



Product Support Notice

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PSN # PSN006087u

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Original publication date: 29-September-2023. This is Issue #1,
Published date: 11-October-2023.

Severity/risk level

Medium

Urgency

When convenient

Name of problem On System Manager clicking on any Link under Elements → Avaya Breeze results in an error

Products affected

Avaya Aura® System Manager: Release 10.1.3.1

Problem description

PSN Revision history:

Issue #2 – PSN updated on 11th October 2023 – changes to Resolution section.

Issue #1 – PSN originally published on 29th September 2023

Important:

- Please ensure that you read through the PSN carefully and in its entirety before doing anything.

Note for Avaya Services Team: There is no R2 version of this PSN.

If a user clicks on any link under Elements → Avaya Breeze on System Manager Web console, they get the following error

“You have been denied access to the requested resource.”

Note:

Based on current analysis, this issue only happens on System Manager 10.1.3.1 release in following case -

- If System Manager 10.1.3.1 Service Pack (System_Manager_10.1.3.1_r1013116149.bin) installed on 10.1 GA OVA as part of fresh deployment or upgrade deployment (As part of System Manager upgrade from 7.1.x, 8.x release directly to 10.1.3.1 using data migration).

Resolution

Important Notes:

Please read this document entirely before installing the patch.

- If System Manager installation is a Geo-Redundancy enabled deployment, disable Geo-Redundancy and then apply the patch on both Primary and Secondary System Manager systems one at a time, and then re-enable Geo-Redundancy.
- Do not install the patch on both systems at the same time.
- The patch installer will restart JBoss service on System Manager so access to System Manager Web console will not be available for 20 to 30 minutes.

Before starting:

- Perform System Manager Backup before Patch installation.
 - Take a snapshot prior to patch installation (disable Geo-Redundancy if its enabled).
- Note: Do not take a memory snapshot.

There are now 2 options to fix this issue. Please choose any one of the below options mentioned below. If you have already followed option 1 to remediate the issue, then please take a look at PSN006088u to determine if the other issues fixed in the System Manager Hot Fix are required.

Option 1:

1. Download the BreezeEMInstaller from PLDS: BreezeEMInstall-3.8.1.0.23381005.zip (Avaya Breeze® 3.8.1.0 Patch 23 Element Manager Package Download ID: AB000000311)
2. Create a snapshot of System Manager virtual machine.
Note: This activity might impact the service.
3. Copy the BreezeEMInstaller file to the System Manager server under /swlibrary/ folder.

4. Apply the Breeze EM using upgradeSolution BreezeEMInstall-3.8.1.0.23381005.zip on SMGR 10.1.3.1
5. Reboot the System Manager Virtual Machine and check the issue.

Option 2: (newly added as part of the 11th October 2023 PSN update)

Install the latest System Manager 10.1.3.1 Hot Fix that is available on the Avaya Support Site. See PSN006088u for complete details on the Hot Fix and how to install it.

Remarks

If you have any question or run into any issues please contact Avaya Support, with following information: Problem description, detailed steps to reproduce the problem, if any and the release version in which the issue occurs.

Patch Notes

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

Backup before applying the patch

Recommended

Download

N/A

Patch install instructions

N/A

Service-interrupting?

YES

Verification

N/A

Failure

N/A

Patch rollback instructions

By reverting the snapshot.

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

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.

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