

Administration, upgrades and maintenances

- [SMGR - Patch Upgrade 8.X](#)
- [SMGR - Geographic Redundancy](#)
- [SMGR - Adding Trusted CA Root certificate to system manager](#)
- [SMGR - Backup system manager](#)
- [SMGR - Signing certificate request with SMGR CA](#)
- [SMGR - GeoRedundancy activating primary server for restoring services](#)
- [SMGR 10 - Install manually over RHEL8](#)

SMGR - Patch Upgrade 8.X

Avaya system manager patch upgrade 8.1

Download patch and upload to /swlibrary

chmod +x System_Manager* this will modify all files with the name of System_Manager and set it as executables

./System_Manager_8.1.3.7_r813715592.bin

```
root > ./System_Manager_8.1.3.7_r813715592.bin
```

```
Checking if patchplugin.log exists!
```

```
StrictModes yes
```

```
AllowTcpForwarding no
```

```
Extracting files to /var/patchesfx.pXBSP8...
```

```
Tue Mar 28 02:24:52 IST 2023 The System Manager bin version which is being install is
```

```
System_Manager_R8.1.3.7_813715592
```

```
Tue Mar 28 02:24:52 IST 2023: EULA should be displayed on VE environment
```

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REVISED: June 1st, 2020

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Do you accept the Avaya Software License Terms? (Y)es/(N)o: Y

software bill begin installation

Executing checkForPatchRequisite

Tue Mar 28 02:26:53 IST 2023 Checking RPM DB corruption.

Checking if postgresql is running..

Executed checkForPatchRequisite successfully, proceed to install the patch.

Running SMGR Pre-Patch Installer

SUCCESS: Extract /var/patchsfx.pXBSP8/SMGRPrePatch.zip in /swlibrary/tmp.pSmoOAciiK

SUCCESS: Execute SMGR Pre-Patch Installer script

=====

Tue Mar 28 02:27:01 IST 2023 : Moving the patch execution to the background.

Please see the log /var/log/Avaya/SMGR_Patch.log for more details about patch installation.

You may close this window or wait for the patch installation to be completed.

=====

Tue Mar 28 02:27:01 IST 2023 : Waiting for the patch installation to be completed

.

reboot after patch is completed

run swversion

```
cust >swversion
```

```
*****
```

System Manager - Software Information

```
*****
```

System Manager 8.1 Build 8.1.0.0.733078

Feature Pack 3 Service Pack 7

Latest Build 8.1.3.7.1015592

RTS Version: SMGR 8.1.3.7.1015592

Quantum 8.1.0.0.7(33073) 8.1.0.0 Build Number 8.1.0.0.733078

Communication Server 1000 4.7.0 Build Number 4.7-12502

Patch 4.7.0.81360002 Build Number 8.1.3.7.1015592

Communication System Management 8.1.7.0 Build Number 8.1.7.0.9013

Patch 8.1.7.81370073 Build Number 8.1.3.7.1015592

Messaging 8.1.7.0 Build Number 8.1.7.0.2967

Patch 8.1.7.81350081 Build Number 8.1.3.7.1015592

Device Inventory 8.1.7.0 Build Number 8.1.7.0.2551

Patch 8.1.7.81370073 Build Number 8.1.3.7.1015592

Upgrade Manager 8.1.7.0 Build Number 8.1.7.0.4804

Patch 8.1.7.81370073 Build Number 8.1.3.7.1015592

Session Manager Element Manager 8.1.3.7.0 Build Number 8.1.0.0.190005

Patch 8.1.3.7.813701 Build Number 8.1.3.7.1015592

Conferencing 8.0.2.0 Build Number 8.0.0.0.2

Patch 8.0.2.81360001 Build Number 8.1.3.7.1015592

Presence Extensions 8.1.0.0 Build Number 8.1.0-6163

Patch 8.1.0.81408010 Build Number 8.1.3.7.1015592

Avaya Breeze® 3.8.0.0 Build Number 3.8.0.0.381005 - Build 21 - SVN 42161

Patch 3.8.0.381017 Build Number 8.1.3.7.1015592

SMGR on VMware - PROFILE-2 8.1.7.0 Build Number 8.1.0.0.7-32871

Media Server 8.0.6.0 Build Number 8.0.6.0

Patch 8.0.6.81300003 Build Number 8.1.3.7.1015592

Officelinx 8.1.7.0 Build Number 8.1.7.0.32885

Patch 8.1.7.81370073 Build Number 8.1.3.7.1015592

Equinox 8.0.0 Build Number 8.0.0

Patch 8.0.0.81320001 Build Number 8.1.3.7.1015592

MMCS 8.1.4.0 Build Number 8.1.4.0

Patch 8.1.4.8100401 Build Number 8.1.3.0.1011784

Equinox 8.0.0 Build Number 8.0.0

SMGR SSP 8.1.7.0 Build Number 8.1.0.0.0

Patch 8.1.7.812900001 Build Number 8.1.3.7.1015592

UCAppsServer 7.1.3.0 Build Number 0.0.0.0.0

Patch 7.1.3.181 Build Number 8.1.3.7.1015592

Avaya Aura Web Gateway 8.1.0.0 Build Number 8.1.0.0

Patch 8.1.0.81300006 Build Number 8.1.3.7.1015592

Avaya Device Adopter 8.1.0.0 Build Number 8.1.0.0

Patch 8.1.0.81404005 Build Number 8.1.3.7.1015592

B5800 Branch Gateway 8.1.7.0 Build Number 8.1.0.0

Patch 8.1.7.81300910 Build Number 8.1.3.7.1015592

SMGR CVE-2021-44228 hotfix 8.1.7.0 Build Number 8.1.0.0.0

Patch 8.1.7.813000001 Build Number 8.1.0.0.0114027

Operating System Information

Red Hat Enterprise Linux Server release 7.6 (Maipo)

Linux denusvm-asysmgr.continuumgbl.com 3.10.0-1160.83.1.el7.x86_64 #1 SMP Mon Dec 19 10:44:06 UTC

2022 x86_64 x86_64 x86_64 GNU/Linux

JAVA Version

openjdk version "1.8.0_362"

OpenJDK Runtime Environment (build 1.8.0_362-b08)

OpenJDK 64-Bit Server VM (build 25.362-b08, mixed mode)

SMGR - Geographic Redundancy

To configure geographic redundancy for Avaya System Manager 8.0, you will need to perform the following steps:

1. Determine the roles of the System Manager instances: The primary instance will be the active instance, and the secondary instance will be the standby instance.
2. Ensure that both instances are running the same software version and have the same licenses and certificates installed.
3. Configure network connectivity between the two instances, including IP addressing, routing, and firewalls.
4. Configure the primary instance to replicate data to the secondary instance. This can be done using the System Manager web interface:
 - a. Log in to the System Manager web interface for the primary instance.
 - b. Navigate to the System Manager Settings page.
 - c. Select Geographic Redundancy from the left-hand menu.
 - d. Enter the IP address of the secondary instance in the Remote System Manager IP field.
 - e. Select the types of data to replicate to the secondary instance, such as configuration data, system logs, and alarms.
 - f. Click the Save button to save the configuration.
5. Configure the secondary instance to receive replicated data from the primary instance. This can also be done using the System Manager web interface:
 - a. Log in to the System Manager web interface for the secondary instance.
 - b. Navigate to the System Manager Settings page.
 - c. Select Geographic Redundancy from the left-hand menu.
 - d. Enter the IP address of the primary instance in the Primary System Manager IP field.
 - e. Click the Save button to save the configuration.
6. Verify that the replication is working correctly by checking the replication status on both instances. This can be done using the System Manager web interface:
 - a. Log in to the System Manager web interface for either instance.
 - b. Navigate to the System Manager Dashboard page.
 - c. Check the Replication Status section to ensure that replication is occurring successfully.
7. Test the failover process by simulating a failure of the primary instance. This can be done by shutting down the primary instance or disconnecting it from the network.
 - a. After the primary instance has failed, the secondary instance should automatically assume the active role.
 - b. Verify that users are able to access the System Manager web interface and that all data is available.

c. Once the primary instance is back online, it will automatically assume the standby role and begin replicating data from the secondary instance.

Note that geographic redundancy requires careful planning and testing to ensure that it is configured correctly and working properly. It is also important to regularly test the failover process to ensure that it will work correctly in the event of a failure.

If host is not set on secondary SMGR it wont work we need to run **changeVFQDN** and match the virtual FQDN from Primary server

Deploy Secondary System Manager

Update with latest patches to match primary System Manager

Run changeVFQDN as root to modify virtual system manager fqdn

run configureNTP as root to match timezone on primary and secondary system manager

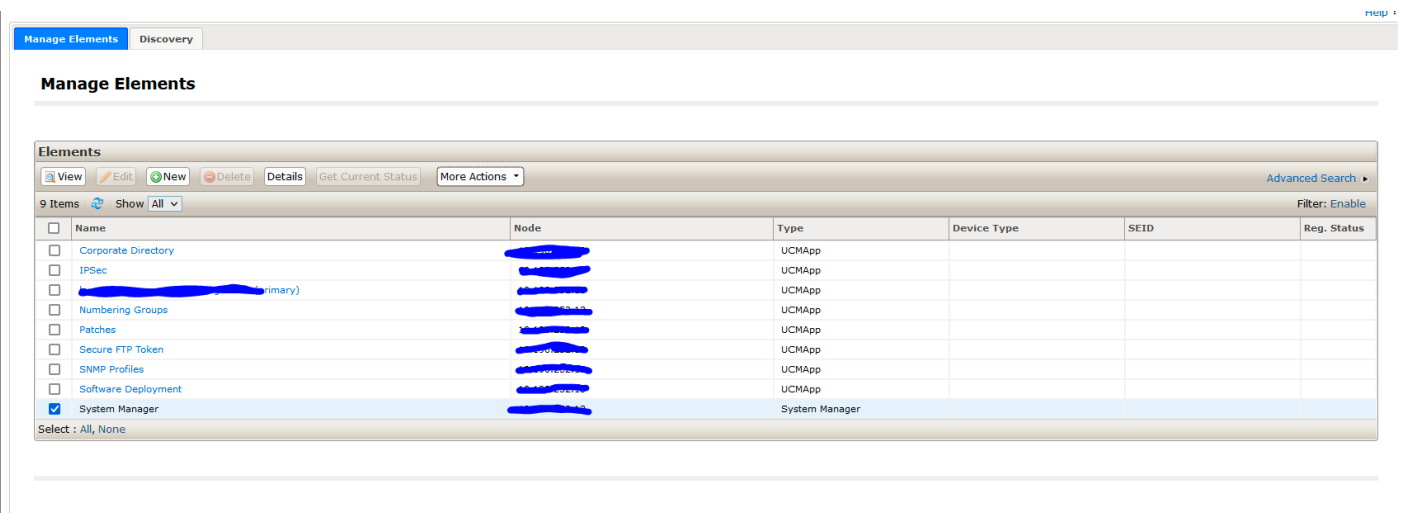
run configureTimezone to setup the same timezone as primary system manager

Disable TLS 1.0 and select 1.2

Begin geo redundant enrollment process

SMGR - Adding Trusted CA Root certificate to system manager

1. On the home page of the System Manager Web Console, in Services, click Inventory > Manage Elements.
2. On the Manage Elements page, select System Manager.
3. Click More Actions > Manage Trusted Certificates.
4. Click Add.
5. On the Add Trusted Certificate page, select Select Store Type to add trust certificate as All
 1. Select Import from file.
 2. Browse for the Root CA certificate using Please select a file.
 3. click on retrieve certificate
 4. commit



The screenshot displays the 'Manage Elements' interface. At the top, there are tabs for 'Manage Elements' and 'Discovery'. Below this, the 'Elements' section contains a table with the following columns: Name, Node, Type, Device Type, SEID, and Reg. Status. The table lists several elements, with 'System Manager' selected. The 'More Actions' dropdown menu is open, showing options: View, Edit, New, Delete, Details, Get Current Status, and More Actions. The 'System Manager' element is highlighted in blue.

Name	Node	Type	Device Type	SEID	Reg. Status
<input type="checkbox"/> Corporate Directory	[REDACTED]	UCMApp			
<input type="checkbox"/> IPsec	[REDACTED]	UCMApp			
<input type="checkbox"/> [REDACTED] (primary)	[REDACTED]	UCMApp			
<input type="checkbox"/> Numbering Groups	[REDACTED]	UCMApp			
<input type="checkbox"/> Patches	[REDACTED]	UCMApp			
<input type="checkbox"/> Secure FTP Token	[REDACTED]	UCMApp			
<input type="checkbox"/> SNMP Profiles	[REDACTED]	UCMApp			
<input type="checkbox"/> Software Deployment	[REDACTED]	UCMApp			
<input checked="" type="checkbox"/> System Manager	[REDACTED]	System Manager			

Add Trusted Certificate

[Help ?](#)
[Commit](#) [Cancel](#)

Select Store Type to add trusted certificate: All

- Import from file
- Import as PEM certificate
- Import from existing certificates
- Import using TLS

• Please select a file

Filename	Action
SystemManagerCA.cacert.crt	Remove

[Browse...](#) No file selected.

You must click the Retrieve certificate button and review the certificate details before you can continue. [Retrieve Certificate](#)

[Commit](#) [Cancel](#)

SMGR - Backup system manager

Before you begin

To store the backup on the default remote server, you must configure the following information on the SMGR Element Manager page:

- IP address, port number, user name, and password of the remote server
- Filename of the backup file with complete path

You can access the SMGR Element Manager page by clicking Services > Configurations > Settings > SMGR > SMGR Element Manager.

Procedure

1. On the System Manager web console, click Services > Backup and Restore.
2. On the Backup and Restore page, click Backup.
System Manager displays the Backup page.
3. Select the Remote option to store the backup on a remote server.
For System Manager upgrade or migration from 7.x to 8.x, the System Manager server is replaced and powered off. Therefore, you must take the backup on a remote server.
4. Do one of the following:
 - To store the backup on the default remote server, select the Use Default check box.
 - To store the backup on a particular remote server, clear the Use Default check box.
5. **Optional:** If you clear the Use Default check box, do the following:
 1. In the File transfer protocol field, click *SCP* or *SFTP*.
 2. In the Remote Server IP field, enter the IP address of the remote server.
 3. In the Remote Server Port field, enter the port number of the remote server.
 4. In the User Name field, enter the user name of the remote server.
 5. In the Password field, enter the password of the remote server.
 6. In the File Name field, enter the filename of the backup file with complete path.
6. Click Now.

After the backup is successful, the Backup and Restore page displays the following message:

Backup job submitted successfully. Please check the status detail below!!

Note:

Take a record of /etc/hosts entries from System Manager, such as FQDN, vFQDN, IP, Subnet Mask, Gateway IP, Domain, Time server, and DNS. Also, take a record of the type of licenses in use. You require these details when installing System Manager 8.0.

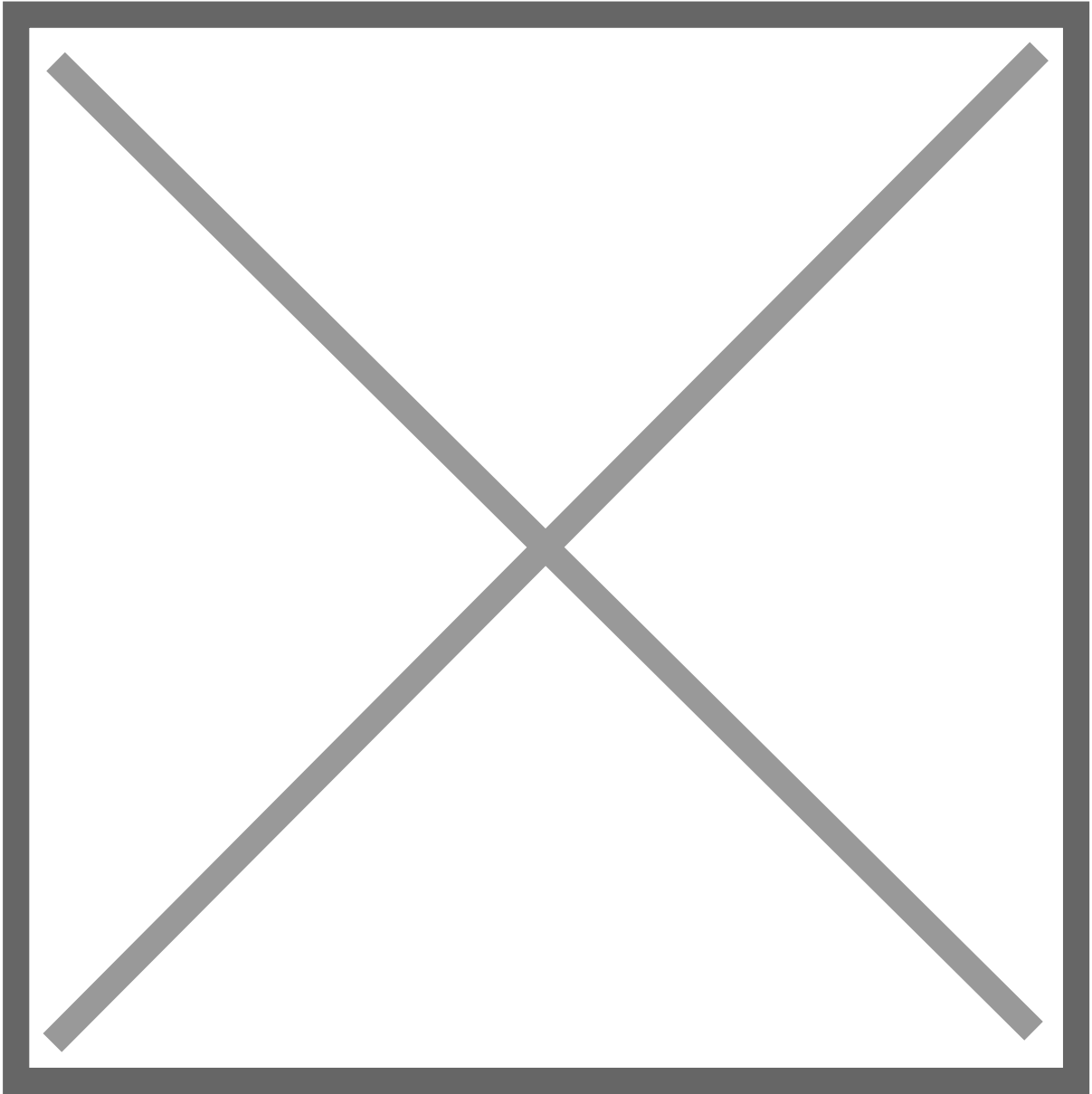
7. Shut down System Manager.

SMGR - Signing certificate request with SMGR CA

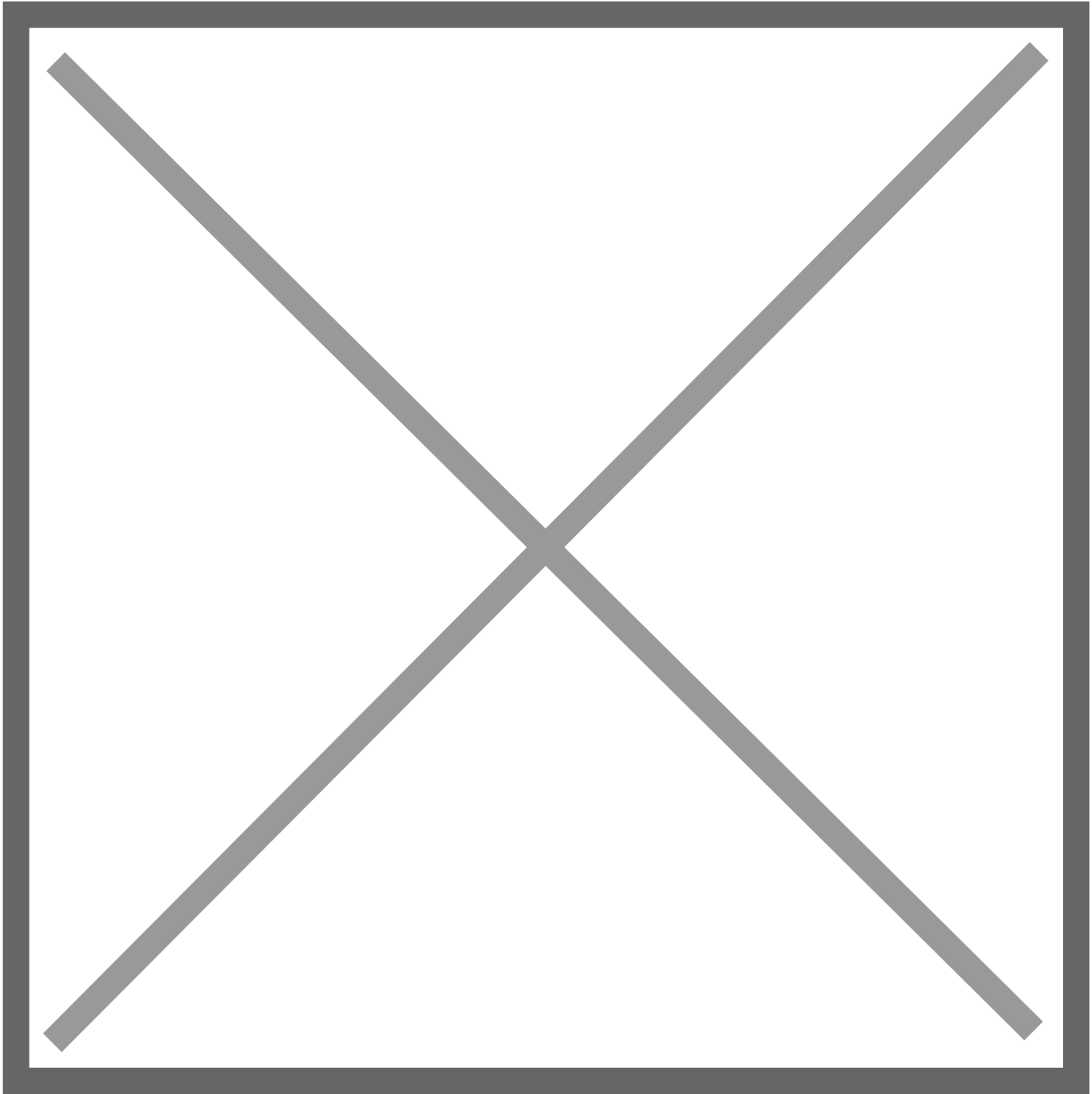
Avaya System Manager comes with a Certificate Authority that can be used to integrate Avaya solutions and manage certificates.

In this entry we will work to sign the Certificate Request created in the Oracle SBC in the previous entry.

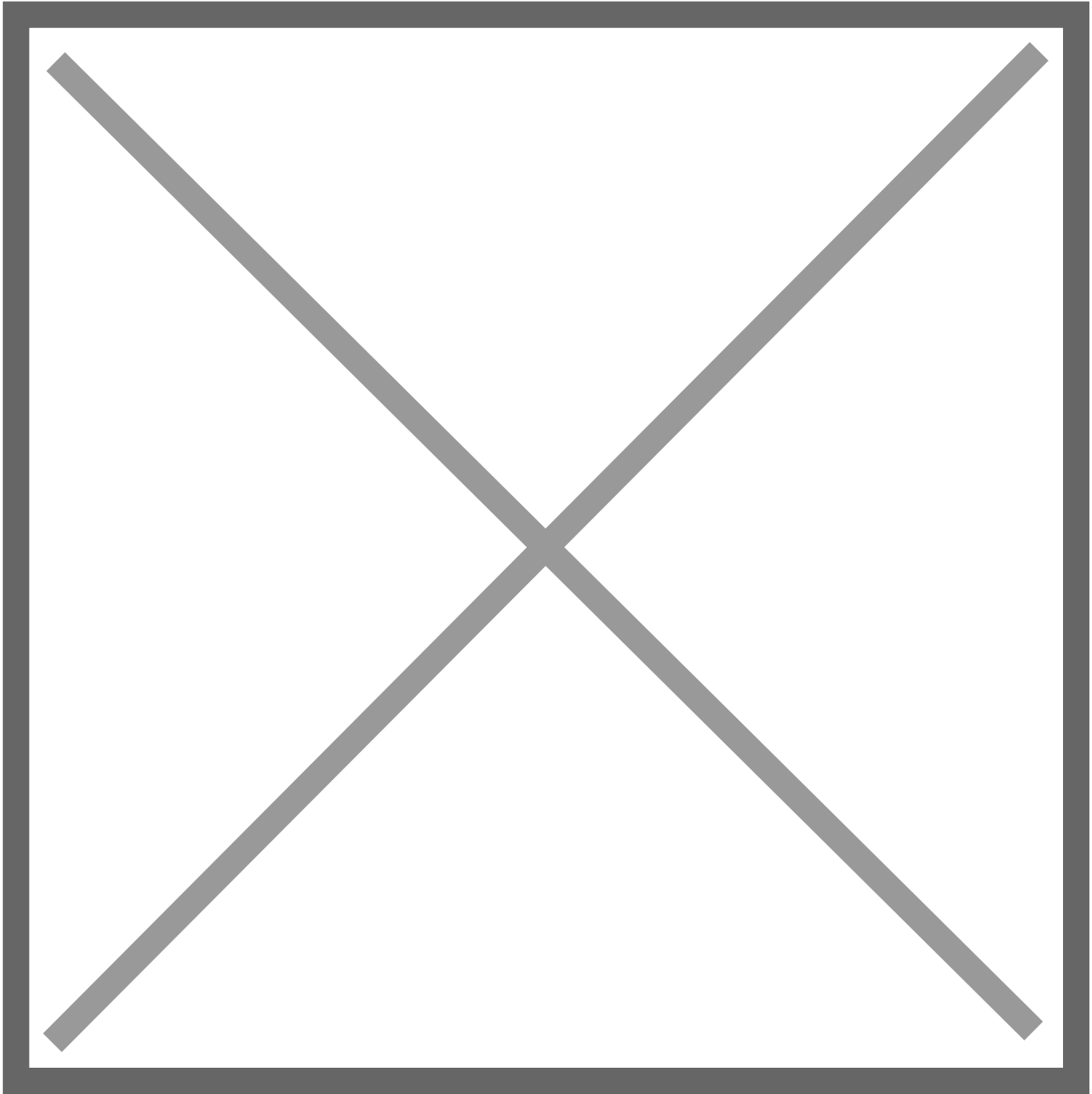
Lets start accessing the certificate authority menu **Services -> Security -> Certificates -> Authority:**



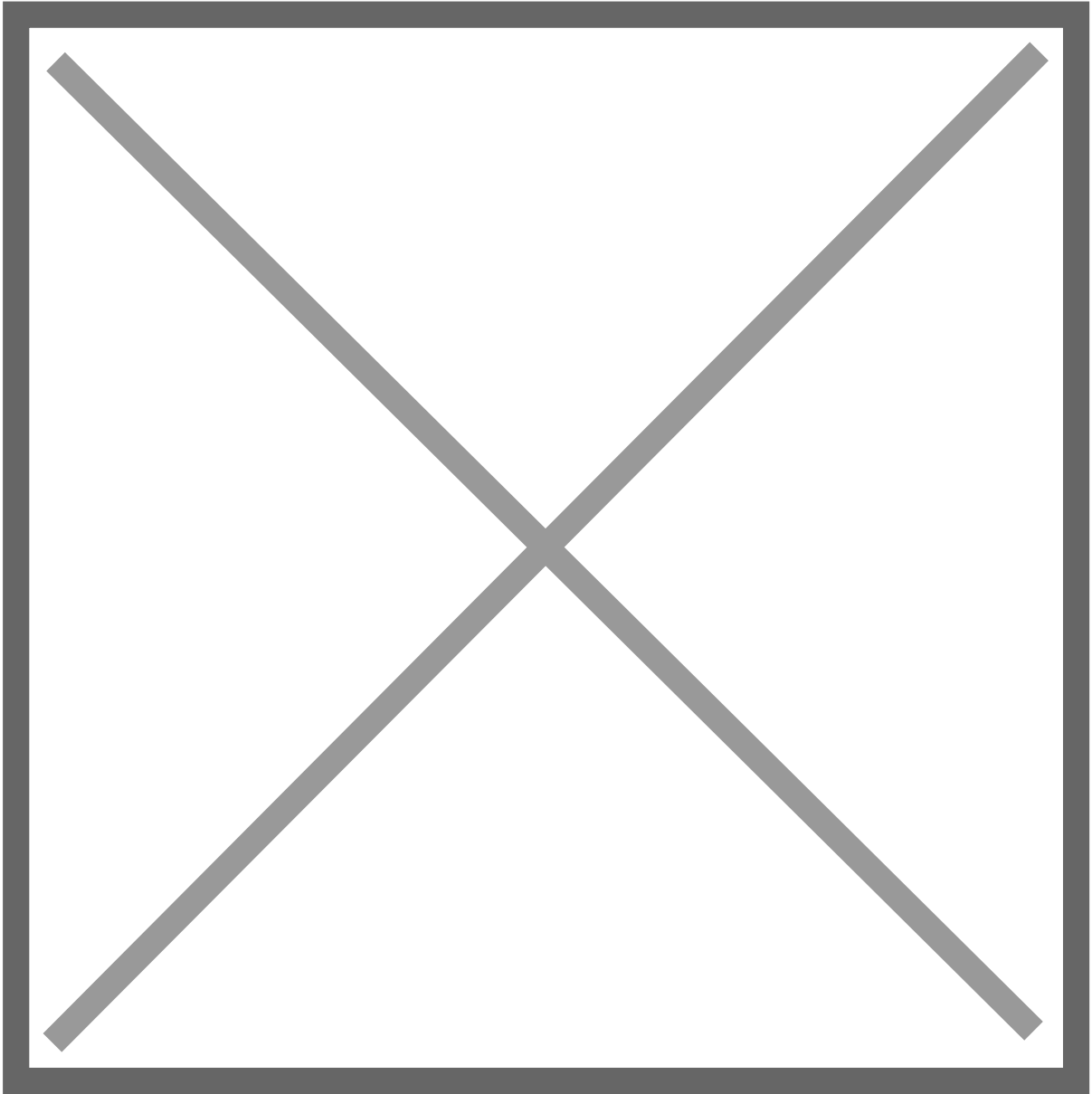
A new web page will be displayed, on the left menu select **Add End Entity** in RA Functions section, then complete the form with the values used in the Oracle SBC configuration (use any Username/Password you want), then click on the Add button:



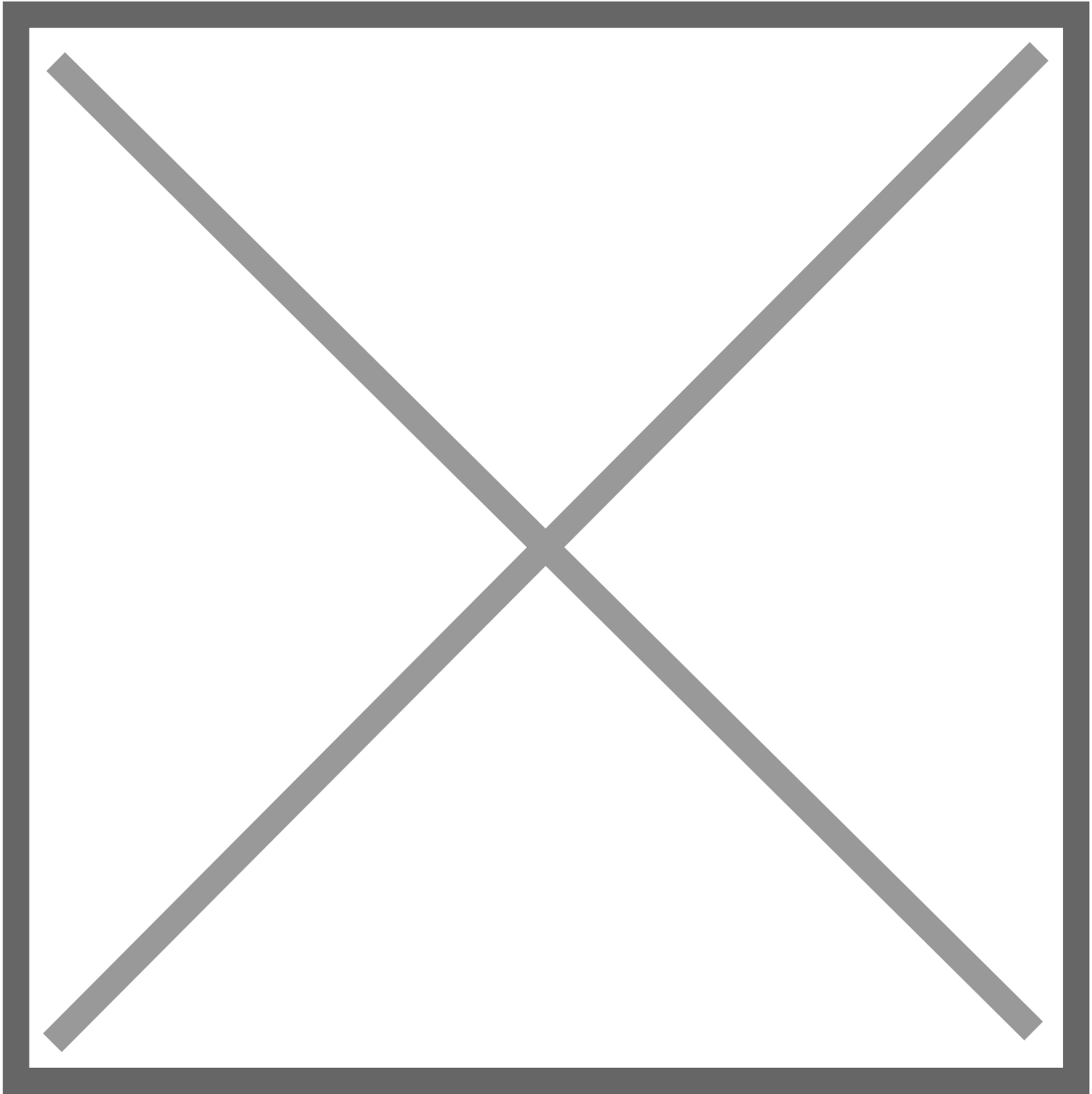
Once completed new information will appear in the bottom indicating that the entity was added successfully:



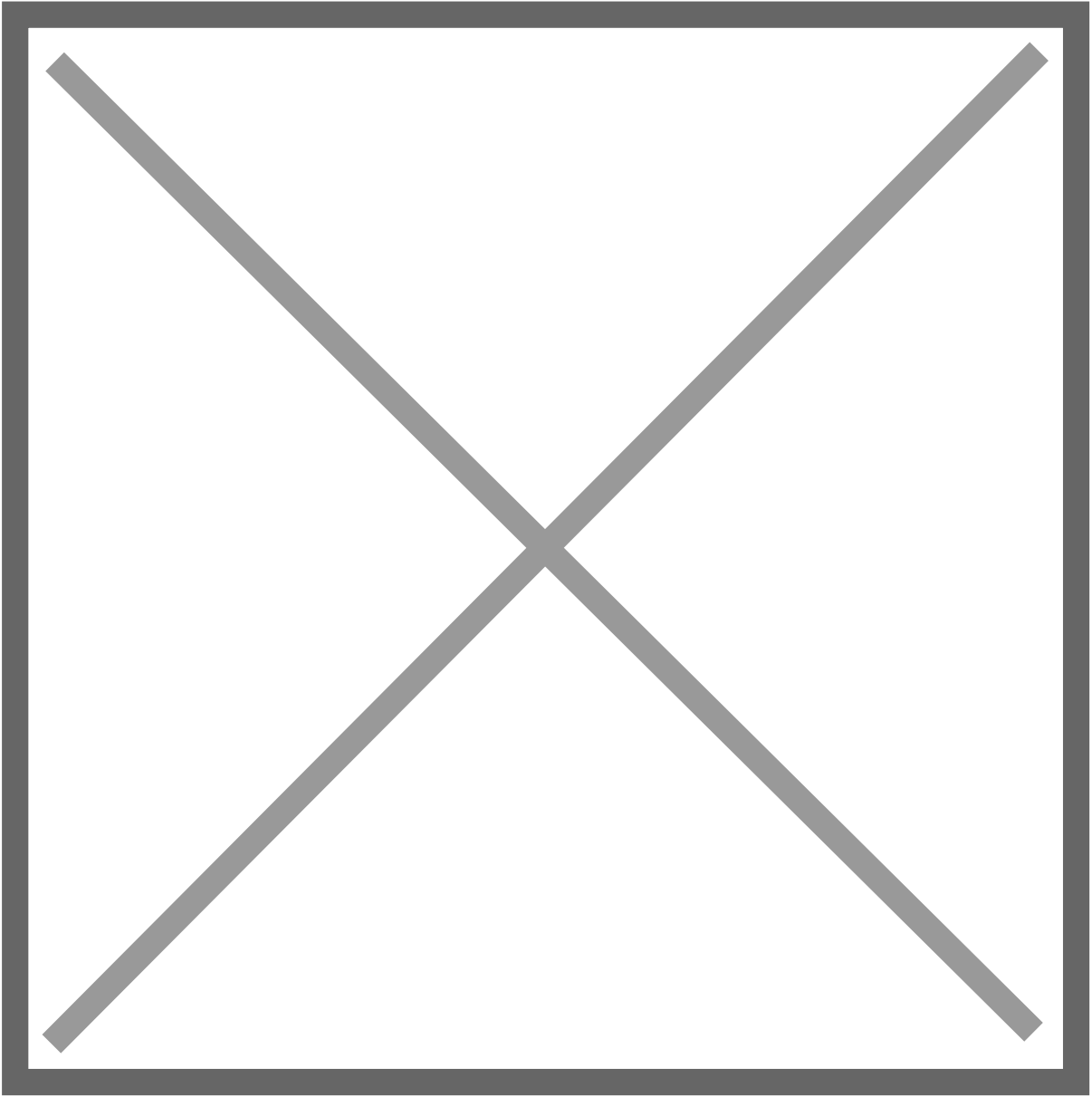
With an Entity now added, we can now sign the certificate request generated in the Oracle SBC, select the option Public Web in the left menu:



Once page is loaded select Create Certificate from CSR on the left menu, and complete the information with the Username/Password used in the previous step, you can upload the text file with the Browse button or copy and paste the Certificate Request generated in the Oracle SBC, and click on OK:

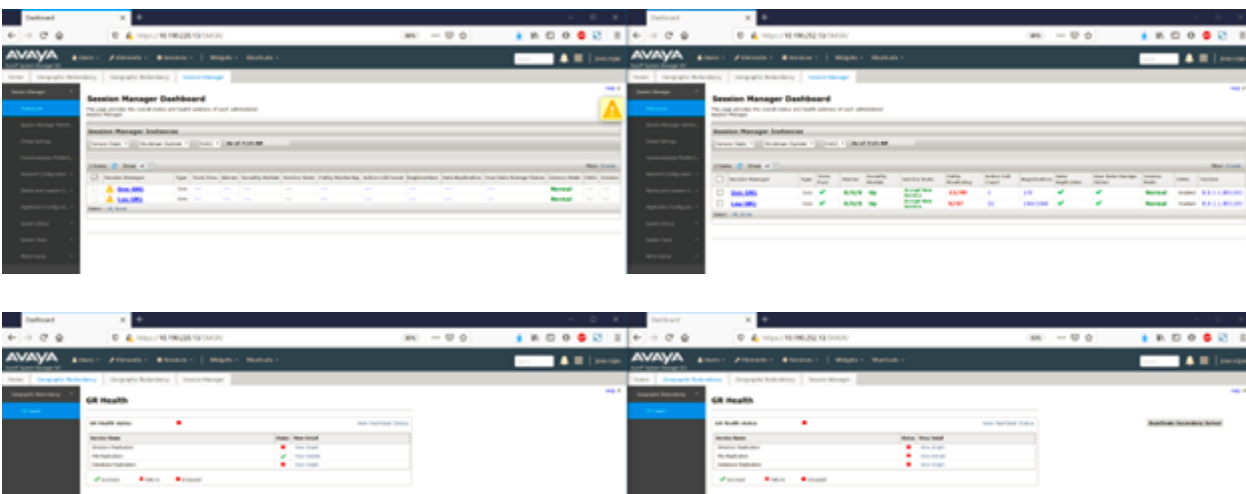


Certificate is now signed and it can be uploaded into the Oracle SBC (click [Download certificate link](#) and save the file):

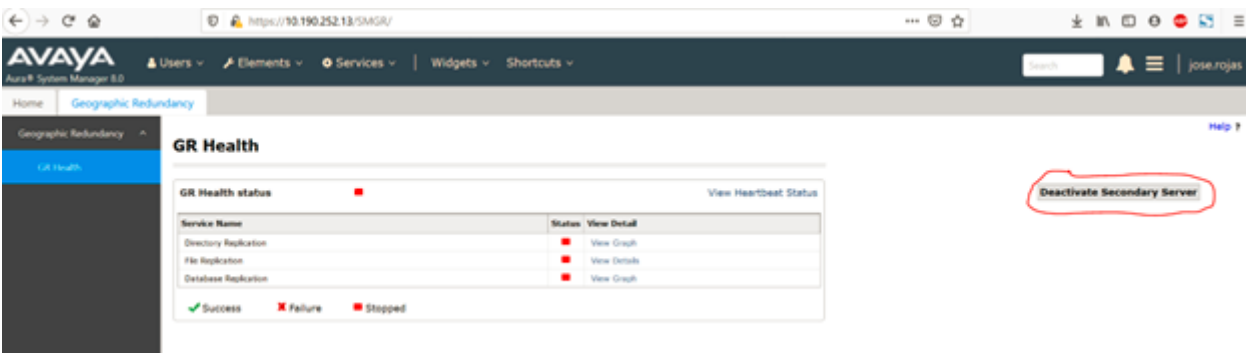


SMGR - GeoRedundancy activating primary server for restoring services

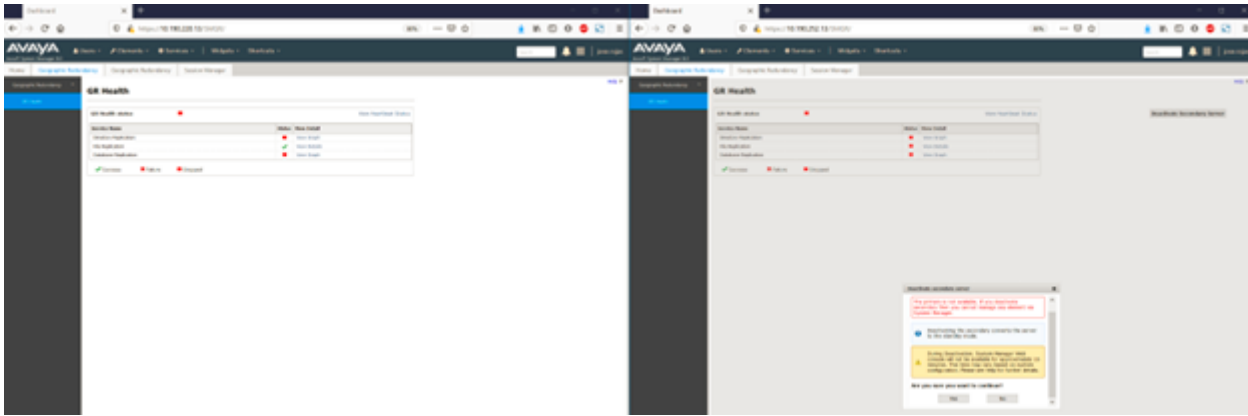
Status shown when Secondary server is active



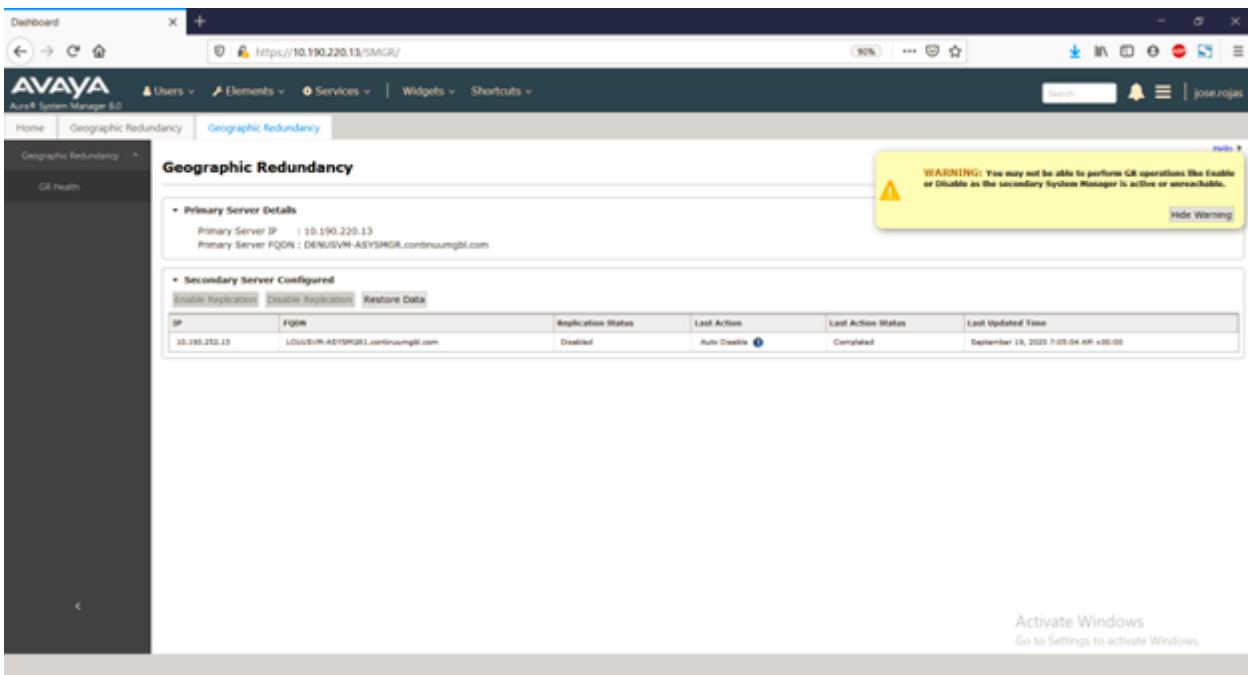
To active primary server, click in deactivate Secondary Server



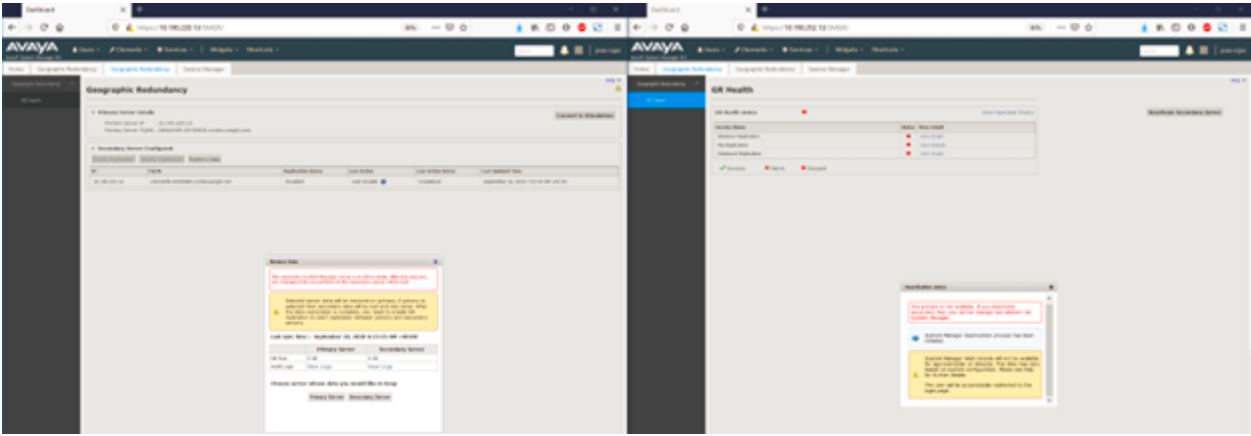
A prompt will ask for confirmation.



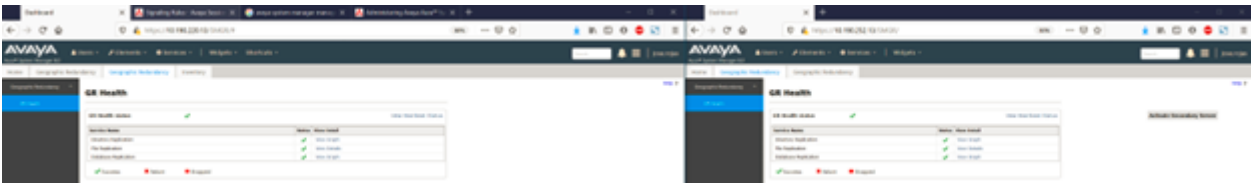
Then click on Restore Data



And then confirm which server config you want to keep.



Then just wait for replication to show all green



SMGR 10 - Install manually over RHEL8

Install redhat

create partitions

enable enterprise and set repos

```
subscription-manager attach --auto
```

```
yum clean all
# rm -rf /var/cache/yum/*
# subscription-manager refresh
```

package required for SMGR-Dependencies-0.1-1.noarch.rpm -y

Log on to the RHEL virtual machine using SSH.

Use the SSH user name to log on.

2. Switch to root user by using the following command: `sudo su`

3. Check if the BaseOS and AppStream repos are enabled.

Repo ID:rhel-8-for-x86_64-baseos-rpms

Repo Name:Red Hat Enterprise Linux 8 for x86_64 - BaseOS (RPMs)

Repo URL:https://cdn.redhat.com/content/dist/rhel8/\$releasever/x86_64/baseos/os

Enabled: 1

and

Repo ID:rhel-8-for-x86_64-appstream-rpms

Repo Name:Red Hat Enterprise Linux 8 for x86_64 - AppStream (RPMs)

Repo URL:https://cdn.redhat.com/content/dist/rhel8/\$releasever/x86_64/appstream/os

Enabled:1

4. Enable the CodeReady Builder repository:

```
subscription-manager repos --enable codeready-builder-for-rhel-8-x86_64-rpms
```

5. Install the EPEL repository:

```
dnf install: https://dl.fedoraproject.org/pub/epel/epel-release-latest-8.noarch.rpm
```

```
subscription-manager repos --enable codeready-builder-for-rhel-8-$(arch)-rpms
dnf install https://dl.fedoraproject.org/pub/epel/epel-release-latest-8.noarch.rpm
```

Disable SELinux

- **vi /etc/selinux/config**

```
# This file controls the state of SELinux on the system.
# SELINUX= can take one of these three values:
#   enforcing - SELinux security policy is enforced.
#   permissive - SELinux prints warnings instead of enforcing.
#   disabled - No SELinux policy is loaded.
SELINUX=disabled
# SELINUXTYPE= can take one of these two values:
#   targeted - Targeted processes are protected,
#   mls - Multi Level Security protection.
SELINUXTYPE=targeted
```

install log /var/log/Avaya/install_check.log