



Product Support Notice

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PSN # PSN020645u

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Original publication date: October 31, 2024. This is Issue 1.0, published date: October 31, 2024.

Severity/risk level

High

Urgency

Immediately

Name of problem:

Name of problem: PSN020645u– Avaya Breeze® HotfixUpdateGigaSpacesLicense2026Mar31 service cannot be installed on all cluster profiles.

Products affected*

Avaya Breeze® platform 3.8.1.x, 3.9.x; System Manager 10.2.x, 10.1.x, 8.1.x

Problem description*

Customers using “Core Platform” or “Work Assignment” cluster profile types within the Avaya Breeze® Element Manager Cluster Administration page on Avaya Aura® System Manager 8.1.2.x and higher and Avaya Aura® System Manager 10.1.2 and higher will not be able to install the HotfixUpdateGigaSpacesLicense2026Mar31-3.8.1.0.28381005.svar on these cluster types containing Avaya Breeze® versions 3.8.1.x (for Avaya Aura® System Manager 8.1.x) and Avaya Breeze® versions 3.8.1.x and 3.9.x (for Avaya Aura® System Manager 10.1.2.x)

The HotfixUpdateGigaSpacesLicense2026Mar31 service is required for updating the Avaya Breeze platform Gigaspaces license that is set to expire on December 31, 2024. Therefore, this service must be installed on all Breeze 3.8.1.x and higher clusters before the end of 2024 to maintain uninterrupted service. By providing a universal service to apply the license, multiple versions of the Breeze platform can be updated simultaneously without a service disruption. See PSN020644u - *The Gigaspaces license included within the Avaya Breeze® platform is set to expire on December 31, 2024* (<https://support.avaya.com/css/secure/documents/101091866>)

To determine the type of cluster in use, on the Avaya Aura® System Manager user interface, navigate to Elements>Avaya Breeze®>Cluster Administration. On this dashboard for each provisioned cluster look for the “Cluster Profile” column to determine the type of cluster in use. If the cluster profile is “Core Platform” or “Work Assignment” then the remediation procedure in this PSN needs to be implemented.

This PSN will be updated as more information becomes available.

Resolution*

Ensure that you are signed up for Avaya E-notifications so that you will be notified when new issues of this PSN are posted.

Resolution to be addressed in a future Avaya Breeze® 3.8.1.0 and 3.9.0.0 updated Element Manager release. The Avaya Breeze® platform OVA 3.9.0.0.390034 file remains unchanged by this PSN.

Workaround or alternative remediation*

The below procedure can be used to correct the problem. Please note that this remediation will be reverted if a new System Manager integrated patch or Breeze Element Manager package is applied. Once a new Element Manager is released with the fix for this problem, the below workaround no longer needs to be applied.

Before beginning the below procedure, please take an SMGR backup and consider taking a snapshot of the SMGR VM. Once satisfied that the procedure was successful, remove the snapshot.

As root user, execute the following procedure on the Avaya Aura® System Manager command line as root:

For “Core Platform” cluster profiles:

As root user:

TO FIX Core Platform TEMPLATE (FOR NEW CLUSTERS) execute:

```
/emdata/AUS/db/admin_cluster.sh -h -p coreplatform -n 'OptionalSnaps' -v '"PresenceServices-7.0.0.0.0","CallParkNPage-3.0.0.0.0","CallEventControl-3.0.0.0.0","EventingConnector-3.0.0.0.0","AuthorizationService-3.2.0.0.0","EventDelivery-7.1.0.0.0","MultiUserChat-
```

7.1.0.0.0","DeviceAdapter-1.0.0.0.0","PresenceServicesEnhanced-7.1.2.0.0","Attendant-5.0.1.0.0","PSConnector-7.1.2.0.0","ClusterDBMigrationService-3.0.0.0.0","HotfixUpdateGigaSpacesLicense2026Mar31-3.0.0.0.0"

TO FIX Core Platform EXISTING CLUSTERS execute:

NOTE!!!! FOR EACH EXISTING Core Platform CLUSTER, EXECUTE THE FOLLOWING:

```
/emdata/AUS/db/admin_cluster.sh -t -c "<NAME OF coreplatform CLUSTER>" -n "OptionalSnaps" -v
'"PresenceServices-7.0.0.0.0"," CallParkNPage-3.0.0.0.0"," CallEventControl-3.0.0.0.0","
EventingConnector-3.0.0.0.0"," AuthorizationService-3.2.0.0.0"," EventDelivery-7.1.0.0.0","
MultiUserChat-7.1.0.0.0"," DeviceAdapter-1.0.0.0.0"," PresenceServicesEnhanced-7.1.2.0.0","
Attendant-5.0.1.0.0"," PSConnector-7.1.2.0.0"," ClusterDBMigrationService-
3.0.0.0.0","HotfixUpdateGigaSpacesLicense2026Mar31-3.0.0.0.0"
```

For “Work Assignment” cluster profiles:

As root user:

TO FIX Work Assignment TEMPLATE (FOR NEW CLUSTERS)

```
/emdata/AUS/db/admin_cluster.sh -h -p work-assignment -n 'OptionalSnaps' -v
'"HotfixUpdateGigaSpacesLicense2026Mar31-3.0.0.0.0"
```

TO FIX Work Assignment EXISTING CLUSTERS

NOTE!!!! FOR EACH EXISTING Work Assignment CLUSTER, EXECUTE THE FOLLOWING:

```
/emdata/AUS/db/admin_cluster.sh -t -c "<NAME OF work-assignment CLUSTER>" -n "OptionalSnaps" -v
'"HotfixUpdateGigaSpacesLicense2026Mar31-3.0.0.0.0"
```

NOTE: The mitigation procedure is non-service impacting and will persist through restarts and configuration changes but will not persist through application of new System Manager integrated patches or Breeze Element Manager installations via upgradeSolution.

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|--|
| Remarks |
| October 30, 2024: Issue 1 – Initial publication. |

Patch Notes

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

| |
|---|
| Backup before applying the patch |
| Take a System Manager backup before applying the mitigation procedure. |
| Download |
| n/a |
| Patch install instructions |
| *NOTE: if a snapshot is desired, there will be an administrative service outage associated with the power down of the System Manager component. |
| 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

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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BusinessPartner Notes

Additional information for BusinessPartners

n/a

Avaya Notes

Additional information for Tier 3, Tier 4, and development

n/a

ADDITIONAL INFORMATION NEEDED WHEN YOU PUBLISH A PSN

Authors are responsible for the accuracy and appropriateness of the information in this PSN.

To help you fulfill this responsibility, Avaya Law provides a [Checklist for Avaya Content Review](#).

If the underlined link does not work, go to <http://aok.avaya.com> and search for document number **003807553**.

The checklist states, “**It is a violation of Avaya corporate policy to release outside of Avaya LLC any content before confirming the content to the requirements of this checklist.**”

Note: The fields marked with asterisk * is mandatory. Author must provide information in the mandatory fields.

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| <i>Document Class</i> | Known Issues and Solutions | | | | | | |
| <i>Title</i> | [PSN number plus Name of problem from first page] | | | | | | |
| <i>Abstract</i> | [default: same as Name of problem on first page] | | | | | | |
| <i>Content Type</i> | Product Support Notices | | | | | | |
| <i>Taxonomy</i> | Support/Support Documentation/Known Issue and Solutions | | | | | | |
| <i>Review date*</i> | [Enter the date when the PSN will be reviewed next. By default, it is the date of publication of the PSN plus one year.] | | | | | | |
| <i>Restrict*</i> | <div style="border: 1px solid black; padding: 5px;"> <div style="border: 1px solid black; padding: 2px;">Publish PSN in u, r1, r2 editions</div> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%; text-align: center;">u</td><td>u edition is published on the Avaya support web site and viewable to all Avaya customers.</td></tr> <tr> <td style="text-align: center;">r1</td><td>r1 edition is published on AOK Web site and viewable to only Avaya BusinessPartners.</td></tr> <tr> <td style="text-align: center;">r2</td><td>r2 edition is published on AOK Web site and viewable to only Tier 3, Tier 4, and development.</td></tr> </table> <p>[Select the editions. For example, select u if you want to create a u edition. Select u and r1 if you want a u and r1 edition, and select u and r2 if you want a u and r2 edition]</p> </div> | u | u edition is published on the Avaya support web site and viewable to all Avaya customers. | r1 | r1 edition is published on AOK Web site and viewable to only Avaya BusinessPartners. | r2 | r2 edition is published on AOK Web site and viewable to only Tier 3, Tier 4, and development. |
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Note:

You can also refer to the Job Aid for Creating a Product Support Notice document CID121815 to know more about using the PSN template.