BUSINESS PROFITS OR SPECIAL DAMAGES, EVEN IF AVAYA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

THE INFORMATION PROVIDED HERE DOES NOT AFFECT THE SUPPORT AGREEMENTS IN PLACE FOR AVAYA PRODUCTS. SUPPORT FOR AVAYA PRODUCTS CONTINUES TO BE EXECUTED AS PER EXISTING AGREEMENTS WITH AVAYA.

All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc.
All other trademarks are the property of their respective owners.