



Product Support Notice

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PSN # PSN004018u

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Name of problem CMS R17 systems running on Linux platforms may remove critical files resulting in system problems.

Products affected

CMS R17 on Linux platforms

Problem description

The /etc/cleanup script runs weekly to remove temporary files that are no longer needed by CMS. The syntax of certain Linux commands differs from Solaris and a path argument is not always required. Therefore, if there are no files under /tmp at the exact moment when the /etc cleanup script is run on Linux the script may start to delete all files under /. This issue does not occur on Solaris. Additional error checking has been added to the /etc/cleanup script.

Due to the severity of the problem, it is strongly suggested that all customers apply the appropriate non-service affecting patch as soon as possible.

Resolution

This issue is resolved in the following ways:

- patch r17ac.g_cmsp3-l.bin and r17ac.h_cmsp1-l.bin for R17 R1 Linux platforms
- patch r17fb.m_cmsp1-l.bin for R17 R2 Linux platforms
- in R17 R3 (future release)

Workaround or alternative remediation

Customers should contact their Avaya support organization or business partner regarding the installation of patch.

Note:

- Installation of this patch is NOT service affecting.
- This patch applies to Linux platforms only
- The patch names may be confusing to read/type.
 - For r17ac.g load, the patch name is “r17ac.g_cmsp3-l.bin” (where the last character of cmsp3-1 is a lower case letter “l”.)
 - For r17ac.h load, the patch name is “r17ac.h_cmsp1-l.bin” (where the 3rd to last character of cmsp3-1 is the number “1” and the last character of cmsp1-1 is a lower case letter “l”.)
 - For r17fb.m, the patch name is “r17fb.m_cmsp1-l.bin” (where the 3rd to last character of cmsp1-1 is the number “1” and the last character of cmsp1-1 is a lower case letter “l”.)

Installation Instructions for R17 R1 (r17ac.g_cmsp3-l.bin and r17ac.h_cmsp1-l.bin)

1. Determine what load your CMS system is running.

```
#> rpm -q cms
cms-r17-ac.g.i686
```

2. Download the patch appropriate for the load, r17ac.g_cmsp3-l.bin or r17ac.h_cmsp1-l.bin to /tmp on the CMS system.
3. Verify the md5sum of the patch. (r17ac.g example given)
 - r17ac.g_cmsp3-l.bin is e41679c6d014195d14d7534f3c36eb7e.
 - r17ac.h_cmsp1-l.bin is af7a3bf1a1c6fa06c9cb94856c6139b1.

```
#> md5sum r17ac.g_cmsp3-l.bin
e41679c6d014195d14d7534f3c36eb7e r17ac.g_cmsp3-l.bin
```

4. Install the appropriate patch (r17ac.g example given)

```
cd /tmp
./r17ac.g_cmsp3-1.bin
```

Follow prompts to install

5. If back out is required, restore the backup version of the /etc/cleanup script.

r17ac.g:

```
/cms/patch/cmsp3-1/backoutpatch --patch cmsp3-1
```

r17ac.h:

```
/cms/patch/cmsp1-1/backoutpatch --patch cmsp1-1
```

Installation Instructions for R17 R2 (r17fb.m_cmsp1-1.bin)

1. Download r17fb.m_cmsp1-1.bin to /tmp on the CMS system.
2. Verify the md5sum of the r17fb.m_cmsp1-1.bin is 7bda70053999bc8206123ee03336b8e0

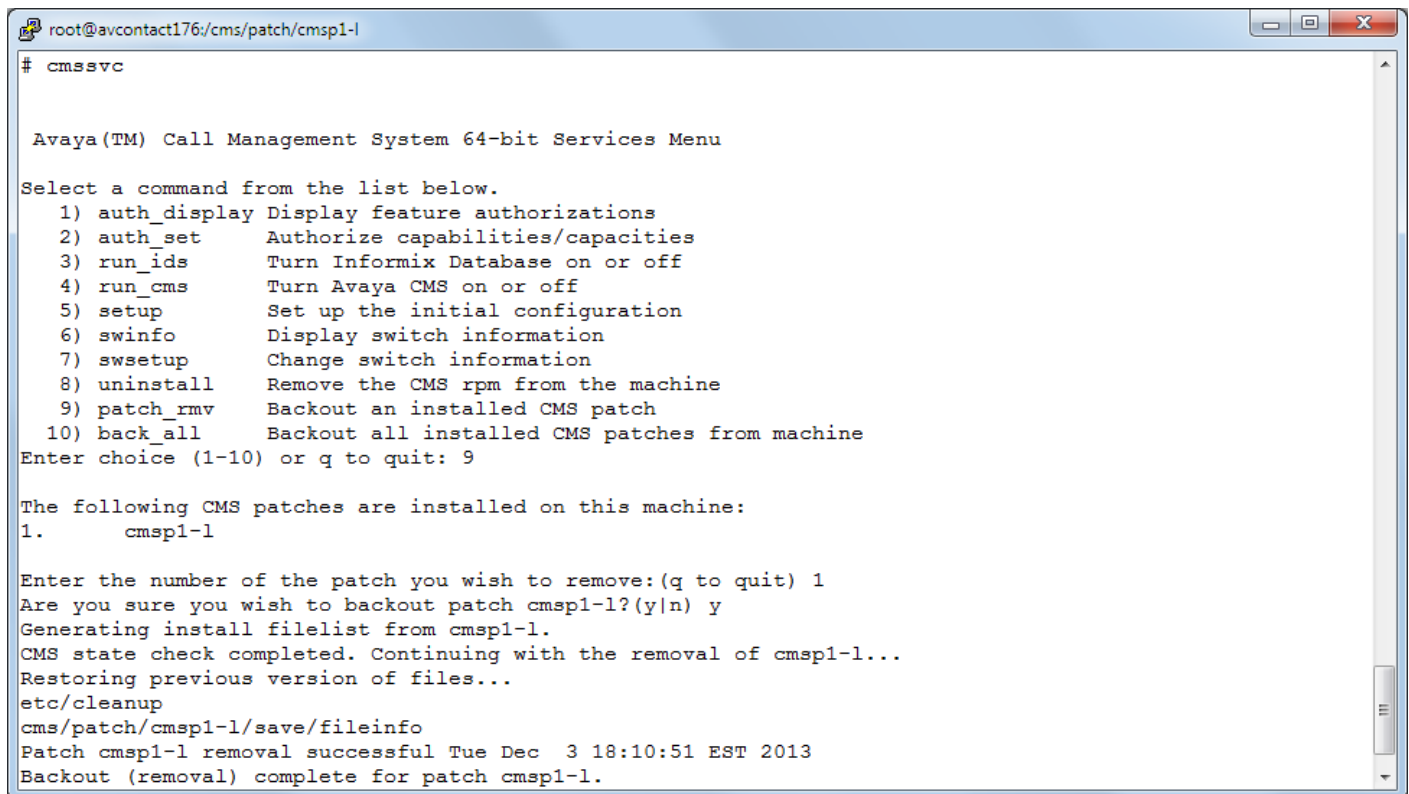
```
#> md5sum r17fb.m_cmsp1-1.bin
7bda70053999bc8206123ee03336b8e0 r17fb.m_cmsp1-1.bin
```

3. Install the patch

```
cd /tmp
./r17fb.m_cmsp1-1.bin
```

Follow prompts to install

4. If back out is required, use the cmssvc menu option 9 to follow the CMS patch removal process



```
root@avcontact176:/cms/patch/cmsp1-1
# cmssvc

Avaya (TM) Call Management System 64-bit Services Menu

Select a command from the list below.
 1) auth_display Display feature authorizations
 2) auth_set     Authorize capabilities/capacities
 3) run_ids      Turn Informix Database on or off
 4) run_cms      Turn Avaya CMS on or off
 5) setup        Set up the initial configuration
 6) swinfo       Display switch information
 7) swsetup      Change switch information
 8) uninstall    Remove the CMS rpm from the machine
 9) patch_rmv    Backout an installed CMS patch
10) back_all     Backout all installed CMS patches from machine
Enter choice (1-10) or q to quit: 9

The following CMS patches are installed on this machine:
1.      cmsp1-1

Enter the number of the patch you wish to remove:(q to quit) 1
Are you sure you wish to backout patch cmsp1-1?(y/n) y
Generating install filelist from cmsp1-1.
CMS state check completed. Continuing with the removal of cmsp1-1...
Restoring previous version of files...
etc/cleanup
cms/patch/cmsp1-1/save/fileinfo
Patch cmsp1-1 removal successful Tue Dec 3 18:10:51 EST 2013
Backout (removal) complete for patch cmsp1-1.
```

Remarks

n/a

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

No

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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