Product Support Notice

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PSN # PSN004517u

Original publication date: 19-Jun-15. This is Issue#01, Published date: 19-Jun-15. | Severity/risk level | Medium | Urgency | When convenient

Name of problem | Leap Second solution in UCaaS 1.2.3 and CCaaS 1.0.3

Products affected

All individual products in UCaaS 1.2.3 and CCaaS 1.0.3 solution. See table of products below.

Problem description

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 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

For individual products, please see the notes below. You can also refer to the PSN for individual products in the UCaaS and CCaaS lineup. For most products, no patch is required. If there is a NTP, all clocks will be synchronized. Please apply a patch for Presence services as defined in the PSN column.

Component	Version	Patch level of current UCaas 1.2.3 and CCaas 1.0.3	Recommended Approach for xCaaS	Notes	PSN
Avaya Aura® Communication Manager	Release 6.3.5	AA 6.2 FP3 (6.3 SP5 GA + Patch 22014)	No patch needed	For 6.3.x, NTP provided by System Platform so no RHEL kernel vulnerability. This is also applicable to VMware virtual environment	http://support.avaya.com/css/P8/documents/101008265
Avaya Aura® System Manager	Release 6.3.7	AA 6.2 FP3 (6.3 GA + Patch 6.3.7.0.2275)	No patch needed	No action required if NTP is available. Else change time manually with tool after date has passed.	https://downloads.avaya.com/css/P8/documents/100169515
Avaya Aura® Presence Services	Release 6.2.3 Patch 6	6.2.3.6 Build 317	Need patch for 6.2.3 from Tier 4.	Apply patch per PSN for Rls 6.2.3	https://downloads.avaya.com/css/P8/documents/101008742
Avaya Aura® Utility Services	Release 6.3.0	US-06.3.0.0.20-e51-01	No patch needed		

Component	Version	Patch level of current UCaas 1.2.3 and CCaas 1.0.3	Recommended Approach for xCaaS	Notes	PSN
Avaya Aura® Session Manager	Release 6.3.7	AA 6.2 FP3 (6.3 GA + 53 Patch 6.3.7.0.637008)	No patch needed	Session Manager Release 6.3 and later servers that are using NTP: No action is required for these servers, NTP will allow the time adjustment to occur automatically. Session Manager Release 6.3 and later servers that are NOT using NTP: The system date/time will need to be manually modified using the SMnet Setup tool to adjust for the leap second after the leap second has passed. This could be service affecting and it is recommended that the Session Manager be placed into a Deny New Service state prior to changing the time, and then returned to service after the time adjustment is complete. Upgrading to Session Manager 6.3.13 with updated time-zone files will allow the Session Manager to adjust for the leap second automatically.	http://support.avaya.com/css/P8/documents/101008204
Avaya Session Border Controller for Enterprise	6.3 SP2	6.3.2	No patch needed	Expect no issues in ASBCE 6.3 if they are using NTP or not.	
Acme Packet Net-Net SBC	Release 6.4.0 MR-2 Patch 1	ECX6.4.0 MR-2 GA Patch 1 (bld 349)	Refer to Oracle Guidelines to determine if a patch is necessary	N/A	
SAL Gateway	Release 2.2	2.2.0.0.24	No patch needed	If there is a NTP, it will adjust automatically.	
G450 Branch Gateway and G430 Branch Gatway	Release 6.3.5	Firmware 35.8.0	No patch needed	N/A	
Avaya Control Manager Service Provide Edition	Release 7.0	7.0 build 218C	No patch needed	N/A	
Avaya Collaboration Pod also known as CPOD	Release 2.0	2	No patch needed	No fix needed (all releases). If the NTP server adjusts for time (daylight savings time, leap year, leap second, etc.) the networking products will adjust as well.	

Workaround or alternative remediation

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.

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Backup before applying Patch

It is always good practice to back up your environment before applying any patch or upgrade. Only Patch needed is for Presence services

Download

For download instructions please refer to the PSN below:

https://downloads.avaya.com/css/P8/documents/101008742

Patch Install Instructions

Refer to the PSN for Presence Services. https://downloads.avaya.com/css/P8/documents/101008742

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

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