



# Avaya Aura® System Manager 6.3.15 Release Notes

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## Introduction

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This Release Notes gives you information about installation downloads and the supported documentation of Avaya Aura® System Manager Release 6.3.15. This Release Notes also contains information about features, known issues, and the possible workarounds in this Release. System Manager Release 6.3.15 is cumulative of System Manager Releases 6.3.1, 6.3.2, 6.3.3, 6.3.4, 6.3.5, 6.3.6, 6.3.7, 6.3.8, 6.3.9, 6.3.10, 6.3.11, 6.3.12, 6.3.13 and 6.3.14. System Manager 6.3.15 can be installed only on System Manager Release 6.3.0, 6.3.1, 6.3.2, 6.3.3, 6.3.4, 6.3.5, 6.3.6, 6.3.7, 6.3.8, 6.3.9, 6.3.10, 6.3.11, 6.3.12, 6.3.13 or 6.3.14.

**Note:** If the deployed System Manager is 1.0.x, 5.2.x, 6.0.x, 6.1.x or 6.2.x release, you must upgrade older System Manager to System Manager Release 6.3.0, and then install System Manager 6.3.15. See “[Upgrading to Avaya Aura System Manager to 6.3](#)” to upgrade System Manager to System Manager Release 6.3.0.

If you are upgrading an older System Manager to System Manager Release 6.3.0 using the data migration utility, use the data migration utility on System Manager Release 6.3.8 and then install the System Manager 6.3.15 software. Do not run data migration utility on System Manager Release 6.3.15.

Upgrading System Manager 6.3.15 and higher release to 7.0 through Data Migration Utility Data\_Migration\_Utility\_7.0.0.0\_r81.bin is not supported.

## Product Support Notices

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Some product changes are documented as Product Support Notices (PSN). The PSN number defines the related document.

To read a PSN description online:

1. Go to the Avaya Support website at <http://support.avaya.com>.
2. On the main menu, click Support by Product -> Documents.
3. In the **Enter Your Product Here** field, enter System Manager or select **Avaya Aura® System Manager** from the list.
4. In the **Choose Release** field, click **6.3.x**.
5. In the Content Type section, select **Product Support Notices**.
6. Click **Enter**.
7. Click the link to the specific PSN.

## Problems fixed in Avaya Aura® System Manager 6.3.15

Resolved Issues	Keyword
SMGR-32899: [RHSA-2015:1514-01] Important: bind security update.	Security Updates
SMGR-32658: [RHSA-2015:1197-01] Moderate: openssl security update.	Security Updates
SMGR-32142: [RHSA-2015:1042-01] Important: kernel security and bug fix update.	Security Updates
SMGR-31434 : [RHSA-2015:0800-01] Moderate: openssl security update.	Security Updates
SMGR-17699: [RHSA-2011:0170-01] Moderate: libuser security update.	Security Updates
SMGR-32393: "configureTimeZone" execution on System Manager (VMWare Based deployment) does not update time zone in database configuration file.	Infrastructure
SMGR-32392: Network parameter changes run from System Platform with multiple blocks attach events are triggered causing issues on System Manager.	Infrastructure
SMGR-30848: Security.log should log Client IP address instead of System Manager server IP address.	Infrastructure
SMGR-32942: Prevent deletion of system critical files from admin user.	Infrastructure
SMGR-31905: Patch execution failed due to Postgres (database) service failed to start gracefully.	Installer
SMGR-32369: asyncContext Objects accumulating in heap slows down the System Manager Web console response time or Web console can be inaccessible.	User Interface
SMGR-31049: Unable to add user preference.	User Interface
SMGR-32799: Corporate Directory report upload fails via scheduler after every 4-5 days.	Authentication
SMGR-32717: Alarm generated from old SAL agents (6.1 SAL agents) blocking http threads caused the System Manager access issue.	Alarm Management
SMGR-32030: SNMP Agent cold start traps should be informational instead of minor severity.	Alarm Management
SMGR-32816: Remote backup to solar winds SFTP/SCP server is failing.	Backup and Restore Management
SMGR-30117: Remote backup with "User default" option is not working.	Backup and Restore Management
SMGR-32811: During restore if the backup file name provided is an invalid then restore fails with invalid error message.	Backup and Restore Management
SMGR-32065: Excel import with delete operation failed for user associated with communication profile user.	Bulk Import Management
SMGR-32883: License manager is not freeing licenses in centralized licensing deployments in some cases where a feature is present in one license file but not the other.	Centralized License Management
SMGR-32821: License mapping in centralized licensing deployment is retained for only a single product in license file after over-installation of the license file in case of multi-application LAR.	Centralized License Management
SMGR-32820: Mapping for one of the servers in Communication Manager duplex pair gets removed on license over-install.	License Management
SMGR-32813: File system becomes 100% because of the database becoming too large due to the Data Replication Sync tables as a results of following issues:	Data Replication Management

<ul style="list-style-type: none"> <li>➤ Incorrect audit result causing unnecessary repairs.</li> <li>➤ Monitor batch thread not sending the batch error notification if it fails the first time.</li> </ul>	
SMGR-32181: Adding permissions for Replica Group Type to a custom role causes an error.	Role Management
SMGR-32562: The 'Localized Display Name' field is not getting updated with First Name and Last Name change as expected.	User Management
SMGR-31360: Using System Manager Web Console in French locale "Edit Endpoint Editor" from User Communication Profile (User Management) does not works.	User Management
SMGR-31458: User having System Admin or custom role unable to remove group from existing user.	User Management
SMGR-29823: After performing duplicate user operation for the user having communication manager profile, the values associated with extension fields present in previous extension should be present on the duplicated extension also.	User Management
SMGR-32876: User creation fails if CS1000 communication profile is available in User Provisioning Rule during Directory Sync.	User Management/ Directory Synchronization
SMGR-32885: User update fails to add Microsoft Exchange handle to existing user if user is created through User Provisioning Rule and Directory Synchronization.	User Management/ Directory Synchronization
SMGR-32692: Communication Manager id isn't automatically pushed into the table "cscommprofile" for column "rtsapplicationsystemid" if Communication Manager profile created when using User Provisioning Rule and Directory Synchronization.	User Management/ Directory Synchronization
SMGR-32506: User is always shows as modified in Sync summary if user is getting updated with multiple communication addresses.	Directory Synchronization/ User Provisioning Rule
SMGR-32415: Unable to create user with Communication Manager profile along with Preferred Handle if User Provisioning Rule is applied.	Directory Synchronization/ User Provisioning Rule
SMGR-32200: Name of Session Manager element is not updated in existing User Provisioning Rule after element name modification results in user add/edit/delete failure after directory synchronization execution.	User Provisioning Rule
SMGR-31607: Name of Messaging element is not updated in existing User Provisioning Rule after element name modification results in user add/edit/delete failure after directory synchronization execution.	User Provisioning Rule
SMGR-32412: Multiple Avaya E164 handles created for user if user is created via User Provisioning Rule.	Directory Synchronization
SMGR-32228: System Manager should not be allowed in the Inventory for "Get Current Status" operation.	Inventory Management
SMGR-31469: Multiple entries of Duplex Communication manager are added in Manage Element after discovery.	Inventory Management
SMGR-29030: Manage option for Communication manager in Manage Elements page does not display proper error message.	Inventory Management
SMGR-29010: System Manager Manage element page is slow for large number of elements in Inventory.	Inventory Management
SMGR-30071: Creating Presence Server application system under Manage Elements without host name in access points causes issue during modification of Presence Server application system.	Inventory Management
SMGR-28108: Provide validations on Subnet configurations page while configuration.	Inventory Management
SMGR-32740: After discovery LSP and ESS switch are added to Communication Manager page.	Discovery Management



SMGR-32510: Unable to upgrade the Gateway and Media Module using SNMPV3.	Software Upgrade Management
SMGR-32748: Upgrade of Communication Manager and System Platform fails due to multiple jobs getting executed instead of single job.	Software Upgrade Management
SMGR-33083: Delete Communication Manager record from Communication Manager page if "Add to Communication Manager" is unselected during edit operation from Manage Elements page.	Communication Manager Management
SMGR-33210: 'Show All' option not working in table data across Communication Manager Management pages.	Communication Manager Management
SMGR-33170: Syslog processor (notify sync feature) threads accumulation slows down the System Manager Web console response time or Web console can be inaccessible.	Communication Manager Management
SMGR-33021: Unable to convert H323 station to SIP station.	Communication Manager Management
SMGR-31459: Endpoint Display name having Umlaut characters with tilde is not added or updated properly in the Name field of Manage endpoint form.	Communication Manager Management
SMGR-32941: User associated with Communication Manager Profile fails to delete with error "HeuristicMixedException".	Communication Manager Management
SMGR-32938: Backup All Announcements Fails to complete.	Communication Manager Management
SMGR-32376: All UDP entries not getting synced into System Manager.	Communication Manager Management
SMGR-32310: Unable to schedule init/Incremental sync jobs from Synchronization -> Communication system Page, job schedule fails with below error. "/pages/scheduler/schedulerEditorForm.xhtml @41,91 endOccurrences="#" {messages.IPTCM_StationTemplate_Occurrence}": null"	Communication Manager Management
SMGR-32082: System Manager Report Generation fails for existing defined report (Display Capacity) if Communication Manager server interchange happens.	Communication Manager Management
SMGR-31266: Connection to Communication Manager is not getting closed after generating a list report.	Communication Manager Management
SMGR-30948: Add or update coverage point in the coverage path is not done properly in some scenarios.	Communication Manager Management
SMGR-32733: If the last extension in the off-pbx-telephone station-mapping object has an extension with 3 entries for that extension, then initialization sync stuck in an infinite loop while collecting off-pbx-telephone station-mapping data.	Communication Manager Management
SMGR-32537: Companding error when you broadcast announcements between devices located assigned to different locations.	Communication Manager Management
SMGR-32447: Logging incorrect user name for administration changes.	Communication Manager Management
SMGR-32822: Option "Override Endpoint Name and Localized Name" checked automatically in user settings if Communication Manager profile updated through the global Search filter.	Global Search Component

**Note:** System Manager 6.3.15 also contains the enhancements and fixes for System Manager Release 6.3.1, 6.3.2, 6.3.3, 6.3.4, 6.3.5, 6.3.6, 6.3.7, 6.3.8, 6.3.9, 6.3.10, 6.3.11, 6.3.12, 6.3.13 and 6.3.14.

Refer System Manager 6.3.14 release notes:

<https://downloads.avaya.com/css/P8/documents/101011431>

Refer System Manager 6.3.13 release notes:

<https://downloads.avaya.com/css/P8/documents/101009336>

Refer System Manager 6.3.12 release notes:

<https://downloads.avaya.com/css/P8/documents/101007304>

Refer System Manager 6.3.11 release notes:

<https://downloads.avaya.com/css/P8/documents/101004573>

Refer System Manager 6.3.10 release notes:

<https://downloads.avaya.com/css/P8/documents/100183189>

Refer System Manager 6.3.9 release notes:

<https://downloads.avaya.com/css/P8/documents/100182163>

Refer System Manager 6.3.8 release notes:

<https://downloads.avaya.com/css/P8/documents/100180576>

Refer System Manager 6.3.7 release notes:

<https://downloads.avaya.com/css/P8/documents/100179641>

Refer System Manager 6.3.6 release notes:

<https://downloads.avaya.com/css/P8/documents/100178113>

Refer System Manager 6.3.5 release notes:

<http://downloads.avaya.com/css/P8/documents/100176972>

Refer System Manager 6.3.4 release notes:

<http://downloads.avaya.com/css/P8/documents/100175426>

Refer System Manager 6.3.3 release notes:

<https://downloads.avaya.com/css/P8/documents/100173680>

Refer System Manager 6.3.2 release notes:

<https://downloads.avaya.com/css/P8/documents/100171755>

Refer System Manager 6.3.1 release notes:

<https://downloads.avaya.com/css/P8/documents/100169522>

## Known Issues

**Table 4: Known limitations and workarounds in Avaya Aura® System Manager 6.3.15 Release**

Problem	Keyword	Workaround
SMGR-28779: Exclude option is not working in Notification Filter.	Fault Management	Un assign and assign Target Profiles.
SMGR-33437: Disable the JBoss automatic discovery happening on the default multicast address on 230.0.0.4.	Infrastructure	No workaround.
SMGR-30713: Encrypted alert packets being retransmitted even after connection reset from Session Manager.	Infrastructure	No workaround.
<p>SMGR-28514: User having the System Admin role and authenticated using external authentication is accessing System Manager in following way with user id without full used id.</p> <ul style="list-style-type: none"> <li>Using IP address</li> <li>Using short FQDN instead of full FQDN</li> </ul> <p>So user will have following issues.</p> <ol style="list-style-type: none"> <li>User Management Create/Update/Delete/View operations.</li> <li>Access to Manage Elements, Element Type Access and Subnet Configuration pages from Inventory.</li> <li>Access to security page.</li> <li>All the buttons on Scheduler Pending/Completed page will be in disabled state.</li> </ol> <p><b>Note:</b> Recommended access to System Manager is via FQDN.</p>	Authentication	Login to System Manager using full login Id (i.e. example@domain.com) instead of just user id and schedule a job.
SMGR-29003: Signature information is missing intermittently in System Platform backup causing data restore to fail.	Backup and Restore	Perform restore using backup taken from System Manager Web console.
SMGR-27839: Data Replication between System Manager and other elements will fail if VFQDN value is greater than 50 characters.	Data Replication	Reconfigure VFQDN value with less than 50 characters using VFQDN change utility on System Manager.
SMGR-31356: GUI replication state shows “Repairing” for a node even after the Repair operation is completed.	Data Replication	Internally the initial sync completes, it only displays as “Repairing”. Initiate a new repair from UI to fix the problem.
SMGR-28905: Problem with Geo enable replication operation with huge database after enable replication fails initially.	Geo Redundancy	Contact Avaya Support Team
SMGR-31346: Geo configuration fails when Primary System Manager has Sub CA configured.	Geo Redundancy	Contact Avaya Support Team
SMGR-29811: System Manager Primary server UI becomes very slow or unable to access when the secondary System Manager gets into a weird state. Whenever request is made on UI, Primary server waits till the connection times out - 5 minutes and navigates to the requested page.	Geo Redundancy	Restart JBoss service on Secondary System Manager Server.
SMGR-33395: Password change for user from User Management removes the existing roles from User.	User Management	Use the “change password” link present on Login Page or change the password from administrators section.

SMGR-28978: User having custom role associated with permission on User Management unable to search users from global user search filter.	User Management	No workaround.
SMGR-28439: While adding new user(s), the default language preference is set to random language preference value.	User Management	No workaround.
SMGR-28840: If Tenant and sites are unchecked then all the users associated with the tenant are visible.	User Management	No workaround.
SMGR-33330: Updating the existing users for Avaya E164 handle with new mapping "Telephone Number -> Phone Number" will result in failure if the existing users are created through mapping "Telephone Number -> businessPhone" in Directory Synchronization.	User Management	Add the E164 handle to existing users manually and execute Directory Synchronization.
SMGR-26743: Filter option is not available for User Provision Rules.	User Provisioning Rule	No workaround.
SMGR-32520: Show "Port" and "Set Type" header as mandatory fields with red asterisk in Excel template used for user import.	User Import Management	Provided values for "Port" and "Set Type" columns and perform import.
Communication profile (SIP) password change done through System Manager self provisioning is not transmitted to Conferencing server so authentication is failing for member on Conferencing server.	Self Provisioning	Change the Communication profile (SIP) password for user through user having admin role.
SMGR-29039: Inventory jobs shows as Running on Web console but in database, jobs shows as completed	Discovery	Contact Avaya Support Team
SMGR-30008: After creating certificate signing request while creating Sub-CA of key size 4096 and SHA2, it still displays key size as 1024 and SHA1.	Trust Management	No workaround. Its display issue only but the internal values are correct.
SMGR-32391: Certificates are not auto renewed on Secondary (standby) System Manager Server.	Trust Management	Contact Avaya Support Team to renew Certificates if already expired.
SMGR-32318: CND Certificates are not auto renewed causing issue GEO Configuration/re-configuration.	Trust Management	Contact Avaya Support Team if GEO Configuration/re-configuration fails.
SMGR-31570: After auto -renew/renew or replace from System Manager Web Console, System Manager database does not pick up its identity certificate automatically.	Trust Management	Refer PSN004352u for details.
SMGR-29517: Unable to upgrade gateway if Communication Manager is lower version.	Software Upgrade Management	Contact Avaya Support Team
SMGR-32313: TN board status didn't change from "Schedule upgrade" to "Failed" if update gets failed while downloading the file.	Software Upgrade Management	No workaround.
SMGR-32874: Write community is not marked as mandatory while adding the SNMP detail of Communication Manager Inventory.	Software Upgrade Management	Provided value for write community in SNMP detail.
SMGR-27780: User can create two application system of type "CS 1000 Terminal Proxy server" with the same IP. This causes the CS1k and Session Manger registration to fail.	Inventory Management	Delete the application system with duplicate IP.
SMGR-30808: User cannot delete already defined report record from web console.	Communication Manager Management	No workaround.

SMGR-31678: Allow admin to decide if the end user is allowed to change the Autodial button address or not.	Communication Manager Management	No workaround
SMGR-33392: User associated with custom role unable to configure just buttons in spite of role having permission to edit the button.	Communication Manager Management	No workaround
SMGR-32775: Global search filter does not open user details window if Localize Display name or Endpoint Display Name for user contains special characters like ' , :	Global Search Component	No workaround

## System Manager Release 6.3.15 downloads

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#	Action	Notes
1	Download and install the System Platform vsp-6.3.7.0.05001.iso image from the Avaya PLDS Web site. <b>Note:</b> This software is required if System Manager is System Platform based deployment.	Verify that the md5sum for the downloaded iso matches the md5sum on the Avaya PLDS Web site.  File Name: vsp-6.3.7.0.05001.iso PLDS download ID: SMGR6314003 Size: 1.4 GB Md5Sum: 1f5e888f3a019dc96b459463ae8818fd
2	Download System Manager 6.3.15 bin file from the Avaya PLDS Web site.	Verify that the md5sum for the downloaded bin file matches the md5sum on the Avaya PLDS Web site.  File Name: System_Manager_6.3.15_r5203972.bin PLDS download ID: SMGR6315001 Size: 1.6 GB Md5Sum: 111e66026f539f7f36d2bddb7a3b09dd

## Points to remember before installation

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### If System Manager is a System Platform-based deployment

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- **Perform backup operation from System Platform Web Console.**
- **Upgrade System Platform to vsp-6.3.7.0.05001.**
- **For Service Pack installation, iptables service should be in default state (ON).**  
**Note:** If iptables service is turned off on the System Manager Server, then service pack installation will not proceed, also admin should not override/change existing iptables configurations (if it has been stopped, to add new configurations).
- **For Service Pack installation, geographic redundancy replication should be in disabled state.**  
**Note:** If geographic redundancy replication service is in enabled state, then service pack installation will not proceed.
- **Apply this service pack on both System Manager servers which are used for geographic redundancy configuration.**
- **Upgrade Session Manager and Communication Manager after the System Manager upgrade.**  
Upgrade or install System Manager before you upgrade or install any of the elements like Session Manager and Communication Manager. The version of the elements at any point in time must always be compatible with the version of System Manager.
- **In System Platform HA environment, stop the HA configuration and then apply the Service Pack on System Manager. Once the service pack installation is successful, start the HA on System Platform.**
- **If the Patch deployment is not committed after installation and the VM is rebooted it will roll back to previous state and changes made to System Manager after patch installation will be lost.**

## If System Manager is a Virtualization Enablement (VMWare) environment-based deployment

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- **Perform VMWare snapshot of the System Manager VM.**

A snapshot preserves the state and data of a virtual machine at a specific point in time. Snapshots consume large amounts of data resources, increase CPU loads on the host, and affect performance and service.

Note: Verify that the patch installation or upgrade is successful, and ensure that the virtual application is functional. You can then delete the snapshot.

- **Perform backup operation from System Manager Web Console.**
- **For Service Pack installation, iptables service should be in default state (ON).**

**Note:** If iptables service is turned off on the System Manager Server, then service pack installation will not proceed, also admin should not override/change existing iptables configurations (if it has been stopped, to add new configurations).

- **For Service Pack installation, geographic redundancy replication should be in disabled state.**

**Note:** If geographic redundancy replication service is in enabled state, then service pack installation will not proceed.

- **Apply this service pack on both System Manager servers which are used for geographic redundancy configuration.**
- **Upgrade Session Manager and Communication Manager after the System Manager upgrade.**

Upgrade or install System Manager before you upgrade or install any of the elements like Session Manager and Communication Manager. The version of the elements at any point in time must always be compatible with the version of System Manager.

### **Points to remember:**

1. Auto-activation of serviceability agents:
  - For NEWLY installed elements (with new Serviceability Agent) that are bundled with 6.3.15, you do not need to manually activation of the agents through 'Manage Serviceability Agent' page.
  - These agents will be auto-activated by the System Manager and hence these will be displayed with 'Active' status in the serviceability agent list.
  - User can therefore directly assign the target/user profiles onto such agents.
  - Please note that this functionality is only applicable to the serviceability agents with version 6.3.5 onwards.
2. Setting up the Alternate Source:
  - Keep the note while setting up the alternate source, few firmware files for System Platform based Communication Manager should be kept inside directory named by PLDSID e.g. if you want to place the 6.3.0.0.1105.iso then you need to create directory named CM000000300 and place the file inside this.
    - This should be done for following type of firmware:
      - VSP iso
      - Template iso
      - BSM iso

# Installing the Service Pack

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## Before you begin:

System Manager 6.3.15 can be installed only on System Manager Release 6.3.0, 6.3.1, 6.3.2, 6.3.3, 6.3.4, 6.3.5, 6.3.6, 6.3.7, 6.3.8, 6.3.9, 6.3.10, 6.3.11, 6.3.12, 6.3.13 and 6.3.14.

**Note:** If the deployed System Manager is Release 1.0.x, 5.2.x, 6.0.x, 6.1.x, or 6.2.x, you need to upgrade older System Manager to System Manager Release 6.3.0, prior to System Manager 6.3.15 installation. Refer “[Upgrading to Avaya Aura System Manager to 6.3](#)” to upgrade System Manager to System Manager Release 6.3.0.

If you are upgrading older System Manager to System Manager Release 6.3.0 using data migration utility, use the data migration utility on System Manager Release 6.3.8 and then install the System Manager 6.3.15 software. Do not use data migration utility on System Manager Release 6.3.15.

To determine the System Manager Release 6.3.x that is running:

- Log on to the System Manager Web console.
- On the home page, click the settings (  ) icon and then click **About**. Verify that the About page contains:

Release	About Content
6.3	System Manager 6.3.0 - GA
6.3.1	System Manager 6.3.0 - Service Pack1
6.3.2	System Manager 6.3.0 - FP2
6.3.3	System Manager 6.3.3
6.3.4	System Manager 6.3.4
6.3.5	System Manager 6.3.5
6.3.6	System Manager 6.3.6
6.3.7	System Manager 6.3.7
6.3.8	System Manager 6.3.8
6.3.9	System Manager 6.3.9
6.3.10	System Manager 6.3.10
6.3.11	System Manager 6.3.11
6.3.12	System Manager 6.3.12
6.3.13	System Manager 6.3.13
6.3.14	System Manager 6.3.14

- Make sure that the existing System Manager is installed and is operational. To check the application state, log on to the System Manager web console with admin credentials.

## Avaya Aura System Manager 6.3.15 DVD details:

- Avaya Aura® System Manager 6.3.15 software DVD pack contains 2 DVDs
- The DVD Artwork mentions the numbers as DVD 1 of 2 and DVD 2 of 2 for respective DVDs.
- DVD 1 of 2 is the 1st DVD that must be installed and it contains following Software - Avaya Aura System Manager 6.3.0 - Software Update Revision No: 6.3.0.8.923
- DVD 2 of 2 is the 2nd DVD that must be installed after 1st DVD is installed and it contains following Software (Avaya Aura® System Manager 6.3.15 -Software Update Revision No: 6.3.15.12.3972)



- If you have installed release earlier than System Manager 6.3.0, install DVD 1 of 2 first and then DVD 2 of 2.
- If you already have installed System Manager Release 6.3.0 and above, directly install DVD 2 of 2.

## Installing the service pack through System Platform Web Console


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1. Log on to System Platform Web Console with admin credentials.
2. Download the service pack:
  - a. Click **Server Management > Patch Management**.
  - b. Click **Download/Upload**.
  - c. On the Search Local and Remote Patch page, select the location to search for the service pack from the following list:
    - **Avaya Downloads (PLDS)**
    - **HTTP**
    - **SP Server**
    - **SP CD/DVD**
    - **SP USB Disk**
    - **Local File System**
  - d. If you select **HTTP** or **SP Server**, provide the URL to the service pack.
  - e. In case of **HTTP**, click **Configure Proxy** to specify a proxy server if required.
  - f. If you select **Local File System**, click **Add** to locate the service pack file on your computer and then upload.
  - g. Use **Search** to search the required service pack.
  - h. Choose the service pack, and click **Select**.
3. Install the service pack by performing the following:
  - a. Select **Server Management > Patch Management**.
  - b. Click on **Manage**.
  - c. On the Patch List page, the status of the patch ID **System\_Manager\_R6.3.15\_5203972** must be **Not Installed**.
  - d. Click on a patch ID **System\_Manager\_R6.3.15\_5203972** to see the details.
  - e. On the Patch Detail page, click **Install**.
  - f. Wait for the patch installation to complete.
4. Verify the service pack installation using one of the following ways:
  - **From System Platform Web Console:**
    - a. Log on to System Platform Web Console with admin credentials
    - b. Click **Server Management > Patch Management**.
    - c. Click **Manage**.
    - d. On the Patch List page, verify that the status of the patch ID, **System\_Manager\_R6.3.15\_5203972**, is **Pending**.  
If the status is:  
**Pending** - The service pack is applied and must be committed or rolled back.

**Installed** - The service pack is in the installed state.

**Not Installed** - The service pack is not installed. Installation has failed.

➤ **From System Manager Web Console:**

- Log on to the System Manager web console.
- On the top-right corner click the Settings (  ) icon, and click **About**. Verify that the About page displays:

**System Manager 6.3.15**

**Build No. - 6.3.0.8.5682-6.3.8.5506**

**Software Update Revision No: 6.3.15.12.3972**

5. On the System Platform web console, perform one of the following:
  - a. If the Service Pack installation is successful, commit the service pack installation using the following steps:
    1. Click **Server Management > Patch Management**.
    2. Click **Manage**.
    3. On the Patch List page, the status of the patch ID **System\_Manager\_R6.3.15\_5203972** must be **Pending**.
    4. Click the patch ID **System\_Manager\_R6.3.15\_5203972** to see the details.
    5. On the Patch Detail page, click **Commit**.
  - b. If the Service Pack installation fails, click **Rollback**.
6. After you upgrade the system to 6.3.15, **reboot** the System Manager from System Platform web console or from System Manager CLI to get the updated kernel running in memory.


## Installing the service pack through System Manager Command Line Interface (CLI) for Virtualization Enablement (VMWare) environment

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1. Create a snapshot of System Manager virtual machine.

Note: This activity might impact the services of System Manager and not of any other Avaya Aura Products like Session Manager/Presence Server/Communication Manager etc.
2. Copy the patch installer file to the System Manager server.
3. Log in to the System Manager virtual machine as admin.
4. Verify md5sum of the **bin** file with the value from PLDS. (**111e66026f539f7f36d2bddb7a3b09dd**).
5. Run the patch installer using the following command:  
`# SMGRPachdeploy <absolute path to the System_Manager_6.3.15_r5203972.bin file>`

**Note:** you will be prompted to accept the EULA. You must accept the EULA inorder to install the patch.
6. Wait for the system to execute the patch installer and display the installer prompt.
7. Verify the service pack installation from below steps
  - Log on to the System Manager Web console.

- On the top-right corner click on the settings (  ) icon and then select **About**. Verify that About page contains as below:

**System Manager 6.3.15**

**Build No. - 6.3.0.8.5682-6.3.8.5506**

**Software Update Revision No: 6.3.15.11.3972**

**Note:** If the patch installation or upgrade is successful and the virtual application is functional, you can delete the snapshot.

8. If the Service Pack installation fails, use the VM snapshot manager to revert to a snapshot taken prior to patch installation.
9. After you upgrade the system to service pack 6.3.15, **reboot** the System Manager from System Manager CLI to get the updated kernel running in memory.

## Technical support

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Avaya Technical Support provides support for System Manager 6.3

If you find any problems with System Manager 6.3.x:

- Retry the action. Carefully follow the instructions in the printed or online documentation.
- See the documentation that ships with your hardware for maintenance or hardware-related problems.
- Note the sequence of events that led to the problem and the exact messages that the system displays. For more information, see the troubleshooting section of the Avaya product documentation.


If you continue to have problems, contact Avaya Technical Support using one of the following methods:

- Log on to the Avaya Support website at <http://support.avaya.com>.
- Call or send a fax message to Avaya Support on one of the telephone numbers in the Support Directory listings on the Avaya Support website.

Using Avaya Global Services Escalation Management, you can escalate urgent service issues. For more information, see the list of Escalation Contacts on the Avaya Support website.

Before contacting Avaya Support, keep the following information handy:

- Problem description.
- Detailed steps to reproduce the problem, if any.
- The release version in which the issue occurs.

**Note:** To know the release version and build number, log on to System Manager and click the settings (  ) icon and then click **About** on the dashboard.

- The status of the System Manager software. If the software is an upgrade, provide the current release number.
- The log files.

- a. Execute following command from System Manager CLI with root user credentials to collect logs

```
#sh /opt/vsp/collectLogs.sh -Db -Cnd
```

This will create a file (**LogsBackup\_xx\_xx\_xx\_XXXXXX.tar.gz**) @ /tmp location.

### Contact support tasks

Avaya Support might request for email notification files for analysis of your application and the application environment.

For information about patches and product updates, see the Avaya Support website at <http://support.avaya.com>

## Appendix A: Compatibility matrix for the System Manager 6.3.x and System Platform software versions

System Manager 6.3		System Platform	
Release	Build Number	Release	Required Patch
6.3	System Manager 6.3.0 - GA Build No. - 6.3.0.8.5682-6.3.8.818 Software Update Revision No: 6.3.0.8.923	6.2.1.0.9	6.2.2.06002.0
6.3.1	System Manager 6.3.0 - Service Pack1 Build No. - 6.3.0.8.5682-6.3.8.859 Software Update Revision No: 6.3.1.9.1212	6.2.1.0.9	6.2.2.08001.0
6.3.2	System Manager 6.3.0 - FP2. Build No. - 6.3.0.8.5682-6.3.8.1627 Software Update Revision No: 6.3.2.4.1399	6.3.0.0.18002	
6.3.3	System Manager 6.3.3 Build No. - 6.3.0.8.5682-6.3.8.1814 Software Update Revision No: 6.3.3.5.1719	6.3.0.0.18002	
6.3.4	System Manager 6.3.4 Build No. - 6.3.0.8.5682-6.3.8.2631 Software Update Revision No: 6.3.4.4.1830	6.3.0.0.18002	6.3.1.08002.0
6.3.5	System Manager 6.3.5 Build No. - 6.3.0.8.5682-6.3.8.2807 Software Update Revision No: 6.3.5.5.1969	6.3.0.0.18002	6.3.1.08002.0
6.3.6	System Manager 6.3.6 Build No. - 6.3.0.8.5682-6.3.8.3007 Software Update Revision No: 6.3.6.6.2103	6.3.0.0.18002	6.3.1.08002.0
6.3.7	System Manager 6.3.7 Build No. - 6.3.0.8.5682-6.3.8.3204 Software Update Revision No: 6.3.7.7.2275	6.3.0.0.18002	6.3.1.08002.0
6.3.8	System Manager 6.3.8 Build No. - 6.3.0.8.5682-6.3.8.4219 Software Update Revision No: 6.3.8.5.2376	6.3.0.0.18002	6.3.4.08007.0
6.3.9	System Manager 6.3.9 Build No. - 6.3.0.8.5682-6.3.8.4414 Software Update Revision No: 6.3.9.1.2482	6.3.0.0.18002	6.3.4.08007.0
6.3.10	System Manager 6.3.10 Build No. - 6.3.0.8.5682-6.3.8.4514 Software Update Revision No: 6.3.10.7.2656	6.3.0.0.18002	6.3.5.01003.0

6.3.11	System Manager 6.3.11 Build No. - 6.3.0.8.5682-6.3.8.4711 Software Update Revision No: 6.3.11.8.2871	6.3.0.0.18002	6.3.5.01003.0
6.3.12	System Manager 6.3.12 Build No. - 6.3.0.8.5682-6.3.8.4903 Software Update Revision No: 6.3.12.9.3022	6.3.0.0.18002	6.3.5.01003.0
6.3.13	System Manager 6.3.13 Build No. - 6.3.0.8.5682-6.3.8.5108 Software Update Revision No: 6.3.13.10.3336	6.3.0.0.18002	6.3.6.01005.0
6.3.14	System Manager 6.3.14 Build No. - 6.3.0.8.5682-6.3.8.5304 Software Update Revision No: 6.3.14.11.3595	6.3.7.0.05001	
6.3.15	System Manager 6.3.15 Build No. - 6.3.0.8.5682-6.3.8.5506 Software Update Revision No: 6.3.15.12.3972	6.3.7.0.05001	