



Product Support Notice

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PSN # PSN020442u

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Original publication date: 19-Nov-19. This is Issue #01, published date: 19-Nov-19.

Severity/risk level

High

Urgency

Immediately

Name of problem PSN020442u - Avaya Breeze® 3.6 and previous releases will result in CPU reservations that are greater than necessary.

Products affected

Avaya Breeze® 3.6 and earlier releases

Problem description

Deployments of Avaya Breeze® 3.6 and previous releases will result in CPU reservations that are greater than necessary. When utilizing Solution Deployment Manager (SDM) or SDM Client to deploy one or multiple Avaya Breeze® instances, the deployment of Avaya Breeze® may be blocked by SDM due to inadequate CPU resources on the VMware ESXi™ host. The error indication provided by SDM is “Host resource verification failed. Please refer to capacity details table”.

This issue should not be present in AVP deployments. If a similar issue is encountered on an AVP deployment, please contact Avaya Services and reference this PSN.

This PSN is not applicable to Avaya Breeze® releases after 3.6.x.

Resolution

If possible, deploy Avaya Breeze® instances before deploying other VMs to the same host. After the deployment of each Avaya Breeze®, refer to the detailed instructions below to set the CPU reservation for the Avaya Breeze® VM. Repeat for each additional deployment of Avaya Breeze®.

Breeze Profile (footprint)	CPU Reservations (MHz) at deployment	CPU Reservations (MHz) after remediation
Profile1 Profile2 Profile 2b	8760	4380
Profile 3	13140	6570
Profile 4	17520	8760
Profile 5	26280	13140

Prerequisite:

Obtain credentials to administer CPU reservations (either directly on the VMware ESXi™ host or via VMware vCenter®).

Detailed instructions when using SDM for deployment of Avaya Breeze®:

- 1) Deploy the Avaya Breeze® using SDM. Refer to above recommendations for the sequence of work, so that SDM is able to deploy the Avaya Breeze®. For the comprehensive deployment procedure, refer to the document *Deploying Avaya Breeze® platform* available at support.avaya.com. Within the document, see Chapter 5 and the section titled “Deploying Avaya Breeze platform OVA with Solution Deployment Manager”.
- 2) After SDM has completed the deployment of the Avaya Breeze®, use the VMware vSphere Web Client to access the VMware ESXi™ host (directly or via VMware vCenter®).
- 3) Change the CPU reservation for the Avaya Breeze® VM according to the table above. Detailed procedure:
 - a) Locate the Avaya Breeze® VM in the VMware Host Client inventory
 - b) Right-click on the desired Avaya Breeze(tm® VM and select **Edit Resource Settings ...** from the pop-up menu.
 - c) Enter the new Reservation value from the table above.
 - d) Click **OK**
 - e) Optional: Access the Avaya Breeze® CLI and execute **hardware_info**. Confirm that the CPU Reservation is the desired value.

Workaround or alternative remediation

When utilizing SDM, If it is not possible to deploy the Avaya Breeze® instance before deploying other VMs to the same host, then you may temporarily increase the CPU resources available on the host by temporarily reducing the CPU reservations of other VMs on the same host.

CRITICAL: Any reservations modified on non-Breeze VMs **MUST** be returned to their original values to avoid the potential for resource starvation that will be service impacting.

Remarks

Issue 1 – original publication November 19, 2019.

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

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