



## Product Support Notice

PSN # PSN005284u

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Original publication date: 02-April-2019. This is Issue #08,  
Published date: 14-October-2020.

Severity/risk level

Medium

Urgency

When convenient

Name of problem Hot Fix 7 for System Manager 8.1.2 Release

Products affected

Avaya Aura® System Manager: Release 8.1.2

Problem description

### PSN Revision history:

**Issue #2 – PSN updated on 23<sup>rd</sup> April 2020 to Release System Manager 8.1.2 Hot Fix 2**

**Issue #3 – PSN updated on 18<sup>th</sup> May 2020 to Release System Manager 8.1.2 Hot Fix 3. Also added some clarifications to the Patch install instructions.**

**Issue #4 – PSN updated on 27<sup>th</sup> May 2020 to Release System Manager 8.1.2 Hot Fix 4**

**Issue #5 – PSN updated on 26<sup>th</sup> June 2020 to Release System Manager 8.1.2 Hot Fix 5 and added note on SMGR-AADS DRS sync issue**

**Issue #6 – PSN updated on 5<sup>th</sup> August 2020 to Release System Manager 8.1.2 Hot Fix 6.**

**Issue #7 – PSN updated on 12<sup>th</sup> October 2020 to Release System Manager 8.1.2 Hot Fix 7.**

**Issue #8 – PSN updated on 14<sup>th</sup> October 2020. Updated description of issue # 6 in the list of issues fixed in Hot Fix #7. Added additional note in the “Important Notes” section below.**

### Important Notes:

- Please ensure that you read through the entire PSN carefully, especially the Patch Installation section, before starting with the Hot Fix install.
- System Manager Hot Fixes are cumulative unless stated otherwise. Hot Fix 7 contains all the fixes that were provided in System Manager Hot Fix 1 through 6
- Furthermore, all fixes in System Manager 8.1.2 Hot Fix 7 are also there in System Manager 8.1.3 release which went GA on 12<sup>th</sup> October 2020.
- A Hot Fix for System Manager 8.1.2 must be installed only after installing the System Manager 8.1.2 GA load which is available on the Avaya Support site (PLDS download ID: SMGR8120GA1).
- System Manager Hot Fix can be installed on top of any other System Manager 8.1.2 Hot Fix of lower version that you may have already installed on your System.
- System Manager 8.1.2.0 Hot Fix 6 (and future System Manager 8.1.2 Hot Fixes) contain System Manager changes related to System Manager 8.1.x and Avaya Control Manager interop issues. See PSN005623u for more details.
- Hot Fix 1 through 6 will be removed from PLDS / Avaya Support site and Hot Fix 7 is what you should be using going forward. If you need any of the previous System Manager Hot Fixes for any reason, please reach out to Avaya Support.

### Important Note Applicable to 8.1.2 Hot Fix 2 only:

An issue was discovered recently where the DRS replication between Avaya Aura Device Services (AADS) and System Manager fails with certain releases of System Manager. 8.1.2 Hot Fix 2 does not contain the fix for the said issue. If you received a patch bin from Avaya Services for the AADS-SMGR DRS synchronization issue, then that patch bin contains all the fixes present in this hot fix as well and you can apply it directly on System Manager 8.1.2 if needed. The fix for the AADS-SMGR DRS synchronization issue will be officially incorporated in the next hot fix for System Manager 8.1.2 that will be released. PSN005611u that was released on 28th April describes the AADS-SMGR DRS synchronization issue.

### Note on SMGR-AADS DRS Sync Issue:

System Manager Hot Fix 3 and later contains the fix for the issue described in PSN005611u. One need not reach out to Avaya Services for a separate hot fix anymore. If you received a Hot Fix for the AADS-System Manager DRS synchronization issue, then note that Hot Fix 3 (and future System Manager Hot Fixes) are of a higher version and you may apply it on your existing system without any issues.

[26<sup>th</sup> June 2020 update] – we recently found out that if you installed System Manager 8.1.2 hot fix 3 or hot fix 4 on a System Manager that had 8.1.2 hot fix 2 already installed then the fix for the AADS -SMGR DRS sync issue is not installed properly. Please note that this is applicable to the AADS-SMGR DRS sync issue fix only and no other fixes are affected by this problem. Furthermore, you will only run into this issue if you had System Manager 8.1.2 Hot Fix 2 installed. If you did run into this issue, then installing 8.1.2 Hot Fix 5 will fix the AADS-SMGR DRS sync issue.

**Note for Avaya Services Team:** Please see R2 version of this PSN for JIRA numbers associated with the issues mentioned below.

Following are the issues fixed in System Manager 8.1.2 Hot Fix 7:

1. Report for "List ip-network-map" asks for an input qualifier even when one has been provided
2. Download report feature does not download all selected reports, shows inconsistency on different machines
3. Changing loginname of a user that has a Officelinx Comm Profile associated with it does not propagate the updated loginname on to the Officelinx Server
4. Updating a user that has a Officelinx Comm Profile associated with it causes the mailbox values on the Officelinx server to get reset with the default values. Note: you need a corresponding fix on OfficeLinx side as well for the issue to get resolved
5. In certain sceanrios user update either via Web Console or Active Directory (AD) Sync fails with the error "GLS\_RESOURCE\_DOES\_NOT\_EXIST"
6. snmpd corruption after installing System Manager 8.1 Security Service Pack 1 causing Alarming to stop working on System Manager. See PSN005557u for more details.
7. Cannot view or edit a user after searching for the user via the Global Search if the user contains % in the login name
8. Cannot edit custom roles in certain scenarios
9. Unable to create a new user using the duplicate user functionality and by selecting a template in the CM comm profile
10. "Allow H.323 and SIP Endpoint Dual Registration" field gets disabled if EC500 state for CM extension is changed
11. Coverity Fixes
12. Security Fixes related to Blind Out-Of-Band XML External Entity
13. Enable Geo Replication may fail in certain scenarios due to transaction timeout
14. System Monitor and Serviceability Agent processes do not come up automatically after the System Manager Virtual Machine is rebooted
15. Duplicate user fails if CM Comm Profile contains autodial button with blank DialNumber button and Favorite/button labels
16. Button Label Not added for any button administered on button no. 24
17. Usability: After viewing a Station by searching for it via the Global Search Option, and then clicking on the Done button results in a blank pop-up
18. Revised EULA for System Manager
19. "Export selected users" exports fewer users than selected
20. Using "Select All" on the Manage Users page table which has results based on a search criteria, results in users that are not part of the results to get selected
21. OVA deployment from System Manager SDM / SDM Client using the URL option fails if the URL contains unwanted path parameters
22. System Manager SDM Pre-Upgrade check screen gets stuck if an existing Job name is used for a new Pre-upgrade job
23. Repair Serviceability Agent cause snmpd.conf to default settings
24. "Import Jobs List" table on the Import Holiday Tables page does not show the correct number of jobs causing all the jobs to not be shown properly
25. Help links are missing for Certain pages on the "Home / Services / Inventory" page
26. Clicking on the Help link on the "Home / Services / Inventory" page results in an error
27. A CM Endpoint Template for an older version of CM that has been edited cannot be upgraded to a CM template for a higher version of CM
28. No errors seen when upgrading a CM Endpoint Template for an older version of CM without providing the new CM version or Template name even though it does not work
29. "change station" command is triggered when editing a user even though nothing has changed in the CM Comm profile for the user
30. User can inadvertently soft delete all users on the system even though they do not have access to all the users on the system
31. Administrative users can change the Communication Profile Password for a user via the Web UI without filling anything in the confirmed password field
32. Unable to search for Breeze Service Profiles using the Global Search option after 8.1.2 Hot Fix installation or after patching the Breeze Element Manager
33. User being logged-out from UI randomly while accessing the UI
34. Shortcuts in Home Dashboard widget gets overlapped
35. User Management page allows addition of private address with same name
36. XML Parsing Error when adding new element on Secondary System after activating it
37. XMPPHandles\_domain\_change\_util.sh script may not work on all Systems because of hardcoded values
38. System Manager Active Directory User sync takes longer starting System Manager 8.1.2 Hot Fix #4
39. Cannot update coverage point if it has remote coverage point configured

40. SDM upgraded job runs immediately although user selected schedule later
41. Export Endpoint fails and results in an empty file if you have more than 30K endpoints and you try to export all of them into a single file
42. Cannot add user to group using "More Actions -> Add to Group" link
43. Users can be created with first name / last name that have unsupported characters
44. Messaging Element Manager fixes
45. Avaya Device Adaptor fixes
46. IP Office Element Manager fixes
47. Presence Element Manager Fixes

Following are the issues fixed in System Manager 8.1.2 Hot Fix 6:

1. Messaging Element Manager Fixes
2. Breeze Element Manager
3. Discrepancy in password field validation between System Manager User Management Bulk Import and Web Service APIs
4. Unable to delete Coverage time of day via the System Manager Web UI
5. Endpoints with blank Location field cannot be searched through Advanced search option on Manage endpoint page
6. System Manager User Management Bulk Import does not work properly for Station button data when using the "merge" option
7. Dual Registration is automatically unchecked when using Editor Extension button in CM Endpoint Profile
8. Unable to remove feature buttons associated with a Station from the User Management page
9. User loses its group association when you change the loginname of the user using Bulk Import XML
10. System Manager Web UI login/logout events are not captured in audit logs
11. Proper validations for mandatory fields on the User Management page
12. "save as template" option doesn't work for specific extensions
13. Unassign for Messaging Communication Profile does not work properly in certain scenarios
14. Fixes to Common Console scripts
15. Agent editor doesn't show all buttons for view and edit
16. Unable to assign Shared Address to user
17. User can change last name and first name to blank on the field and save that changes without error/warning message
18. Unable to set "Crisis-Alert" or "no-hold-conf" button as favorites for J179 phones
19. In certain scenarios User edit does not work if the CM station is edited using the Station Editor in the CM communication Profile section
20. Destination of Enhanced Call Forward cannot be deleted in Endpoint Editor
21. Changes related to Per Button Ring Control feature for Call Appearance button of SIP station is not applied to the station when done via the Station Editor form in the CM communication Profile section
22. Multiple issues when adding private contact to a user via the System Manager User Management Page
23. Add loggers / appenders for Messaging Element Manager
24. User Export failures logs show wrong failures
25. Shared address is converted into private address if it is edited
26. Patch install does not fail in certain cases if there is a failure during the patch execution
27. unable to edit / remove contacts for users from the User Management page
28. Products are unable to acquire licenses because they are not getting freed properly in certain scenarios causing issues with licensing.
29. Duplicate error messages are shown in the log viewer for failed discovery jobs

Following are the issues fixed in System Manager 8.1.2 Hot Fix 5:

1. Session Manager Element Manager Fixes (This contains the fix for the BSM - SMGR DRS replication issues)
2. CS1K Element Manager fixes
3. Messaging Element Manager Fixes
4. AAMS Element Manager fixes
5. AADS Element Manager fixes (This contains the fix for the AADS - SMGR DRS replication issue; see above note)
6. Scheduler and Backup/Restore page does not show the correct timezone as per the client browser
7. Logs for recurring backup job may go in the same log file in certain scenarios causing performance issues
8. When a user with a role is edited from User Management page their password gets set to a default password
9. DRS replication for a Session Manager node may fail if the SM node is rebooted in the middle of a repair operation
10. System Manager Security fixes
11. Call-appr button cannot be added to cs1k endpoints using "Global Endpoint Change" functionality
12. Add contact tab when editing a user via the User Management page does not work correctly in some cases

13. Support for pre-upgrade patch for upgrading AVPU to 8.1.2.1
14. On the CM sync job schedule page the Label does not change then changing the repeat type interval from the dropdown
15. Group number field of trunk group page is not throwing 'out of range' error the way CM does.
16. Fix authentication checks for System Manager EJBCA pages
17. Fix issues in the Geo Redundancy Disaster Recovery workflow
18. Blank agent name when tilde is used in "Endpoint Display Name" while configuring user
19. AD sync fails to remove user if the station is part of hunt group on a tenant management enabled system
20. Implement log rotation based on file size for derby logs
21. Add pre-upgrade check as part of CM via SDM ensure that the CM hostname does not contain underscore
22. Not able to export user after upgrading to 8.1.x from 7.1.x.x
23. Remove irrelevant log messages that are causing the postgres logs and /var/log/messages to fill up
24. Unable to change endpoint name using endpoint import if the endpoint has feature buttons associated with it
25. Unable to schedule CM sync jobs for Saturday
26. Unable to use passwords greater than 63 characters when scheduling System Manager backups on to a remote server
27. "duplicate station" with SIP URI does not work from System Manager
28. Global search for Presence handle doesn't show correct results for users that have been created via Active Directory Sync
29. User with custom role can perform operations on a CM even if they don't have permission for that CM

Following are the issues fixed in System Manager 8.1.2 Hot Fix 4:

1. Export Users result contains users that were not selected for export
2. Unable to delete users from System Manager that have a contact with a privateContactInfo associated with it
3. Error while updating SIP user with delta XML from User Management webservice
4. Memory Leak related to QueryPlanCache in certain System Manager workflows
5. Unable to Edit OR delete UPR on a system upgraded from 7.1-GA to 8.1.x
6. Upgrade Dependency check as part of Data Migration
7. System Manager logs getting rotated after JBoss restart even when the size or retention criteria has not been met
8. Errors seen when a user clicks on "Services - Solution Deployment Manager -> upgrade Jobs Status page" and selects a Job Type with no records in it
9. Unable to create users that have brackets in First name and/or last name
10. Geo configuration fails when Secondary System Manager FQDN is in upper / mixed case
11. After Geo configuration /etc/hosts on secondary server is set with wrong permissions
12. AAWG Element Manager Fixes
13. IP Office Element Manager Fixes (These fixes also include fixes for the issue where when someone uses IPO Element Manager it causes the DRS replication to fail)

Following are the issues fixed in System Manager 8.1.2 Hot Fix 3:

1. "Audio File Information" section should be disabled when adding an announcement for a audio-group
2. Unable to change List Type on Abbreviated Call Dialing Option to None for a station from the CM comm profile editor page from User Management
3. Notify sync and incremental sync fails after removing station from CM which is part of pickup group
4. List trace station command not working in SMGR in 8.x
5. Put checks in changeIPFQDN command to make sure it does not run on geo setups
6. Logging improvements for Geo redundancy workflows
7. When Voicemail password is changed on OfficeLinx, on SMGR it changes ButtonModulesButtonPerPage field from "" to "24"
8. While adding an analog endpoint, the list of available ports is not displayed on SMGR
9. unable to manage custom endpoint templates having "abbr dial list type" is set as "personal"
10. On System Manager 8.x Local FTP Server cannot be enabled which is required for media module upgrade using SDM
11. WebLM Collector registration request not timed out by System Manager.
12. changeVFQDN command should acquire system maintenance lock during execution
13. Cleanup unwanted files that remain in the /tmp/ folder post patch installation
14. Additional info in System Manager patch install logs to debug patch install failures
15. Unable to broadcast announcements from System Manager Web UI
16. unable to edit endpoint when the value of COR is greater than 995
17. When Voicemail password is changed on OfficeLinx, SMGR Event/Log Viewer page shows activity done by "admin" user irrespective of the user configured on OfficeLinx
18. Encryption fields are not present in Bulk upgrade excel sheet
19. AADS Element Manager fixes for AADS-System Manager DRS sync issue - see PSN005611u for details

20. The parent field for Media Modules shows up as empty in certain upgrade paths
21. Unable to deploy Software only SMGR 8.1 ISO via SDM Client
22. Voice Mail Number for station associated with a user in CM comm profile get cleared after changing Voicemail Password from OfficeLinx
23. When creating a new user if there are special characters in the login name it results in issues in the user creation workflow
24. Unable to remove information related to the "Feature" field associated with the station when editing user on System Manager
25. Unable to upgrade/convert CM templates associated with a lower release version of CM to a higher release version of CM
26. Database connection leak in System Manager when using SDM VM Management
27. Unable to add tenant administrator for a Tenant in System Manager when the Tenant Management feature is enabled
28. Misleading alarms are raised from Secondary SMGR when it is in Standby Mode
29. Blank page is seen when trying to view an Agent that has just been edited without reloading the page
30. Inconsistent behavior when trying to add contacts to a user via the Web UI
31. Intermittent 307 temporary redirect when trying to register collector to WebLM
32. Security fixes in System Manager WebLM
33. "emdata" folder does not have appropriate permissions in a Software only deployment of System Manager.
34. Intermittently users are not updated via Active Directory sync
35. SDM upgrade job does data pool continuously causing performance issues in certain scenarios
36. After Geo configuration /etc/hosts on secondary server is set with wrong permissions

Following are the issues fixed in System Manager 8.1.2 Hot Fix 2:

1. Default Breeze Snap-ins are not loaded on fresh installs of System Manager 8.1 when using the 8.1 E template. See PSN005553u for details
2. SDM will not allow addition of ESXi server with license w/valid expiration date
3. run changeVFQDN command in the background
4. Enterprise licensing does not work if the local WebLM if using WebLM version 7.0.x or older
5. Improve logging in Geo-Redundancy workflows
6. Clicking on the Endpoint Editor a second time does not show the changes made in the previous attempt
7. Encryption fields are not present in Bulk upgrade excel sheet for LSP/BSM upgrade
8. Unable to download files from plds if Authentication base proxy server is used under user setting
9. Set proper log levels in the Spirit Appenders which are used by Serviceability Agent so that performance is no impacted
10. Geo Redundancy configuration is failing over IPv6
11. OS related Security fixes
12. Provide System Manager VM restart option from the System Manager Web Interface
13. Unable to perform convert to standalone because of failures in restarting the HealthMonitor service
14. Added support for ESXi version 6.7.3 on VmManagement and SDM Upgrade Management
15. Use new 2020 Entrust certificates in SDM
16. Issues seen in Messaging Comm profile when there are certain special characters in the user's login name
17. Unable to add more than 9 Favorite buttons on station configured with a J179 SIP Endpoint Template
18. Unable to get upgrade option for non-encrypted 8.1 CM OVA
19. WebLM shows Negative license count for Session Manager license feature VALUE\_SM\_SERVER
20. Upgrade status Icon is stuck after upgrading a Session Manager / AVP or AVP utilities VM via SDM
21. Messaging Element Manager Fixes
22. AADS Element Manager fixes

Following are the issues fixed in System Manager 8.1.2 Hot Fix 1:

1. Support for apostrophe in User Management Login Name field
2. XML based bulk import not working on Systems upgraded from 8.1.x to 8.1.2
3. New Alarms for AADS integration with Avaya Spaces
4. Local FTP cannot be enabled on System Manager 8.x for upgrading Media Modules via SDM
5. User edit operation is wiping out Password field for Agent comm profile
6. User update via Web Services does not work in certain scenarios
7. Display Issues with Managed Elements Page
8. Issues in updating Localized Display Name, Endpoint Display Name and Name on CM endpoint if First/Last Name of user is updated via UPM WebServices OR Bulk Import xml
9. Status of IPO upgrade stuck in "Running" when the IPO is upgraded using System Manager
10. Unable to parse comma (" , ") in role description field, While creating new or updating the role
11. Breeze Element Manager Fixes for Breeze 3.6.0.3 release

12. When changing the security mode of System Manager from Standard / Military hardening to MUDG mode the passphrase screen at boot time still appears and requires manual input even though a remote key server was provided
13. Geo Configuration failing after Cold Standby procedure is performed on System Manager
14. WebLM Bug fixes
15. CND related files on the file system should be owned by admin user
16. Session Manager Element Manager fixes
17. Support subset,terminal number,systemid ,Feature1 and feature2 fields in endpoint export for CS1k endpoint
18. Users unable to delete private contact on SMGR, random users are getting deleted from associated contacts
19. Unable to change H323 extension password using SMGR self-provisioning User interface
20. Log Settings UI enhancement to support new Appenders
21. Update Licenses reports in 8.1.2 SDM and SDM client
22. "Enable Customer Root Account for this Application" checkbox should be cleared when users click "X" to close the popup of ROOT ACCESS ACCEPTANCE STATEMENT, to be consistent with the result when user clicks on the Decline button
23. Adding CM using SDM doesn't populate cluster type
24. Phone Screen option is missing on Endpoint editor for Alias set type
25. Alias template of CS1k Set type is not created correctly
26. User can enter number 0 days and the number is larger 180 days on retention Interval (Days) field at Data retention page.
27. The information for audit logs for "Update", "Execute" action should be showed more appropriately
28. SMGR became unresponsive after adding ~800 IPOs as branch. SMGR CPU always shows as above 75%

## Resolution

System\_Manager\_R8.1.2.0\_HotFix7\_r812011790.bin will fix the above-mentioned problems in System Manager 8.1.2 release. See the patch notes below on how to download and install the patch


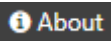
## Workaround or alternative remediation

n/a

## Remarks

Patch must be installed on top of System Manager 8.1.2 GA load.

To determine whether System Manager 8.1.2 release is installed:

- Log on to the System Manager Web Console.
- On the top-right corner click on the  icon and then click the  link. Verify that About page contains as below:

**System Manager 8.1.2.0**  
**Build No. - 8.1.0.0.733078**  
**Software Update Revision No: 8.1.2.0.06xxxxx**  
**Feature Pack 2**

**Note:** the text highlighted in red above will change depending on whether you are on 8.1.2 GA load or already have an older 8.1.2 HF installed. If you don't see "Feature Pack 2" it means that you do not have System Manager 8.1.2 installed on your system.

**For quick and easy reference here are the "Software Update Revision No." for the previous System Manager Hot Fixes (Hot fix 1 through 5) that we were released via this PSN:**

System Manager Hot Fix 1:

**Software Update Revision No: 8.1.2.0.0611167**

System Manager Hot Fix 2:

**Software Update Revision No: 8.1.2.0.0611240**

System Manager Hot Fix 3:

**Software Update Revision No: 8.1.2.0.0611314**

System Manager Hot Fix 4:

**Software Update Revision No: 8.1.2.0.0611367**

System Manager Hot Fix 5:

**Software Update Revision No: 8.1.2.0. 0611517**

System Manager Hot Fix 6:

**Software Update Revision No: 8.1.2.0.0611588**

## Patch Notes

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

### Backup before applying the patch

Recommended

### Download

Follow the instructions below to download the patch:

1. Go to <http://support.avaya.com>
2. Under the “Support by Product” menu click on “Downloads”
3. Enter product name as “system manager” and then select “Avaya Aura® System Manager”
4. Select “8.1.x” from the Choose Release dropdown
5. Click on “Avaya Aura® System Manager Release 8.1.2 Downloads”.
6. Click on the file “**System\_Manager\_R8.1.2.0\_HotFix7\_r812011790.bin**” to download.

Alternately you may download the file directly from PLDS using PLDS download ID “SMGR8120HF7”.

Note: It takes a few days for the Patch download link to show up on the Avaya Support site. Please use PLDS during that time to download the patch.

### Patch install instructions

**IMPORTANT:** If System Manager installation is a Geo-Redundancy enabled deployment, Geo-Redundancy should be disabled, the patch should be applied to both Primary and Secondary System Manager systems, and then re-enable Geo-Redundancy. In case of Geo Redundant System Managers, you should apply the patch on the System Manager servers one at a time. Do not install the patch on both primary and secondary System Manager servers at the same time. it does not matter which one you patch first.

**Note:** This patch **MUST** be applied on Avaya Aura® System Manager 8.1.2 GA load.

**Follow the instructions below to install the patch through System Manager CLI for Virtualization Enablement (VMWare) environment or Avaya Virtualization Platform based deployment. The instructions for installing the patch on primary and secondary System Manager are the same.**



1. Disable System Manager Geo redundancy if your System Manager is deployed as a Geo redundant System. It is important that you disable Geo prior to taking snapshots to avoid issues that might arise due to postgres WAL segments after you revert the snapshot.

### Service-interrupting?

Yes. During the patch installation the System Manager services (web access to System Manager) will be disrupted for approximately 30+ minutes.



2. Take a snapshot of System Manager virtual machine.  
**Note:** This activity might impact the service. It is best to shutdown the System Manager VM prior to taking snapshots.
3. Copy the patch installer file (**System\_Manager\_R8.1.2.0\_HotFix7\_r812011790.bin**) to the System Manager server under the /swlibrary/ folder
4. Log in to the System Manager virtual machine command line using the user that was set up during 8.1 OVA installation.
5. Verify md5sum of the bin file with the value mentioned on PLDS  
(**3e8f03bc65ccad4a3df83ffb39c4fa84**)
6. Run the patch installer using the following command:  
#SMGRPachdeploy <absolute path to **System\_Manager\_R8.1.2.0\_HotFix7\_r812011790.bin** file>  
**Note:** you will be prompted to accept the EULA. You must accept the EULA to install the patch.
7. Wait for the patch execution to complete.
8. Log on to System Manager Console and verify whether the System Manager UI is displayed correctly.

- On the top-right corner click on the  icon and then click the  About link. Verify that About page contains as below:


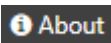
**System Manager 8.1.2.0**  
**Build No. - 8.1.0.0.733078**  
**Software Update Revision No: 8.1.2.0.0611790**  
**Feature Pack 2**

**Note:** The value for Security Mode on your system may defer depending on the Security Profile that you are running. “Standard Hardening” is the default Security Mode.

9. Install the Hot Fix on the Geo Redundant System Manager if you have one – follow steps 2 through 8 mentioned above for the patch installation.
10. Remove the snapshot taken in step #1 once all functionality has been verified.  
**Note:** This activity might impact the service.
11. Enable Geo Redundancy if you have Geo Redundant System Manager deployment.

## Verification

To verify the successful installation Patch:

- On the top-right corner click on the  icon and then click the  About link. Verify that About page contains as below:

**System Manager 8.1.2.0**  
**Build No. - 8.1.0.0.733078**  
**Software Update Revision No: 8.1.2.0.0611790**  
**Feature Pack 2**

## Failure

In case of issues with the patch, you can:

1. Retry the action. Carefully follow the instructions in this document.
2. 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 rollback instructions

If System Manager is on VMWare deployment so revert the snapshot taken prior to patch installation. In case if you still have issues with the patch rollback, you can:

1. 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.

## Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

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## 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](https://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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