

PSN # PSN003828u

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 Severity/risk level Medium Urgency Immediately

Name of problem Communications Server 1000 (CS 1000) CPPM Service Packs Fail to Install Due to Lack of Hard Disk Space  
 Products affected

Communications Server (CS) 1000E: Release 6.0.x, 7.0.x, and 7.5.x.  
 Communications Server (CS) 1000M: Release 6.0.x, 7.0.x, and 7.5.x.

### Problem description

This document provides information on reported issues from the field regarding CPPM Services packs failing to install due to a lack of hard disk space. This is only applicable to CPPM Co-Res configurations.

The root cause of this issue is a combination of the partition sizes used in the CPPM Co-Res configuration, the size of Linux Service Packs and the temporary files that are contained on the CPPM hard disk.

### Resolution

Avaya has implemented fixes in Release 7.0 and 7.5 Services packs as of September 2012. Please make sure systems are up to date with the latest services packs of October or newer for release 7.0 and 7.5.

For CS 1000 Release 6.0, please follow the process outlined in the Workaround or Alternative Remediation section. This is a multi-step manual process to free up disk space that can be used. Another alternative which may be easier is to re-image the CPPM drive.

### Workaround or alternative remediation

As an alternative solution, please use the following process to install the service pack including the steps to manually free up disk space for service pack installation:

1. Download the latest service pack from Avaya ESPL page and read the Release notes with disk space requirement.  
 Disk space requirements:  
 /var partition should have (2x'SP size')+200MB available disk space, e.g. if SP is 1.2G, then /var should have 2.6G free disk space.
2. ssh to PSS server, use "df -h" command to check free disk space. If there is enough free disk space, then go to step 4.
3. If there is not enough free disk space, use the procedure "How to free up disk space".
4. Admin logs into UCM Patch Manger page to upload the SP to PM, then installs the SP.

### How to free up disk space

If during SP installation there is not enough disk space (2xService Pack size + 200MB), you should follow these steps to free up additional disk space.

#### If you want to free up disk space on "/admin" partition:

Remove \*.nai file(s) from the system. Log in to UCM and go to Software Deployment -> Software Loads. Select \*.nai load(s) and click 'Delete' button.

#### If you want to free up disk space on "/var" partition:

- 1) Remove patching content.  
 Log in to UCM and go to Patches -> Patches and select one of the three targets:  
**Service Packs & Deplists** – if you want to remove Service Packs/Deplists;  
**Patches** – if you want to remove patches;  
**Loadware** – if you want to remove Loadware file(s);  
 Select unnecessary Patch Content and click 'Delete' button.
- 2) Clean up backup archives.  
 Log in to UCM and go to Software Deployment -> Backups page, select backup(s), and click 'Delete' button. You can save your backup files on remote servers (SFTP backup).
- 3) Remove any files from "/var/opt/nortel/patch/sp". Login as nortel (Release 7.0) or admin2 (Release 7.5) on CS1000 and invoke:  

```
[nortel@c ppm ~]$ cd /var/opt/nortel/patch/sp
[nortel@c ppm ~]$ ll /var/opt/nortel/patch/sp
total 1169560
-rw-r--r-- 1 nortel nortel 1196451512 Jun 12 08:42 Service_Pack_Linux_7.00_20_20120411.ntl
```

```
[nortel@cppm ~]$ rm *
[nortel@cppm ~]$ ll /var/opt/nortel/patch/sp
total 0
```

- 4) To free up temporary disk space consumed by patching operations.  
It is necessary to clear completed activities in Patching Manager. All ongoing operations on targets can be viewed in the "In Progress" tab. Options are given to proceed with patching activation once patching impact assessment is completed (in manual mode) or to clear completed operations. Both should be done promptly to free up space and allow other patching of any other targets to proceed.
- 5) Clean up old logs from “/var/log/nortel/old\_logs/”. Login as nortel (Release 7.0) or admin2 (Release 7.5) user on CS1000, enter root shell by ‘su -’ and invoke:

If you want to backup these files before deletion and copy to sftp server, then invoke (under root):

```
[root@cppm ~]# cd /var/log/nortel/old_logs
[root@cppm old_logs]# zip oldlogs.zip *
  adding: linuxbase.log.1 (deflated 94%)
  adding: linuxbase.log.2 (deflated 94%)
  adding: linuxbase.log.3 (deflated 93%)
  adding: linuxbase.log.4 (deflated 93%)
  adding: linuxbase.log.5 (deflated 93%)
  adding: monit.log.1 (deflated 97%)
  adding: monit.log.2 (deflated 96%)
[root@cppm old_logs]# scp oldlogs.zip username@[sftp_server_ip_address]:/home/username
```

To remove the files perform the following:

```
[root@cppm ~]# cd /var/log/nortel/old_logs
[root@cppm ~]# ls -al /var/log/nortel/old_logs/
total 973948
drwxr-x--- 2 nortel nortel  4096 Jun  1 15:53 .
drwxr-x--- 8 nortel nortel  4096 Jun  1 15:53 ..
-rw-r----- 1 root  nortel 52428861 Mar 12 19:11 linuxbase.log.1
-rw-r----- 1 root  nortel 52428885 Mar  8 13:57 linuxbase.log.2
-rw-r----- 1 root  nortel 52428937 Aug 22 2011 linuxbase.log.3
-rwxr-x--- 1 nortel nortel 52428834 Jun 25 2011 linuxbase.log.4
-rw-r----- 1 root  nortel 52428872 Mar 12 11:18 monit.log.1
-rw-r----- 1 root  nortel 52428805 Jan  2 21:34 monit.log.2
[root@cppm old_logs]# rm *
rm: remove regular file `linuxbase.log.1'? y
rm: remove regular file `linuxbase.log.2'? y
rm: remove regular file `linuxbase.log.3'? y
rm: remove regular file `linuxbase.log.4'? y
rm: remove regular file `linuxbase.log.5'? y
rm: remove regular file `monit.log.1'? y
rm: remove regular file `monit.log.2'? y
[root@ibm-1 old_logs]#
```

- 6) Clean up two Jboss log folders on the Primary UCM:  
These folders are: “/var/opt/nortel/Jboss-Quantum/conf/quantum-config/securityserver/stats/” and “/var/opt/nortel/Jboss-Quantum/conf/quantum-config/securityserver/log/”

If you want to backup these files before deletion and copy to sftp server, then invoke (under root):

```
[root@cppm ~]# cd /var/opt/nortel/Jboss-Quantum/conf/quantum-config/securityserver/stats/
[root@cppm stats]# zip security_stats.zip *
  adding: amMasterSessionTableStats (deflated 98%)
  adding: amPolicyStats (deflated 91%)
  adding: idRepoCacheStat (deflated 86%)
```

```
[root@cppm old_logs]# scp security_stats.zip username@[sftp_server_ip_address]:/home/username
```

```
[root@cppm ~]# cd /var/opt/nortel/Jboss-Quantum/conf/quantum-config/securityserver/log/
```

```
[root@cppm log]# zip security_logs.zip *
```

```
adding: amAuthentication.access (deflated 98%)
```

```
adding: amAuthentication.error (deflated 91%)
```

```
adding: amPolicy.access (deflated 86%)
```

```
adding: amPolicyDelegation.access (deflated 98%)
```

```
adding: amPolicy.error (deflated 91%)
```

```
adding: amSSO.access (deflated 86%)
```

```
adding: ecm-administration.access (deflated 86%)
```

```
[root@cppm log]# scp security_logs.zip username@[sftp_server_ip_address]:/home/username
```

To remove files perform the following, login as nortel (Release 7.0) or admin2 (Release 7.5) user on CS1000 and invoke:

```
[nortel@cppm ]$ cd /var/opt/nortel/Jboss-Quantum/conf/quantum-config/securityserver/stats/
```

```
[nortel@cppm stats]$ ll
```

```
total 60104
```

```
-rw-r--r-- 1 nortel nortel 5735784 Jul 9 09:04 amMasterSessionTableStats
```

```
-rw-r--r-- 1 nortel nortel 39464614 Jul 9 09:04 amPolicyStats
```

```
-rw-r--r-- 1 nortel nortel 16263642 Jul 9 09:04 idRepoCacheStat
```

```
[nortel@cppm stats]$ touch tempstat
```

```
[nortel@cppm stats]$ chmod 644 tempstat
```

```
[nortel@cppm stats]$ cp tempstat amMasterSessionTableStats
```

```
[nortel@cppm stats]$ cp tempstat amPolicyStats
```

```
[nortel@cppm stats]$ cp tempstat idRepoCacheStat
```

```
[nortel@cppm stats]$ ll
```

```
total 0
```

```
-rw-r--r-- 1 nortel nortel 0 Jul 9 09:08 amMasterSessionTableStats
```

```
-rw-r--r-- 1 nortel nortel 0 Jul 9 09:08 amPolicyStats
```

```
-rw-r--r-- 1 nortel nortel 0 Jul 9 09:08 idRepoCacheStat
```

```
-rw-r--r-- 1 nortel nortel 0 Jul 9 09:05 tempstat
```

```
[nortel@cppm stats]$ cd /var/opt/nortel/Jboss-Quantum/conf/quantum-config/securityserver/log/
```

```
[nortel@cppm log]$ ll
```

```
total 12800
```

```
-rw-r--r-- 1 nortel nortel 99825 Jul 9 08:51 amAuthentication.access
```

```
-rw-r--r-- 1 nortel nortel 130734 Jul 9 09:10 amAuthentication.error
```

```
-rw-r--r-- 1 nortel nortel 11149768 Jul 9 08:51 amPolicy.access
```

```
-rw-r--r-- 1 nortel nortel 1302741 Jul 9 08:50 amPolicyDelegation.access
```

```
-rw-r--r-- 1 nortel nortel 7738 Jul 9 08:49 amPolicy.error
```

```
-rw-r--r-- 1 nortel nortel 181853 Jul 9 08:51 amSSO.access
```

```
-rw-r--r-- 1 nortel nortel 181524 Jul 9 08:51 ecm-administration.access
```

```
[nortel@cppm log]$ touch templog
```

```
[nortel@cppm stats]$ chmod 644 templog
```

```
[nortel@cppm log]$ cp templog amAuthentication.access
```

```
[nortel@cppm log]$ cp templog amAuthentication.error
```

```
[nortel@cppm log]$ cp templog amPolicy.access
```

```
[nortel@cppm log]$ cp templog amPolicyDelegation.access
```

```
[nortel@cppm log]$ cp templog amPolicy.error
```

```
[nortel@cppm log]$ cp templog amSSO.access
```

```
[nortel@cppm log]$ cp templog ecm-administration.access
```

- 7) Clean up SPS logs (if NRS applications are deployed). Login as nortel (Release 7.0) or admin2 (Release 7.5) user on CS1000 and invoke:

If you want to backup these files before deletion and copy to sftp server, then invoke:

```
[nortel@cppm ~]$ cd /var/opt/nortel/sps/LOG/old_logs/
```

```
[nortel@cppm old_logs]$ zip spslogs.zip *
adding: spcmdLogFile_20120607_1505 (deflated 81%)
adding: spcmdLogFile_20120607_1505_2 (deflated 81%)
adding: spcmdLogFile_20120607_1507 (deflated 81%)
adding: spcmdLogFile_20120607_1507_2 (deflated 81%)
adding: spcmdLogFile_20120608_1257 (deflated 81%)
[nortel@cppm old_logs]$ scp spslogs.zip username@[sftp_server_ip_address]:/home/username
```

To remove the files perform the following:

```
[nortel@cppm log]$ cd /var/opt/nortel/sps/LOG/old_logs/
[nortel@cppm old_logs]$ ls -al
total 2060
drwxrwxr-x 2 nortel nortel  4096 Jun  8 13:24 .
drwxrwxr-x 3 nortel nortel  4096 Jun  8 13:24 ..
-rw-rw---- 1 nortel nortel 1534488 Jun  8 12:54 SIPLogFile_20120608_1255
-rw-rw-r-- 1 nortel nortel  2443 Jun  8 13:24 spcmdLogFile_20120608_1324_3
-rw-rw-r-- 1 nortel nortel  2391 Jun  8 13:24 spcmdLogFile_20120608_1324_4
-rw-rw-r-- 1 nortel nortel  1020 Jun  8 13:24 spcmdLogFile_20120608_1324_5
-rw-rw-r-- 1 nortel nortel  2478 Jun  8 13:24 spcmdLogFile_20120608_1324_6
-rw-rw-r-- 1 nortel nortel  2443 Jun  8 13:24 spcmdLogFile_20120608_1324_7
-rw-rw---- 1 nortel nortel  2024 Jun  8 11:14 tcpLogFile_20120608_1255
-rw-rw---- 1 nortel nortel 518231 Jun  8 12:54 tcpsLogFile_20120608_1255
-rw-rw---- 1 nortel nortel  1349 Jun  7 15:02 tlsBrokerFile_20120608_1255
-rw-rw---- 1 nortel nortel   538 Jun  7 15:02 udpcLogFile_20120608_1255
-rw-rw---- 1 nortel nortel   270 Jun  7 15:02 udpsLogFile_20120608_1255
[nortel@cppm old_logs]$ rm *
[nortel@cppm old_logs]$ ll
total 0
```

- 8) Uninstall previously applied patches. Uninstall all patches one by one via CLI using poos, pout commands. Login as nortel (Release 7.0) or admin2 (Release 7.5) user on CS1000 and invoke:

**Note: the last uninstalled patch must be linuxbase.**

```
[nortel@cppm patch]$ pstat
Product Release: 7.00.20.00
In system patches: 2
PATCH# NAME    IN_SERVICE DATE    SPECINS TYPE RPM
35  p30179_1 Yes      12/06/12 NO     FRU  nortel-cs1000-OS-1.00.00.00-00.noarch
36  p30181_1 Yes      12/06/12 NO     FRU  nortel-cs1000-OS-1.00.00.00-00.noarch
```

```
In System service updates: 34
PATCH# IN_SERVICE DATE    SPECINS REMOVABLE NAME
0  Yes      14/06/12 NO     YES     nortel-cs1000-linuxbase-7.00.20.10-06.i386.000
1  Yes      12/06/12 NO     YES     nortel-cs1000-baseWeb-7.00.20.10-1.i386.000
3  Yes      12/06/12 YES    YES     nortel-cs1000-csv-7.00.20.01-00.i386.000
4  Yes      12/06/12 YES    YES     nortel-cs1000-shared-tpselect-7.00.20.01-00.i386.000
5  Yes      12/06/12 NO     yes     nortel-cs1000-cppmUtil-7.00.20.01-00.i686.000
6  Yes      12/06/12 NO     YES     nortel-cs1000-cs1000WebService_6-0-7.00.20.03-00.i386.000
7  Yes      12/06/12 NO     YES     nortel-cs1000-sm-7.00.20.00-01.i386.001
8  Yes      12/06/12 NO     YES     nortel-cs1000-dbcom-7.00.20.10-1.i386.000
9  Yes      12/06/12 NO     YES     nortel-cs1000-nrsm-7.00.20.10-1.i386.000
10 Yes      12/06/12 NO     YES     nortel-cs1000-shared-pbx-7.00.20.10-1.i386.000
11 Yes      12/06/12 NO     YES     nortel-cs1000-shared-xmsg-7.00.20.10-1.i386.000
12 Yes      12/06/12 NO     YES     nortel-cs1000-kcv-7.00.20.10-1.i386.000
13 Yes      12/06/12 NO     YES     ipsec-tools-0.6.5-14.el5.3.i386.000
14 Yes      12/06/12 NO     no      nortel-cs1000-cnd-3.2.24-00.i386.000
```

15	Yes	12/06/12	NO	YES	nortel-cs1000-ipsec-7.00.20.10-1.i386.000
16	Yes	12/06/12	NO	YES	nortel-cs1000-EmCentralLogic-7.00.20.10-1.i386.000
17	Yes	12/06/12	NO	YES	submgr-2.1-05_1.noarch.000
18	Yes	12/06/12	NO	YES	nortel-cs1000-dmWeb-7.00.20.10-3.i386.000
19	Yes	12/06/12	NO	YES	nortel-cs1000-patchWeb-7.00.20.10-5.i386.000
20	Yes	12/06/12	NO	YES	nortel-cs1000-sps-7.00.20.10-6.i386.000
21	Yes	12/06/12	NO	YES	nortel-cs1000-ftpkg-7.00.20.10-7.i386.000
22	Yes	12/06/12	NO	YES	nortel-cs1000-tps-7.00.20.10-26.i386.000
23	Yes	12/06/12	NO	YES	nortel-cs1000-mscTone-7.00.20.10-5.i386.000
24	Yes	12/06/12	NO	YES	nortel-cs1000-mscConf-7.00.20.10-1.i386.000
25	Yes	12/06/12	NO	YES	nortel-cs1000-vtrk-7.00.20.10-48.i386.000
26	Yes	12/06/12	NO	yes	tzdata-20111-4.el5.i386.000
27	Yes	12/06/12	NO	YES	nortel-cs1000-Jboss-Quantum-7.00.20.10-15.i386.000
28	Yes	12/06/12	NO	YES	nortel-cs1000-mscAttn-7.00.20.10-4.i386.000
29	Yes	12/06/12	NO	YES	nortel-cs1000-numgrp-7.00.20.10-11.i386.000
30	Yes	12/06/12	NO	YES	nortel-cs1000-mscMusc-7.00.20.10-13.i386.000
31	Yes	12/06/12	NO	YES	nortel-cs1000-mscAnnc-7.00.20.10-12.i386.000
32	Yes	12/06/12	NO	YES	nortel-cs1000-emWeb_6-0-7.00.20.10-18.i386.000
33	Yes	12/06/12	NO	YES	nortel-cs1000-csmWeb-7.00.20.10-3.i386.000
34	Yes	12/06/12	NO	YES	nortel-cs1000-bcc-7.00.20.10-57.i386.000

[nortel@cppm patch]\$ poos 1; pout 1  
[nortel@cppm patch]\$ poos 2; pout 2  
[nortel@cppm patch]\$ poos 3; pout 3  
[nortel@cppm patch]\$ poos 4; pout 4  
[nortel@cppm patch]\$ poos 5; pout 5  
[nortel@cppm patch]\$ poos 6; pout 6  
[nortel@cppm patch]\$ poos 7; pout 7  
[nortel@cppm patch]\$ poos 8; pout 8  
[nortel@cppm patch]\$ poos 9; pout 9  
[nortel@cppm patch]\$ poos 10; pout 10  
[nortel@cppm patch]\$ poos 11; pout 11  
[nortel@cppm patch]\$ poos 12; pout 12  
[nortel@cppm patch]\$ poos 13; pout 13  
[nortel@cppm patch]\$ poos 14; pout 14  
[nortel@cppm patch]\$ poos 15; pout 15  
[nortel@cppm patch]\$ poos 16; pout 16  
[nortel@cppm patch]\$ poos 17; pout 17  
[nortel@cppm patch]\$ poos 18; pout 18  
[nortel@cppm patch]\$ poos 19; pout 19  
[nortel@cppm patch]\$ poos 20; pout 20  
[nortel@cppm patch]\$ poos 21; pout 21  
[nortel@cppm patch]\$ poos 22; pout 22  
[nortel@cppm patch]\$ poos 23; pout 23  
[nortel@cppm patch]\$ poos 24; pout 24  
[nortel@cppm patch]\$ poos 25; pout 25  
[nortel@cppm patch]\$ poos 26; pout 26  
[nortel@cppm patch]\$ poos 27; pout 27  
[nortel@cppm patch]\$ poos 28; pout 28  
[nortel@cppm patch]\$ poos 29; pout 29  
[nortel@cppm patch]\$ poos 30; pout 30  
[nortel@cppm patch]\$ poos 31; pout 31  
[nortel@cppm patch]\$ poos 32; pout 32  
[nortel@cppm patch]\$ poos 33; pout 33  
[nortel@cppm patch]\$ poos 34; pout 34  
[nortel@cppm patch]\$ poos 35; pout 35  
[nortel@cppm patch]\$ poos 36; pout 36

```
[nortel@cppm patch]$ poos 0; pout 0
[nortel@cppm patch]$ pstat
Checking SUs and Patches. Please wait...
```

Product Release: 7.00.20.00  
There are no patches in the system

When all patches are uninstalled, delete patch files from “/var/opt/nortel/patch” folder:

```
[nortel@cppm ~]$ cd /var/opt/nortel/patch
[nortel@cppm patch]$ ll
total 957364
drwxrwxr-- 3 nortel patchadmin 4096 Jun 12 09:23 fru
-r--r----- 2 nortel nortel 385244 Jun 12 11:37 ipsec-tools-0.6.5-14.el5.3.i386.000.ntl
-rw-r--r-- 1 nortel nortel 15714 Jun 12 11:23 MIRCC.txt
-r--r----- 2 nortel nortel 21228866 Mar 16 18:19 nortel-cs1000-baseWeb-7.00.20.10-1.i386.000.ntl
-r--r----- 2 nortel nortel 37138241 Jun 12 11:37 nortel-cs1000-bcc-7.00.20.10-57.i386.000.ntl
-r--r----- 2 nortel nortel 9765415 Jun 12 11:37 nortel-cs1000-cnd-3.2.24-00.i386.000.ntl
-r--r----- 2 nortel nortel 567188 Jun 12 11:37 nortel-cs1000-cppmUtil-7.00.20.01-00.i686.000.ntl
-r--r----- 2 nortel nortel 11823395 Jun 12 11:37 nortel-cs1000-cs1000WebService_6-0-7.00.20.03-00.i386.000.ntl
-r--r----- 2 nortel nortel 17314090 Jun 12 11:37 nortel-cs1000-csmWeb-7.00.20.10-3.i386.000.ntl
-r--r----- 2 nortel nortel 3077625 Jun 12 11:37 nortel-cs1000-csv-7.00.20.01-00.i386.000.ntl
-r--r----- 2 nortel nortel 1458090 Jun 12 11:37 nortel-cs1000-dbcom-7.00.20.10-1.i386.000.ntl
-r--r----- 2 nortel nortel 24566398 Jun 12 11:37 nortel-cs1000-dmWeb-7.00.20.10-3.i386.000.ntl
-r--r----- 2 nortel nortel 420689 Jun 12 11:37 nortel-cs1000-EmCentralLogic-7.00.20.10-1.i386.000.ntl
-r--r----- 2 nortel nortel 136977451 Jun 12 11:37 nortel-cs1000-emWeb_6-0-7.00.20.10-18.i386.000.ntl
-r--r----- 2 nortel nortel 18734777 Jun 12 11:37 nortel-cs1000-ftpkg-7.00.20.10-7.i386.000.ntl
-r--r----- 2 nortel nortel 13219818 Jun 12 11:37 nortel-cs1000-ipsec-7.00.20.10-1.i386.000.ntl
-r--r----- 2 nortel nortel 239178912 Jun 12 11:38 nortel-cs1000-Jboss-Quantum-7.00.20.10-15.i386.000.ntl
-r--r----- 1 nortel nortel 55147 Jun 14 16:27 nortel-cs1000-kcv-7.00.20.10-1.i386.000.ntl
-r--r----- 2 nortel nortel 1299054 Apr 19 18:51 nortel-cs1000-linuxbase-7.00.20.10-06.i386.000.ntl
-r--r----- 2 nortel nortel 9576957 Jun 12 11:38 nortel-cs1000-mscAnnc-7.00.20.10-12.i386.000.ntl
-r--r----- 2 nortel nortel 10113645 Jun 12 11:38 nortel-cs1000-mscAttn-7.00.20.10-4.i386.000.ntl
-r--r----- 2 nortel nortel 9673871 Jun 12 11:38 nortel-cs1000-mscConf-7.00.20.10-1.i386.000.ntl
-r--r----- 2 nortel nortel 9576848 Jun 12 11:38 nortel-cs1000-mscMusc-7.00.20.10-13.i386.000.ntl
-r--r----- 2 nortel nortel 9624794 Jun 12 11:38 nortel-cs1000-mscTone-7.00.20.10-5.i386.000.ntl
-r--r----- 2 nortel nortel 36955314 Jun 12 11:38 nortel-cs1000-nrsm-7.00.20.10-1.i386.000.ntl
-r--r----- 2 nortel nortel 19648707 Jun 12 11:38 nortel-cs1000-numgrp-7.00.20.10-11.i386.000.ntl
-r--r----- 2 nortel nortel 12021845 Jun 12 11:38 nortel-cs1000-patchWeb-7.00.20.10-5.i386.000.ntl
-r--r----- 2 nortel nortel 1067822 Jun 12 11:38 nortel-cs1000-shared-pbx-7.00.20.10-1.i386.000.ntl
-r--r----- 2 nortel nortel 1101336 Jun 12 11:38 nortel-cs1000-shared-tpselect-7.00.20.01-00.i386.000.ntl
-r--r----- 2 nortel nortel 1239260 Jun 12 11:38 nortel-cs1000-shared-xmsg-7.00.20.10-1.i386.000.ntl
-r--r----- 2 nortel nortel 202167 Jun 12 11:38 nortel-cs1000-sm-7.00.20.00-01.i386.001.ntl
-r--r----- 2 nortel nortel 1677586 Jun 12 11:38 nortel-cs1000-sps-7.00.20.10-6.i386.000.ntl
-r--r----- 2 nortel nortel 3126674 Jun 12 11:38 nortel-cs1000-tps-7.00.20.10-26.i386.000.ntl
-r--r----- 2 nortel nortel 10785343 Jun 12 11:38 nortel-cs1000-vtrk-7.00.20.10-48.i386.000.ntl
-r--r----- 2 nortel nortel 1289660 Jun 12 11:38 p30179_1.ntl
-r--r----- 2 nortel nortel 248909457 Jun 12 11:38 p30181_1.ntl
lrwxrwxrwx 1 nortel nortel 16 Jun 14 17:11 sp
-r--r----- 2 nortel nortel 54707053 Jun 12 11:38 submgr-2.1-05_1.noarch.000.ntl
-r--r----- 2 nortel nortel 599483 Jun 12 11:38 tzdata-20111-4.el5.i386.000.ntl
```

```
[nortel@cppm patch]$ rm *.ntl
rm: remove write-protected regular file `nortel-cs1000-cnd-3.2.24-00.i386.000.ntl'? y
rm: remove write-protected regular file `nortel-cs1000-cppmUtil-7.00.20.01-00.i686.000.ntl'? y
rm: remove write-protected regular file `nortel-cs1000-cs1000WebService_6-0-7.00.20.03-00.i386.000.ntl'? y
rm: remove write-protected regular file `nortel-cs1000-csmWeb-7.00.20.10-3.i386.000.ntl'? y
```

```

rm: remove write-protected regular file `nortel-cs1000-csv-7.00.20.01-00.i386.000.ntl'? y
rm: remove write-protected regular file `nortel-cs1000-dbcom-7.00.20.10-1.i386.000.ntl'? y
rm: remove write-protected regular file `nortel-cs1000-dmWeb-7.00.20.10-3.i386.000.ntl'? y
rm: remove write-protected regular file `nortel-cs1000-EmCentralLogic-7.00.20.10-1.i386.000.ntl'? y
rm: remove write-protected regular file `nortel-cs1000-ftpkg-7.00.20.10-7.i386.000.ntl'? y
rm: remove write-protected regular file `nortel-cs1000-Jboss-Quantum-7.00.20.10-15.i386.000.ntl'? y
rm: remove write-protected regular file `nortel-cs1000-kcv-7.00.20.10-1.i386.000.ntl'? y
rm: remove write-protected regular file `nortel-cs1000-mscAnnc-7.00.20.10-12.i386.000.ntl'? y
rm: remove write-protected regular file `nortel-cs1000-mscAttn-7.00.20.10-4.i386.000.ntl'? y
rm: remove write-protected regular file `nortel-cs1000-mscConf-7.00.20.10-1.i386.000.ntl'? y
rm: remove write-protected regular file `nortel-cs1000-mscMusc-7.00.20.10-13.i386.000.ntl'? y
rm: remove write-protected regular file `nortel-cs1000-mscTone-7.00.20.10-5.i386.000.ntl'? y
rm: remove write-protected regular file `nortel-cs1000-patchWeb-7.00.20.10-5.i386.000.ntl'? y
rm: remove write-protected regular file `nortel-cs1000-tps-7.00.20.10-26.i386.000.ntl'? y
rm: remove write-protected regular file `nortel-cs1000-vtrk-7.00.20.10-48.i386.000.ntl'? y
rm: remove write-protected regular file `nortel-cs1000-baseWeb-7.00.20.10-1.i386.000.ntl'? y
rm: remove write-protected regular file `nortel-cs1000-bcc-7.00.20.10-57.i386.000.ntl'? y
rm: remove write-protected regular file `nortel-cs1000-emWeb_6-0-7.00.20.10-18.i386.000.ntl'? y
rm: remove write-protected regular file `nortel-cs1000-ipsec-7.00.20.10-1.i386.000.ntl'? y
rm: remove write-protected regular file `nortel-cs1000-nrsm-7.00.20.10-1.i386.000.ntl'? y
rm: remove write-protected regular file `nortel-cs1000-numgrp-7.00.20.10-11.i386.000.ntl'? y
rm: remove write-protected regular file `nortel-cs1000-shared-pbx-7.00.20.10-1.i386.000.ntl'? y
rm: remove write-protected regular file `nortel-cs1000-shared-tpselect-7.00.20.01-00.i386.000.ntl'? y
rm: remove write-protected regular file `nortel-cs1000-shared-xmsg-7.00.20.10-1.i386.000.ntl'? y
rm: remove write-protected regular file `nortel-cs1000-sm-7.00.20.00-01.i386.001.ntl'? y
rm: remove write-protected regular file `nortel-cs1000-sps-7.00.20.10-6.i386.000.ntl'? y
rm: remove write-protected regular file `ipsec-tools-0.6.5-14.el5.3.i386.000.ntl'? y
rm: remove write-protected regular file `p30179_1.ntl'? y
rm: remove write-protected regular file `p30181_1.ntl'? y
rm: remove write-protected regular file `submgr-2.1-05_1.noarch.000.ntl'? y
rm: remove write-protected regular file `tzdata-20111-4.el5.i386.000.ntl'? y
[nortel@cppm patch]$ rm -rf fru/
[nortel@cppm patch]$ ll
total 16
-rw-r--r-- 1 nortel nortel 15714 Jun 12 11:23 MIRCC.txt
lrwxrwxrwx 1 nortel nortel 16 Jun 14 17:11 sp

```

Also it is recommended to clean “/tmp” partition:

Remove ‘.tmp’ files which appear during uploading SP to UCM. Login as nortel (Release 7.0) or admin2 (Release 7.5) user on CS1000 and invoke:

```

[nortel@cppm sp]$ cd /tmp/
[nortel@cppm tmp]$ ll | grep upload
-rw----- 1 nortel nortel 1196451512 Jun 14 17:27 upload__c0ea54f_137ded7aedd__7ff7_00000042.tmp
[nortel@cppm tmp]$ rm upload_*
[nortel@cppm tmp]$ ll | grep upload
[nortel@cppm tmp]$

```

**Remarks**

Not Applicable

**Patch Notes**

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

**Backup before applying the patch**

Not Applicable

**Download**

Not Applicable

Patch install instructions	Service-interrupting?
Not Applicable	No
Verification	
Not Applicable	
Failure	
Not Applicable	
Patch uninstall instructions	
Not Applicable	

## 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

**For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.**

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – Business Partners for Enterprise Product	877-295-0099
Business Partners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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