

Avaya - System Manager

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Administration, upgrades and maintenances

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 executable

./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/patchsfx.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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If you do not agree to these terms and enter "N" it will abort the installation/upgrade of this Software.

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/patchesfx.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

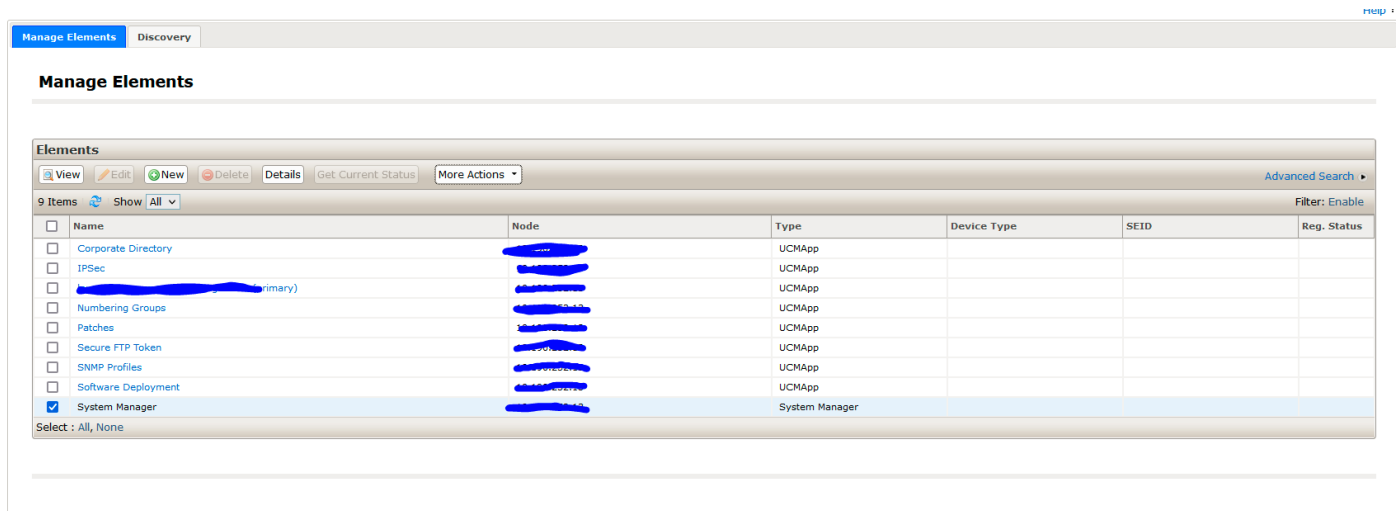
run configureTimezone to setup the same timezone as primary system manager

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



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.

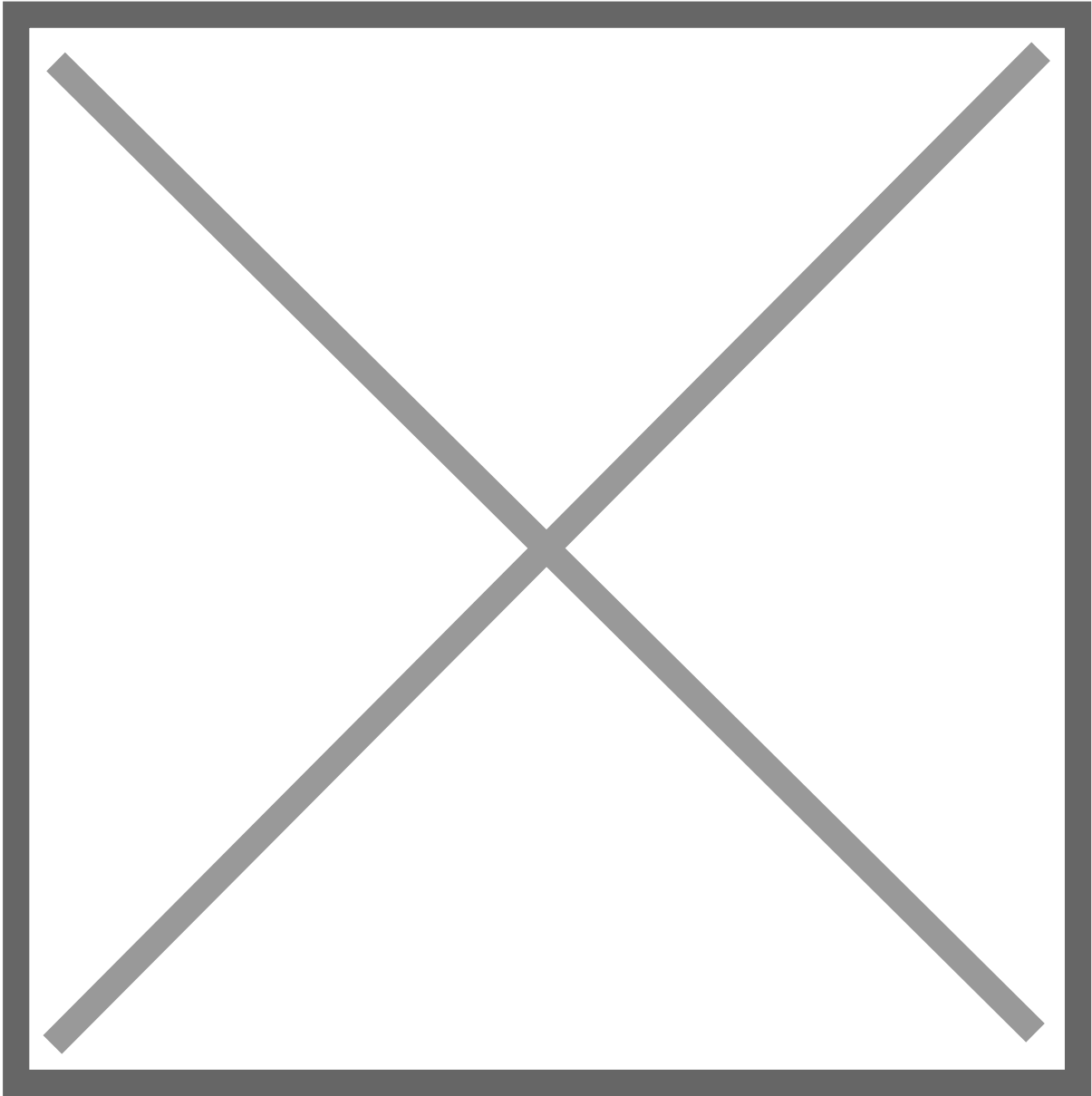
Administration, upgrades and maintenances

SMGR - Signing certificate request with SMGR CA

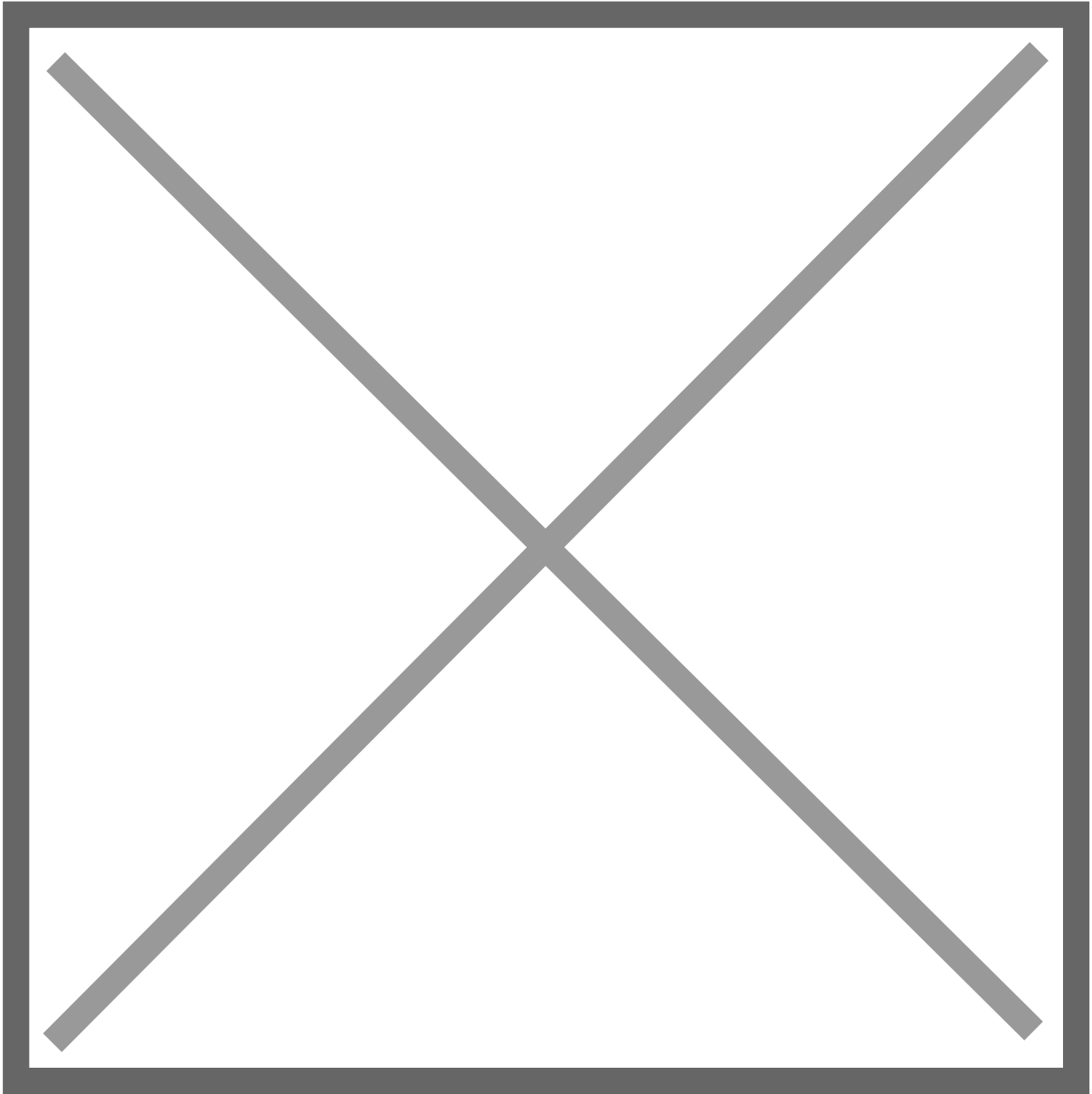
Avaya System Manager comes with a Certificate Authority that can be used to integrate Avaya solutions and manage certificates.

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

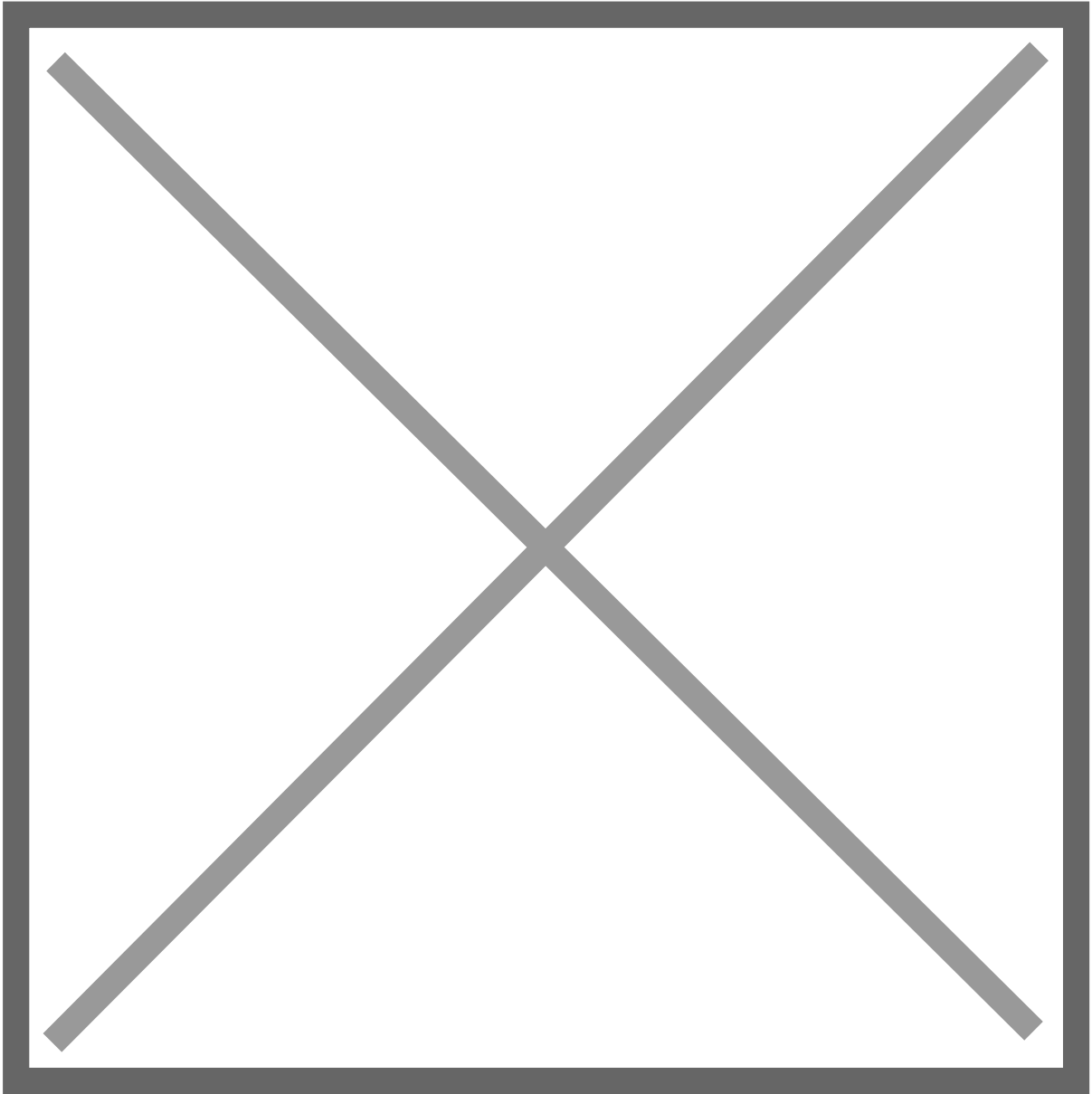
Lets start accessing the certificate authority menu **Services -> Security -> Certificates -> Authority:**



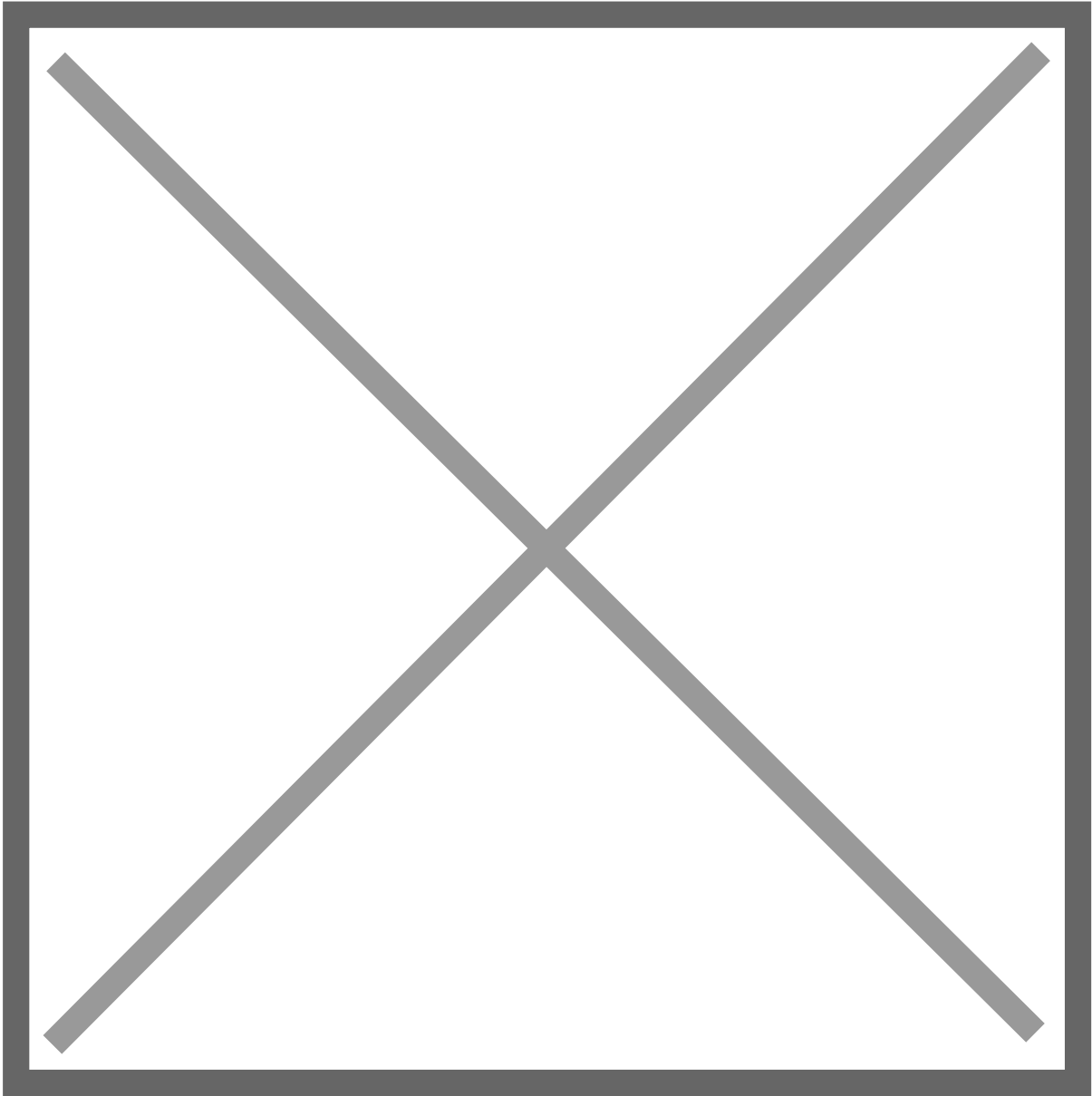
A new web page will be displayed, on the left menu select **Add End Entity** in RA Functions section, then complete the form with the values used in the Oracle SBC configuration (use any Username/Password you want), then click on the Add button:



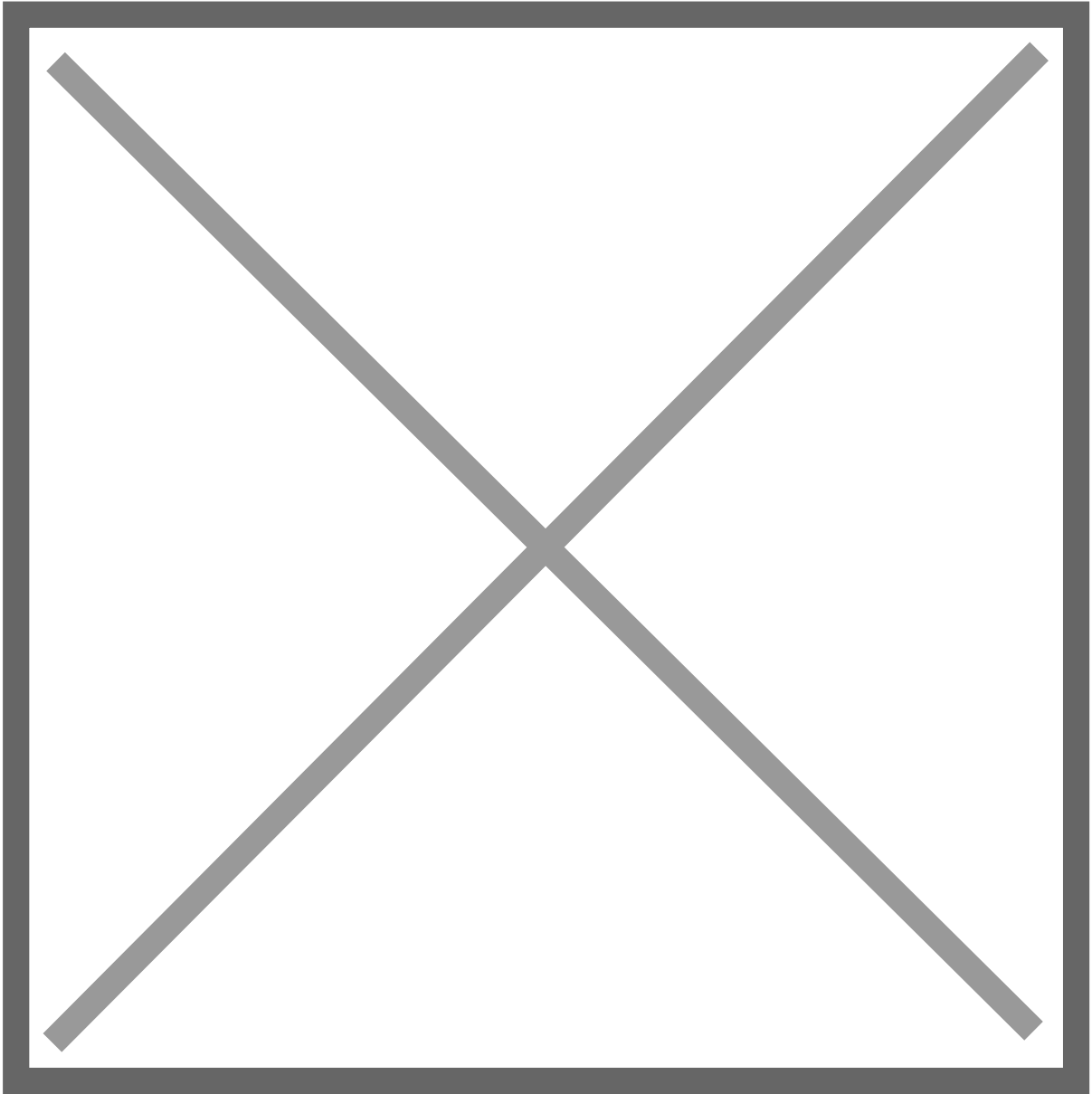
Once completed new information will appear in the bottom indicating that the entity was added successfully:



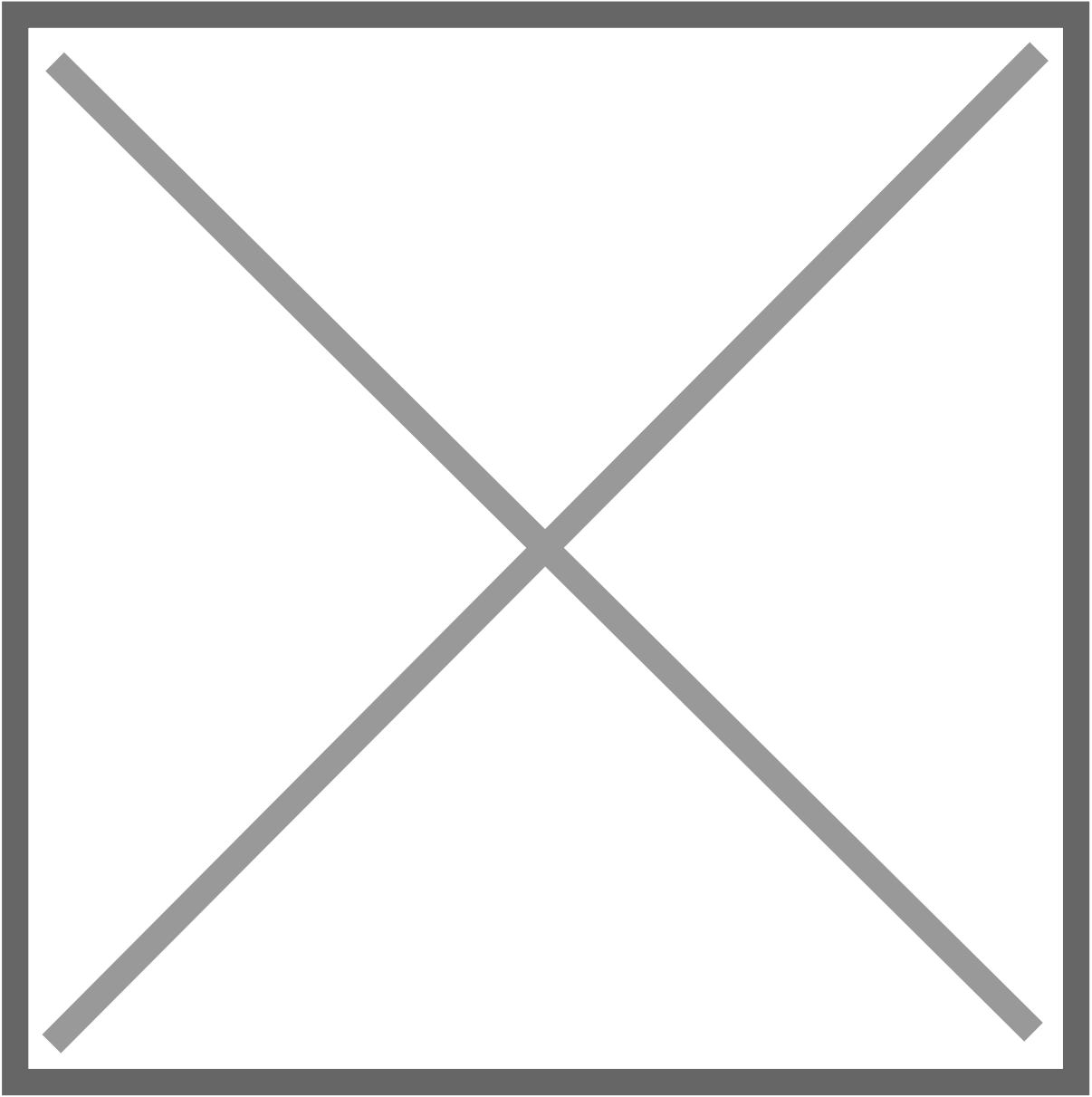
With an Entity now added, we can now sign the certificate request generated in the Oracle SBC, select the option Public Web in the left menu:



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:



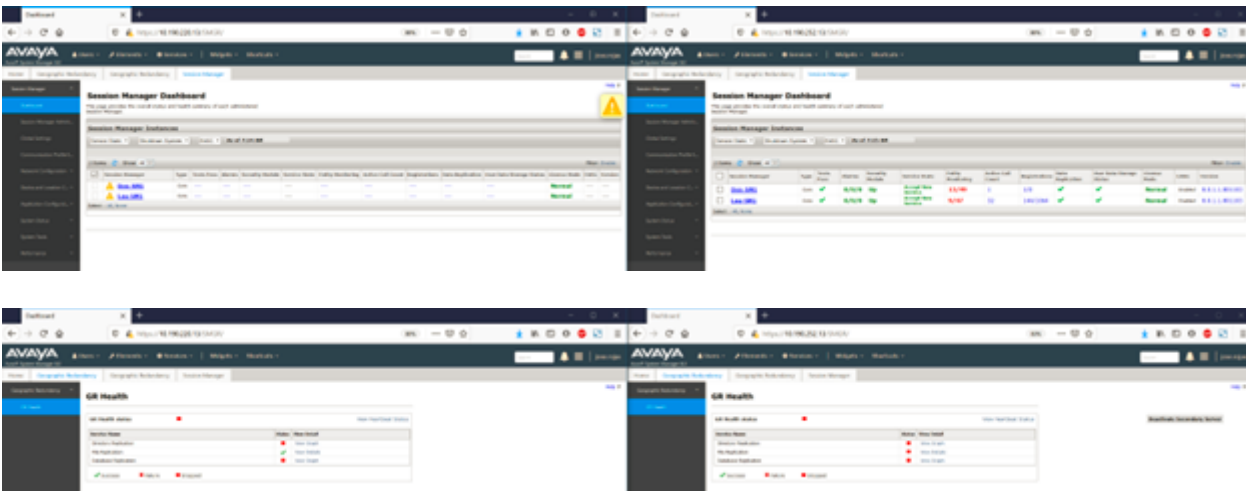
Certificate is now signed and it can be uploaded into the Oracle SBC (click [Download certificate link](#) and save the file):



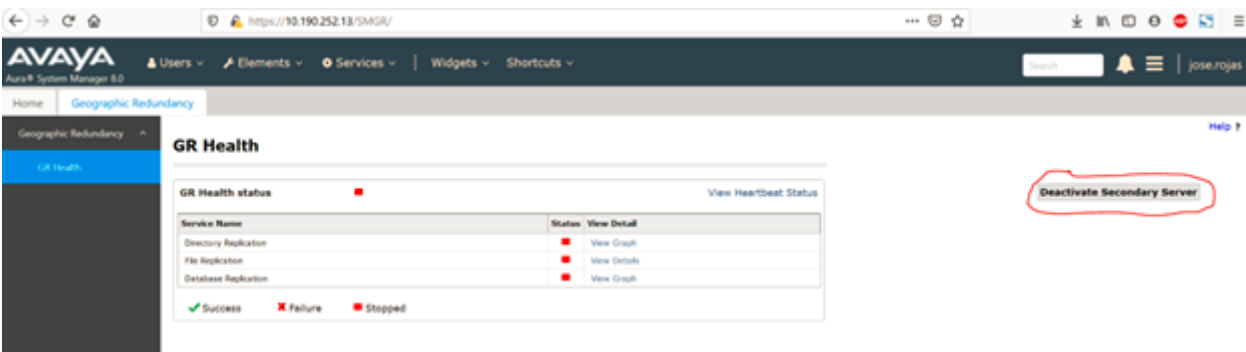
Administration, upgrades and maintenances

SMGR - GeoRedundancy activating primary server for restoring services

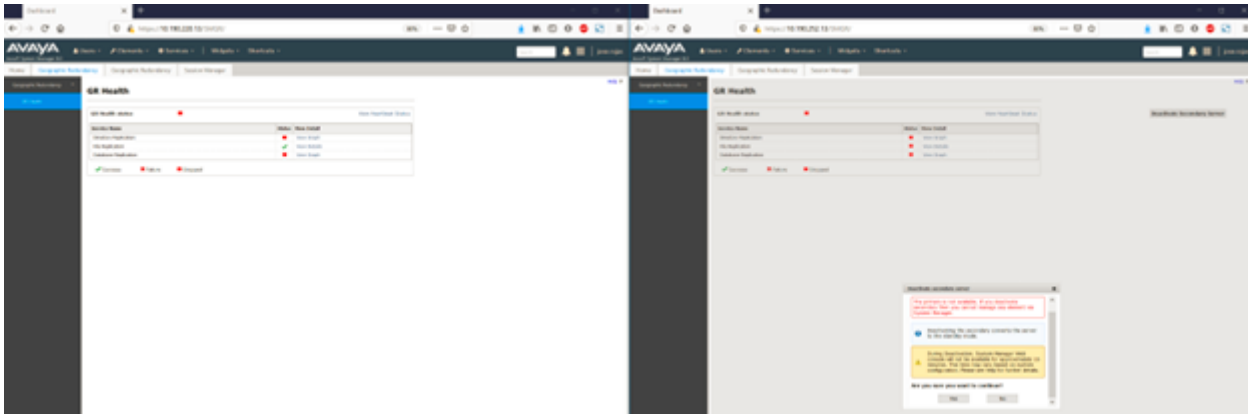
Status shown when Secondary server is active



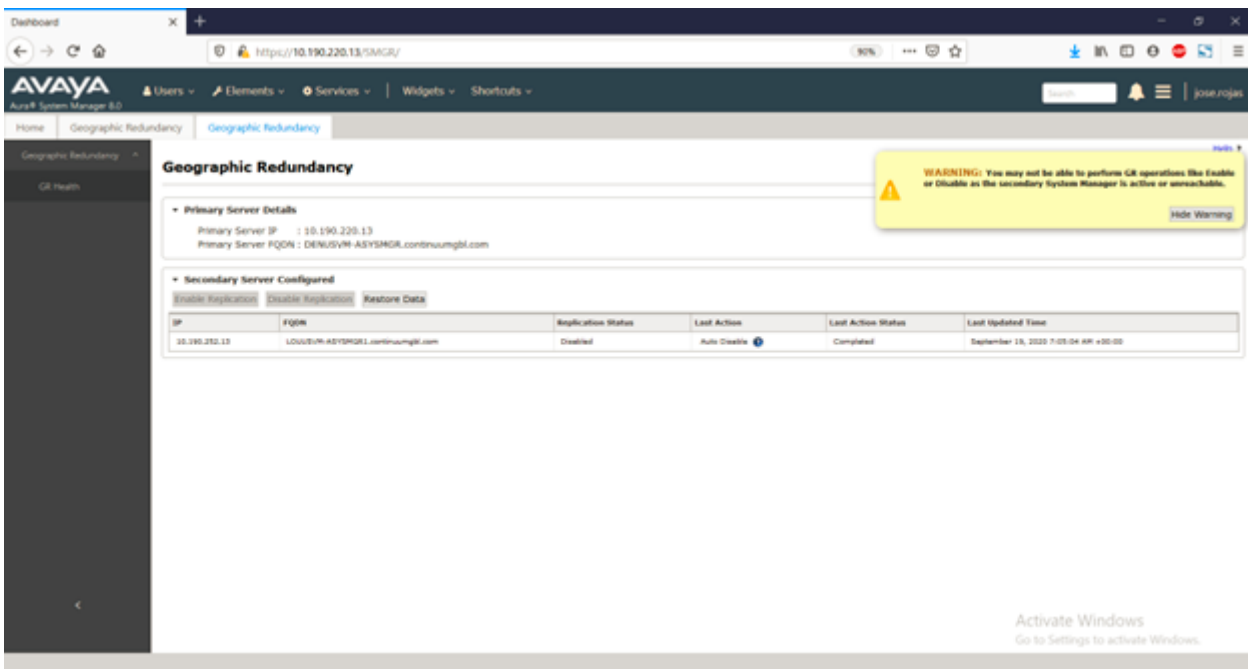
To active primary server, click in deactivate Secondary Server



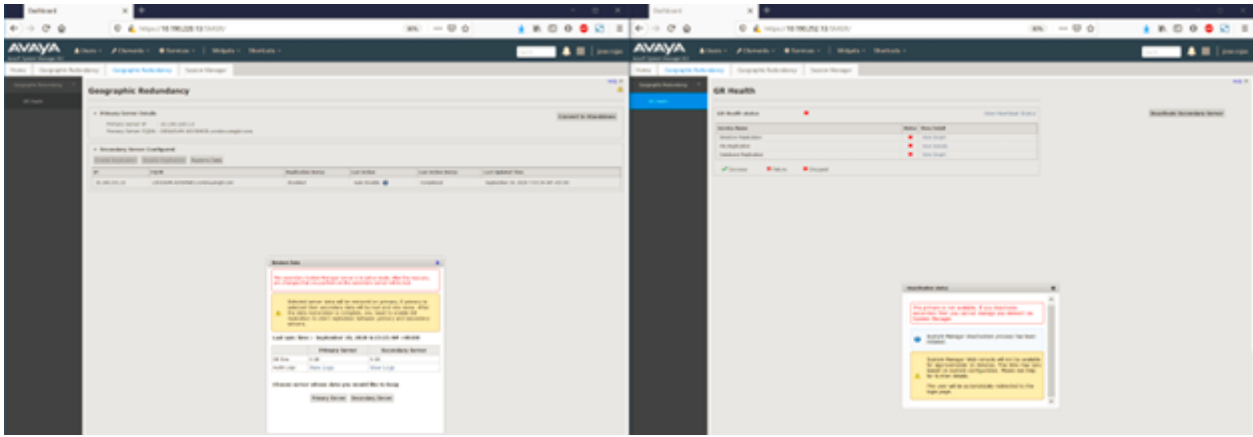
A prompt will ask for confirmation.



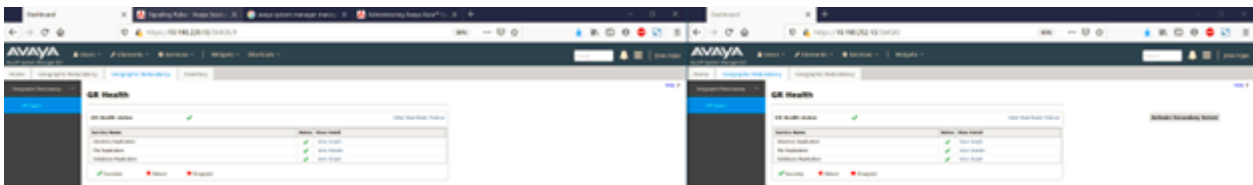
Then click on Restore Data



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

Tips and tricks

Tips and tricks

System Manager - Web GUI password reset via web

1st time login into avaya system password default password is avaya123 for admin account

must change password first time

to reset admin password logon to <https://ip-smgr/local-login> instead of /SMGR or /network-login

logon with cust CLI user and password and reset admin password.

System Manager Web GUI Password Script

create a new file name file as resetpw and save

run script as bash resetpw and follow instructions

Only works on versions up to 10.1, this does not work on a secondary SMGR

```
#!/bin/bash

# Version: 3.7

# Currently this script only supports SMGR up to 10.1

SMGRMaxRelease=101

. /etc/profile

echo
echo -e "\e[91m+-----+"
echo -e "|  Resetpass Script  |"
echo -e "|  Version: 3.7    |"
echo -e "+-----+\e[0m"

echo
[ `echo "$0"|grep -c bash` -gt 0 ] && (echo "Don't cut and paste. Use scp or paste into vi. Hit ^c to return.";stty -
echo;cat > /dev/null)
if [ ! `id -u` -eq 0 ]; then
    echo "You must be root.  Type \"su -\""
    exit 1
fi
```



```
rmdir /tmp/\$\$
if [ -e \$newfile.unenc ]; then
  chmod 755 \$newfile.unenc
  exec ./\$newfile.unenc \$*
fi
exit 5
# trial 8b 0\$\i 00 \$a 87 99 50 00 03 4b ad 28 c8 2f 2a 51 08 89 b2 f5 0d 0\$\x 31 f7 75 09 b1 4e 49 2c 49 55 50
d7 76 2c 4b ac 4c 54 8d 54 cd 55 4d 51 e7 02 00 22 74 63 45 26 00 00 00
__START_OF_ARCHIVE__
EOF
cat /tmp/\$.zip >> \$0.customer
chmod 755 \$0.customer
echo "You can give the customer or BP \$0.customer"
exit 0
fi
}

skel_checkencryption \$*

if [ -e /etc/xen/udom ] || [ -e /etc/xen/udom.xml ]; then
  echo "You are on Dom0."

  version=`swversion | grep ^Version | awk '{print $2}'`
  version=${version:0:3}
  if [ x$version == "x6.4" ]; then
    Idapservice="slapd"
    pamcmd="pam_tally2"
  else
    Idapservice="ldap"
    pamcmd="pam_tally"
  fi

  diskuse=`df -k /|tail -1|awk '{print $(NF-1)}'|tr -d '%`
  echo "Disk use is $diskuse %"
  if [ $diskuse -eq 100 ]; then
    echo "You are out of disk space. Clean it up first."
    df -h
    exit
  fi
```

```

if [ `service $ldapservice status|grep -c "is running"` -eq 0 ]; then
echo "LDAP service is not running. Trying to start."
service $ldapservice start
fi

if [ `service $ldapservice status|grep -c "is running"` -eq 0 ]; then
echo "LDAP service is not running yet. Something is wrong."

if [ `slapcat 2>&1| grep -c startup\ failed` -gt 0 ]; then
echo "slapcat errors detected. possible LDAP corruption."
echo -n "Try to fix?"
read o
if [ `echo "$o"|grep -ci "^y"` -gt 0 ]; then
service $ldapservice stop
slapd_db_recover -v -h /var/lib/ldap # recover db
sleep 4
chown -R ldap:ldap /var/lib/ldap
if [ `slapcat 2>&1| grep -c startup\ failed` -gt 0 ]; then
echo "slapd_db_recover failed to recover."
exit
fi
service $ldapservice start
if [ `service $ldapservice status|grep -c "is running"` -eq 0 ]; then
chown -R ldap:ldap /var/lib/ldap
service $ldapservice start
fi
else
exit
fi
else
echo "Ldap did not come up, but slapcat has no errors. Not sure what's wrong."
exit
fi
fi

```

```
echo -n "Reset root to root01?"
```

```
read o
```

```
if [ `echo "$o"|grep -ci "^y"` -gt 0 ]; then
```

```
sed -i
```

```
s/'^root:.*:(.*):(.*):(.*):(.*):(.*):(.*):(.*)/'root:{$1}$3UEVsYK.\$bUg14pg\vhYYUgR7hXzL.1:\1:\2:\3:\4:\5:\6
```

```

:\7" /etc/shadow
fi
echo -n "Reset admin to admin01?"
read o
if [ `echo "$o"|grep -ci "^y"` -gt 0 ]; then
echo -n "unlocking admin on Dom0, just in case."
$pamcmd --user admin --reset
echo -n "unlocking admin on CDOM, just in case."
ssh cdom.vsp $pamcmd --user admin --reset
if [ -e /etc/ldap.secret ]; then
manpasswd=`sudo cat /etc/ldap.secret`
else
if [ -e /etc/openldap/ldap.secret ]; then
manpasswd=`sudo cat /etc/openldap/ldap.secret`
else
manpasswd=`sudo cat /opt/avaya/vsp/bin/ldapmanagerpw` 2>/dev/null
fi
fi
ldappasswd -D "cn=Manager,dc=vsp" -x -w $manpasswd -s admin01 "uid=admin,ou=People,dc=vsp"
fi
exit
fi

if [ ! -e /opt/nortel/cnd ]; then
echo "You are not on a SMGR box that has a nortel component. This started in SMGR6.1 onward."
echo "Would you like to reset the GUI admin password to admin123"
echo -n "using the old fashioned SMGR5.2+6.0 methods? "
read opt
if [ `echo "$opt"|grep -ci y` -gt 0 ]; then
psql -U postgres avmgmt -c "update csuser set userpassword = 'WyjBDNOFwYbKMeQETEjZOQ==', salt =
'19b99ae4' where username = 'admin'"
echo "If you see UPDATE 1, then the admin password was successfully set to admin123."
exit 0ex
else
exit 2
fi
fi

deleteldapcertfile() {
if [ -f "$~/.ldaprc" ]; then

```

```

rm -f ~/.ldaprc
fi
}

createldapcertfile() {
deleteldapcertfile
if [ "$smgrversion" -eq 71 ]; then
echo "TLS_CACERT /opt/Avaya/JBoss/6.1.0/jboss-as/server/avmgmt/conf/tm/truststore/default_truststore.pem"
> ~/.ldaprc
echo "TLS_CERT /opt/Avaya/JBoss/6.1.0/jboss-as/server/avmgmt/conf/tm/keystore/data_store.pem" >>
~/.ldaprc
echo "TLS_KEY /opt/Avaya/JBoss/6.1.0/jboss-as/server/avmgmt/conf/tm/keystore/data_store.pem" >>
~/.ldaprc
else
if [ "$smgrversion" -ge 101 ]; then
echo "TLS_CACERT /opt/Avaya/JBoss/wildfly/avmgmt/configuration/tm/truststore/default_truststore.pem" >
~/.ldaprc
echo "TLS_CERT /opt/Avaya/JBoss/wildfly/avmgmt/configuration/tm/keystore/data_store.pem" >> ~/.ldaprc
echo "TLS_KEY /opt/Avaya/JBoss/wildfly/avmgmt/configuration/tm/keystore/data_store.pem" >> ~/.ldaprc
else
echo "TLS_CACERT /opt/Avaya/JBoss/wildfly-
10.1.0.Final/avmgmt/configuration/tm/truststore/default_truststore.pem" > ~/.ldaprc
echo "TLS_CERT /opt/Avaya/JBoss/wildfly-10.1.0.Final/avmgmt/configuration/tm/keystore/data_store.pem"
>> ~/.ldaprc
echo "TLS_KEY /opt/Avaya/JBoss/wildfly-10.1.0.Final/avmgmt/configuration/tm/keystore/data_store.pem" >>
~/.ldaprc
fi
fi
}

cleanup() {
deleteldapcertfile
exit
}

trap cleanup INT
trap cleanup EXIT

smgrversion=`cat /opt/Avaya/installdata/inventory.xml 2>>/dev/null |awk
'BEGIN{a=""}{if($1=="</pack>"){print a;a=""}else{a=a" "$0}}'|grep System\ Manager|head -1|sed s/"version

```

```

build"/"version_build"/g |tr " " "\n" | grep "id=.*[0-9]" |cut -d'"' -f2|sort -t. -k4 -n -u | tail -1 | tr -d "."`
if [[ $smgrversion =~ ^101.* ]]; then
    smgrversion=`echo $smgrversion | cut -c1-3`
    echo -e "\e[32mDetected System Manager Version: " `echo $smgrversion | sed 's/./&./2'` "\e[0m"
else
    smgrversion=`echo $smgrversion | cut -c1-2`
    echo -e "\e[32mDetected System Manager Version: " `echo $smgrversion | sed 's/./&./1'` "\e[0m"
fi

if [ "$smgrversion" -gt $SMGRMaxRelease ]; then
    echo -e "\e[91mThis release of SMGR is currently unsupported. Please ensure you are running the latest
version of the script and reach out to Tony Roberts (tonyroberts@avaya.com) to include this new release\e[0m"
    exit
fi

if [ "$smgrversion" -gt 62 ]; then
    if [ `grep serverType $MGMT_HOME/infra/conf/smgr-properties.properties | cut -d\= -f2`x == 'secondary'x ];
then
    echo "You are running the script on the secondary server of a Geographically Redundant pair and this script
MUST not be used on the secondary server as it may cause corruption."
    echo "The script will now exit..."
    exit 2
elif [ `grep serverType $MGMT_HOME/infra/conf/smgr-properties.properties | cut -d\= -f2`x != 'primary'x -a
`grep serverType $MGMT_HOME/infra/conf/smgr-properties.properties | cut -d\= -f2`x != 'standalone'x ]; then
    echo "This doesn't seem to be a SMGR in mode standalone, primary, or secondary"
    echo "Script will exit since it cannot tell what server type this is"
    echo "Please contact ETSS to get this script updated"
    exit 2
fi
fi

quantumreconfigure(){

# if [ "$smgrversion" == "101" ]; then
#   echo "Quantum Reconfigure is not supported on release 10.1"
#   exit 3
# fi

cat << EOF

NOTE: A quantum reconfigure should only be used as a last resort after all other troubleshooting has been
exhausted

```

There is a long 18.5 minute procedure to restore LDAP and reinitialize quantum (timed in a lab).

You MUST get the customer to confirm that:

If SMGR is used to manage any CS1000 equipment, the SMGR/Quantum and all of their CS1000 configurations will need to be reconfigured. So the reconfiguration should only ever be done if you're certain they have no CS1000 configuration to lose.

A Quantum reconfiguration will:

- o default the SMGR "admin" password to "admin123" and force a password change upon first login
- o remove any defined custom RBAC roles & policies
- o remove any defined "administrator" users
- o require that any external authentication to be reconfigured (if originally configured)
- o default the security policies (password, session, login banner and sign-on cookie domain)
- o restore menu items to the default. If any custom menu items have been setup, they will be lost. For

Example: Device Adapter

This takes down the web interface for up to 1 hour.

EOF

```
echo -n "Proceed? y/n -> "  
  read opt  
  if [ `echo "$opt"|grep -ci y` -gt 0 ]; then  
  
    if [ "$smgrversion" -ge 80 ]; then  
      autoConfigFile="$JBOSS_HOME/avmgmt/configuration/quantum/quantum-config/autoConfig.properties"  
    else  
      autoConfigFile="$JBOSS_HOME/server/avmgmt/conf/quantum-config/autoConfig.properties"  
    fi  
  
    echo "Performing the long procedure to recover... This may take up to 1 hour..."  
    /etc/init.d/jboss stop  
    sleep 10  
    cd /home/ucmdeploy/quantum  
    sh quantumUnconfigure.sh  
    sh quantumAutoConfigPrepare.sh  
    sh queryDefaultCertInfo.sh  
    sh quantumChown.sh
```

```
echo success > /opt/vsp/tminstatus.txt
```

```
echo success > /tmp/tminstatus.txt
```

```
service jboss start
```

```
sleep 5
```

```
echo "The jboss restart takes 5 minutes. Do not stop this. Be patient."
```

```
date
```

```
/opt/vsp/twiddle/JBossStatus.sh 900 &
```

```
MY_PID=$!
```

```
while true; do
```

```
    #test to see if pid exists
```

```
    kill -0 $MY_PID &> /dev/null
```

```
    if [ $? -eq 0 ]; then
```

```
        echo -n "."
```

```
        sleep 1
```

```
    else
```

```
        echo Done!
```

```
        break
```

```
    fi
```

```
done
```

```
#####
```

```
    # Confirm that JBoss is indeed "started"
```

```
    /opt/vsp/twiddle/JBossStatus.sh 2
```

```
    status=${PIPESTATUS[0]}
```

```
    if [ $status -ne 0 ]; then
```

```
        echo "SMGR" "JBoss startup FAILED"
```

```
        exit 1
```

```
    fi
```

```
## Check for consumption of the Quantum Auto Configuration file
```

```
echo "Quantum Auto Configuration... Waiting for completion"
```

```
count=20
```

```
while [ $count -ge 0 ]; do
```

```
    if [ -e $autoConfigFile ]; then
```

```
        ##Check if Quantum failure exists
```

```
        ##Log message if Quantum config failed
```

```
        cat $autoConfigFile | grep operationStatus=failed
```

```
status=`echo $?`
if [ $status -eq 0 ]; then
    echo "Quantum Auto Configuration failure"
    cat $autoConfigFile | grep operationStatus=failed
    cat $autoConfigFile | grep ErrorMessage=
    exit 15
    break
else
    echo "Quantum Auto Configuration $count : still running."
fi
else
    echo "Quantum Auto Configuration Completed."
    break
fi

if [ $count -eq 0 ]; then
    echo "Quantum Auto Configuration Timed out"
    break
fi
sleep 30
count=$((count-1))
done
```

```
#####
```

```
sleep 20
```

```
service jboss restart
```

```
echo "The jboss restart will take 5 more minutes. Do not stop this. Be patient."
```

```
date
```

```
/opt/vsp/twiddle/JBossStatus.sh 900 &
```

```
MY_PID=$!
```

```
while true; do
```

```
    #test to see if pid exists
```

```
    kill -0 $MY_PID &> /dev/null
```

```
    if [ $? -eq 0 ]; then
```

```
        echo -n "."
```

```
        sleep 1
```

```
    else
```

```

        echo Done!
        break
    fi
done
# Confirm that JBoss is indeed started
/opt/vsp/twiddle/JBossStatus.sh 2
status=${PIPESTATUS[0]}
if [ $status -ne 0 ]; then
    echo "SMGR" "JBoss startup FAILED"
    exit 1
fi

#####
    echo "Wait for policy publishing to complete... ~5 minutes"
    sleep 300    # Need to allow policy publishing to complete.

#####

    echo "Done at `date`"
    echo "The GUI admin password is now 'admin123'. Please change the password using the Change
Password link on the GUI."
    echo "Once changed, you can use this script to change it again if needed."
    exit
else
    exit 1
fi
}

if [ x"$1" == x"-q" ]; then
    quantumreconfigure
    exit 0
fi

echo
echo "NOTE: Run this script with -q to force a quantum reconfiguration."
echo
echo -n "Checking if CND DB connection is up..."
cd /opt/nortel/cnd

```

```

./cnd.sh debug >& /tmp/cnddebug
fs=`stat -c%s /opt/nortel/cnd/slapp 2>/dev/null`
[ x"$fs" == x ] && fs=0
slappissue=1
if [ $fs -eq 150 -o "$smgrversion" -ge 71 ]; then
    slappissue=0
fi
if [ `grep -ci "CND Admin.*Success" /tmp/cnddebug` -eq 0 -o $slappissue -eq 1 ]; then
    echo " Not good."
    echo "Something is wrong with CND."
    if [ $fs -eq 2 ]; then
        cat << EOF

```

The filesize of slapp is only 2 bytes.

I've seen this happen when the date is wrong on the box, and the quantum was not configured properly because the certificates did not fall in the proper range.

The date is `date`.

If the date is wrong, fix that first. Then you should force a quantum re-configure with \$0 -q

But read the disclaimer too.

```

EOF
    exit
fi
if [ $fs -ne 150 ]; then
    echo "/opt/nortel/cnd/slapp tampered with."
    bakfile=/opt/nortel/cnd/slapp.bak
    fs=`stat -c%s $bakfile 2>/dev/null`
    [ x"$fs" == x ] && fs=0
    if [ $fs -ne 150 ]; then
        bakfile=/opt/nortel/cnd/slapp.back
        fs=`stat -c%s $bakfile 2>/dev/null`
        [ x"$fs" == x ] && fs=0
    fi
    if [ $fs -eq 150 ]; then
        echo "Found a backup $bakfile which is the correct size."
        echo -n "Try to restore it [y/n]?"
        read opt
        if [ `echo "$opt"|grep -ci y` -gt 0 ]; then
            cp $bakfile /opt/nortel/cnd/slapp
            mv $bakfile $bakfile.old

```

```

/etc/init.d/cnd restart
echo "Try rerunning this script now."
fi
exit 1
else
quantumreconfigure
fi
else
echo "/opt/nortel/cnd/slapp is ok. Contact ETSS"
exit 2
fi
else
echo " Good"
fi

if [ x"$1" == "x-r" ]; then
oldpass=`cat /tmp/.adminsav 2>/dev/null`
if [ x"$oldpass" == x ]; then
echo "Old Password not found."
else
echo "Old encrypted pass is $oldpass. Reverting..."
cd /opt/nortel/cnd
#different steps for V7.1+ than other releases
if [ "$smgrversion" -ge 71 ]; then
createldapcertfile
pwdquality=`./slapcat -f slapd.conf |less|grep -i pwdCheckQuality|head -1|awk '{print $2}'`
pwdinhistory=`./slapcat -f slapd.conf |less|grep -i pwdInHistory|head -1|awk '{print $2}'`
pwdminage=`./slapcat -f slapd.conf |less|grep -i pwdMinAge|head -1|awk '{print $2}'`
policy="dn: name=default,ou=PwdPolicies,dc=Nortel,dc=com\nchangeType:modify\n"
echo -e "${policy}replace:pwdCheckQuality\npwdCheckQuality:0\n\n" > modifypol.ldif
echo -e "${policy}replace:pwdInHistory\npwdInHistory:0\n\n" >> modifypol.ldif
echo -e "${policy}replace:pwdMinAge\npwdMinAge:0\n\n" >> modifypol.ldif
policy="dn: uid=admin,ou=people,dc=nortel,dc=com\nchangeType:modify\n"
echo -e "${policy}replace:userPassword\nuserPassword::$oldpass" >> modifypol.ldif
if [ $pwdquality -gt 0 ] || [ $pwdinhistory -gt 0 ] || [ $pwdminage -gt 0 ]; then
policy="\n\ndn: name=default,ou=PwdPolicies,dc=Nortel,dc=com\nchangeType:modify\n"
echo -e "${policy}replace:pwdCheckQuality\npwdCheckQuality:${pwdquality}\n\n" >> modifypol.ldif
echo -e "${policy}replace:pwdInHistory\npwdInHistory:${pwdinhistory}\n\n" >> modifypol.ldif
echo -e "${policy}replace:pwdMinAge\npwdMinAge:${pwdminage}\n\n" >> modifypol.ldif
fi
fi

```

```

./ldapadd -H ldaps://localhost:636 -D "cn=Administrator,dc=Nortel,dc=com" -Y external -f modifypol.ldif &>
/dev/null
else
policy="dn: uid=admin,ou=people,dc=nortel,dc=com\nchangeType:modify\n"
echo -e "${policy}replace:userPassword\nuserPassword::$oldpass" > modifypol.ldif
rootpw=`java -cp cndCli-executable.jar com.avaya.cnd.cli.PrintAdminPwdEntryPoint 2>/dev/null`
./ldapadd -D "cn=Administrator,dc=Nortel,dc=com" -x -w "$rootpw" -f modifypol.ldif >& /dev/null
fi
cd - >& /dev/null
fi
exit
fi

if [ x"$1" == "x-u" ]; then
echo "+-----+"
echo "| Checking for locked GUI accounts |"
echo "+-----+"
echo ""

cd /opt/nortel/cnd
locklistDNs=`./slapcat -f slapd.conf|egrep -i "^dn: uid=|^pwdAccountLockedTime"|awk
'{$1=="pwdAccountLockedTime:"){print o}else{o=$2}}`
if [ x"$locklistDNs" == x ]; then
echo -e "\e[91mNo locked accounts found.....\e[0m"
exit
fi
echo -e "Locked accounts found [ \e[91m`echo -e \"\e[91m$locklistDNs\e[0m\" | wc -l`\e[0m ] :\"
echo ""
IFS='
'
arrLockedAccounts=( $locklistDNs )
for LockedAccount in "${arrLockedAccounts[@]}"
do
echo -e "\e[91m`echo $LockedAccount | cut -d= -f2|cut -d, -f1`\e[0m"
done
echo ""
echo -n "Do you want to unlock all accounts? [ y/n ] ->"
read opt
echo ""
if [ `echo "$opt"|grep -ci y` -gt 0 ]; then

```

```

rm -f modifypol.ldif
for LockedAccount in "${arrLockedAccounts[@]}"; do
    policy="dn: $LockedAccount\nchangeType:modify\n"
    echo -e "${policy}delete:pwdAccountLockedTime\n\n" >> modifypol.ldif
done
if [ "$smgrversion" -ge 71 ]; then
    createldapcertfile
    ./ldapadd -H ldaps://localhost:636 -D "cn=Administrator,dc=Nortel,dc=com" -Y external -f modifypol.ldif &>
/dev/null
    else
        rootpw=`java -cp cndCli-executable.jar com.avaya.cnd.cli.PrintAdminPwdEntryPoint 2>/dev/null`
        ./ldapadd -D "cn=Administrator,dc=Nortel,dc=com" -x -w "$rootpw" -f modifypol.ldif &> /dev/null
    fi
    echo -e "\e[91mAll accounts have been unlocked\e[0m"
else
    echo -e "\e[91mAborting.....\e[0m"
fi
cd - >& /dev/null
exit
fi

if [ "$smgrversion" -lt 71 ]; then
    echo
    echo "Would you like to reset the admin user's GUI or CLI password?"
    echo "1. GUI"
    echo "2. CLI"
    echo -n "Please enter your choice: "
    read opt
    else
        opt=1 # Force GUI password reset only
    fi
    if [ "$opt" == "1" ]; then
        echo "+-----+"
        echo "| Resetting password for GUI |"
        echo "+-----+"
        echo -n > /tmp/expirelist
        echo -n > /tmp/expirelistall
        m=""
        cd /opt/nortel/cnd
        curtim=`date +%s`

```

```

pwdage=`./slapcat -f slapd.conf |less|grep -i pwdMaxAge|head -1|awk '{print $2}'`
pwdquality=`./slapcat -f slapd.conf |less|grep -i pwdCheckQuality|head -1|awk '{print $2}'`
pwdminage=`./slapcat -f slapd.conf |less|grep -i pwdMinAge|head -1|awk '{print $2}'`
pwdinhistory=`./slapcat -f slapd.conf |less|grep -i pwdInHistory|head -1|awk '{print $2}'`

if [ "$smgrversion" -ge 71 ]; then
    oldpass=`./slapcat -f /opt/nortel/cnd/slapd.conf | grep -i "uid=admin,ou=People,dc=Nortel,dc=com" -A50 | grep
-A1 userPassword | sed 's/userPassword:: //'`
else
    oldpass=`./slapcat -f slapd.conf|egrep -i "^dn: uid=|^userPassword"|awk '{if($1=="userPassword:"){print o"
"$2}else{o=$2}}'|grep "^uid=admin,"|awk '{print $2}'`
fi
if [ "x$oldpass" == "x" ]; then
    echo
    echo -e "\e[91mUnable to determine the original password!!\e[0m"
    echo
    echo -e "You will not be able to restore to the original password. Continue anyway? [ y/n ] -> "
    read opt
    if [ `echo "$opt"|grep -ci y` -eq 0 ]; then
        echo
        echo -n "Aborting..."
        echo
        exit
    fi
fi
echo "Checking Password Settings..."
echo -n "Quality / Strength = "
[ $pwdquality -eq 0 ] && echo "disabled" || echo "enabled"
echo -n "Previous History   = $pwdinhistory ("
[ $pwdinhistory -eq 0 ] && echo "disabled)" || echo "enabled)"
echo -n "Minimum Age       =" `expr $((($pwdminage / 86400))` "days ("
[ $pwdminage -eq 0 ] && echo "disabled)" || echo "enabled)"
echo -n "Maximum Age        =" `expr $((($pwdage / 86400))` "days "
if [ $pwdage -eq 0 ]; then
    echo "(Password never expires)"
    echo
else
    echo
    echo
    echo -n "Checking for expired GUI accounts... "

```

```

./slapcat -f slapd.conf|egrep -i "^dn: uid=|^pwdChangedTime"|awk '{if($1=="pwdChangedTime"){print o"$2}else{o=$2}}'| while read line ; do
d=`echo "$line"|awk '{printf("%s %s\n",substr($2,1,8),substr($2,9,4))}'`
pwdset=`date --date="$d" '+%s' -u`
expirestim=$((($pwdage*86400)+$pwdset)
expiresinsec=$((expirestim-$curtim))
usr=`echo $line|awk '{print $1}'|cut -d= -f2|cut -d, -f1`
echo $expiresinsec for $usr >> /tmp/expirelistall
if [ $expiresinsec -lt 0 ]; then
echo $expiresinsec for $usr >> /tmp/expirelist
fi
done
if [ `cat /tmp/expirelist|wc -l` -eq 0 ]; then
echo "No expired accounts."
else
listexpire=`awk '{print $NF}' /tmp/expirelist|tr "\n" ","`
m=" Expired:$listexpire"
echo "$m"
echo "Note: instead of resetting the password, you can try https://FQDN/SMGR instead of https://IP/SMGR to
get the warning."
fi
fi
cd - >& /dev/null

echo -n "Checking for locked GUI accounts..."

cd /opt/nortel/cnd
locklist=`./slapcat -f slapd.conf|egrep -i "^dn: uid=|^pwdAccountLockedTime"|awk
'{if($1=="pwdAccountLockedTime"){print o}else{o=$2}}'|cut -d= -f2|cut -d, -f1|tr "\n" ","`
cd - >& /dev/null
echo -n " $locklist"
[ x"$locklist" == x ] && echo "No locked accounts" || echo
guilock=$locklist

echo -n "Checking for accounts with force password on next login..."
cd /opt/nortel/cnd
locklist=`./slapcat -f slapd.conf|egrep -i "^dn: uid=|^pwdMustChange.*TRUE"|awk
'{if($1=="pwdMustChange:"){print o}else{o=$2}}'|grep .|cut -d= -f2|cut -d, -f1|tr "\n" ","`
cd - >& /dev/null
echo -n " $locklist"

```

```
[ x"$locklist" == x ] && echo "No accounts with this flag set" || echo
```

```
echo
```

```
unlock=0
```

```
if [ `echo $guilock|grep -c admin` -gt 0 ]; then
```

```
echo -n "Account is locked. Unlock it instead of reset pass? [ y/n ] ->"
```

```
read opt
```

```
if [ `echo "$opt"|grep -ci y` -gt 0 ]; then
```

```
unlock=1
```

```
fi
```

```
fi
```

```
if [ $unlock -eq 0 -a x"$1" != "x-r" ]; then
```

```
echo "Choose a different password for admin for WEB versus SSH."
```

```
echo "If you make them the same, you will be presented with a different screen at login."
```

```
echo
```

```
if [ "$smgrversion" -ge 71 ]; then
```

```
echo -e "\e[33mNOTE: For 7.1+ password resets, you MUST use a complex password that meets the minimum requirements or override the quality settings\e[0m"
```

```
fi
```

```
echo ""
```

```
echo -e "\e[91mNOTE: If this script fails to reset the admin GUI password, please do not take any action such as a quantum-reconfigure to resolve. You should attempt to reset the password from the Administrators section of the dashboard (if you have eToken / EASG access) or reach out to a SME for assistance if you don't!\e[0m"
```

```
echo ""
```

```
echo -n "Enter the new password for admin [GUI]: "
```

```
stty -echo
```

```
read -r pw
```

```
stty echo
```

```
echo -ne "\nEnter the new password for admin [GUI] again: "
```

```
stty -echo
```

```
read -r pw2
```

```
stty echo
```

```
if [ x"$pw" != x"$pw2" ]; then
```

```
echo -e "\nThe passwords do not match!"
```

```
exit 3
```

```
fi
```

```
echo ""
```

```
echo -n "Turn off password aging too? [ y/N ]: "
```

```
read age
```

```

quality="N"
if [ $pwdquality -eq 2 ] || [ $pwdinhistory -gt 0 ] || [ $pwdminage -gt 0 ]; then
    echo -n "Ignore password quality / history / age settings? [ y/N ]: "
    read quality
fi
fi

cd /opt/nortel/cnd
if [ "$smgrversion" -ge 71 ]; then
    createldapcertfile

if [ $unlock -eq 0 ]; then
    if [ x"$quality" == "xy" -o x"$quality" == "xY" -o x"$quality" == "xyes" ]; then
        echo "Ignoring password quality / history / age settings..."
        policy="dn:name=default,ou=PwdPolicies,dc=Nortel,dc=com\nchangeType:modify\nreplace:"
        echo -e "${policy}pwdCheckQuality\npwdCheckQuality:0\n" > modifypol.ldif
        echo -e "${policy}pwdInHistory\npwdInHistory:0\n" >> modifypol.ldif
        echo -e "${policy}pwdMinAge\npwdMinAge:0\n" >> modifypol.ldif
        ./ldapadd -H ldaps://localhost:636 -D "cn=Administrator,dc=Nortel,dc=com" -Y external -f modifypol.ldif &>
/dev/null
        fi
        /opt/nortel/cnd/ldappasswd -H ldaps://localhost:636 -D "cn=Administrator,dc=Nortel,dc=com" -Y external -s
"$pw" "uid=admin,ou=People,dc=nortel,dc=com" &> /tmp/resetpass_error.txt
        if [ $pwdquality -gt 0 ] || [ $pwdinhistory -gt 0 ] || [ $pwdminage -gt 0 ]; then
            policy="dn:name=default,ou=PwdPolicies,dc=Nortel,dc=com\nchangeType:modify\nreplace:"
            echo -e "${policy}pwdCheckQuality\npwdCheckQuality:${pwdquality}\n" > modifypol.ldif
            echo -e "${policy}pwdInHistory\npwdInHistory:${pwdinhistory}\n" >> modifypol.ldif
            echo -e "${policy}pwdMinAge\npwdMinAge:${pwdminage}\n" >> modifypol.ldif
            ./ldapadd -H ldaps://localhost:636 -D "cn=Administrator,dc=Nortel,dc=com" -Y external -f modifypol.ldif &>
/dev/null
            fi
        else
            echo "Turning off lock"
            policy="dn:uid=admin,ou=people,dc=nortel,dc=com\nchangeType:modify\n"
            echo -e "${policy}delete:pwdAccountLockedTime\n" > modifypol.ldif
            ./ldapadd -H ldaps://localhost:636 -D "cn=Administrator,dc=Nortel,dc=com" -Y external -f modifypol.ldif &>
/dev/null
            fi

if [ x"$age" == "xy" -o x"$age" == "xY" -o x"$age" == "xyes" ]; then

```

```

echo "Turning off password aging."
policy="dn:name=default,ou=PwdPolicies,dc=Nortel,dc=com\nchangeType:modify\nreplace:"
echo -e "${policy}pwdGraceAuthNLimit\npwdGraceAuthNLimit:0\n" > modifypol.ldif
echo -e "${policy}pwdMaxAge\npwdMaxAge:0\n" >> modifypol.ldif
echo -e "${policy}pwdMaxFailure\npwdMaxFailure:5\n" >> modifypol.ldif
echo -e "${policy}pwdExpireWarning\npwdExpireWarning:0\n" >> modifypol.ldif
echo -e "${policy}pwdMinAge\npwdMinAge:0\n" >> modifypol.ldif
./ldapadd -H ldaps://localhost:636 -D "cn=Administrator,dc=Nortel,dc=com" -Y external -f modifypol.ldif &>
/dev/null
fi
else
rootpw=`java -cp cndCli-executable.jar com.avaya.cnd.cli.PrintAdminPwdEntryPoint 2>/dev/null`

# /opt/nortel/cnd/ldapsearch -x -b "dc=Nortel,dc=com" -D "cn=Administrator,dc=Nortel,dc=com" -w "$rootpw"
> ldap.txt

if [ $unlock -eq 0 ]; then
/opt/nortel/cnd/ldapasswd -D "cn=Administrator,dc=Nortel,dc=com" -x -w "$rootpw" -s "$pw"
"uid=admin,ou=People,dc=nortel,dc=com"
else
echo "Turning off lock"
policy="dn:uid=admin,ou=people,dc=nortel,dc=com\nchangeType:modify\n"
echo -e "${policy}delete:pwdAccountLockedTime\n" > modifypol.ldif
./ldapadd -D "cn=Administrator,dc=Nortel,dc=com" -x -w "$rootpw" -f modifypol.ldif
fi

if [ x"$age" == "xy" -o x"$age" == "xY" -o x"$age" == "xyes" ]; then
echo "Turning off password aging."
policy="dn:name=default,ou=PwdPolicies,dc=Nortel,dc=com\nchangeType:modify\nreplace:"
echo -e "${policy}pwdGraceAuthNLimit\npwdGraceAuthNLimit:0\n" > modifypol.ldif
echo -e "${policy}pwdMaxAge\npwdMaxAge:0\n" >> modifypol.ldif
echo -e "${policy}pwdMaxFailure\npwdMaxFailure:5\n" >> modifypol.ldif
echo -e "${policy}pwdExpireWarning\npwdExpireWarning:0\n" >> modifypol.ldif
echo -e "${policy}pwdMinAge\npwdMinAge:0\n" >> modifypol.ldif
./ldapadd -D "cn=Administrator,dc=Nortel,dc=com" -x -w "$rootpw" -f modifypol.ldif
fi
fi

echo ""
if [ x"$1" == "x" ]; then

```

```

echo "Old Password saved - $oldpass"
echo "Run $0 -r to revert back to old password. Useful if you need to temporarily login."
echo "$oldpass" > /tmp/.adminsave
fi
if [ "$smgrversion" -ge 71 ]; then
    newpass=`./slapcat -f /opt/nortel/cnd/slapd.conf | grep -i "uid=admin,ou=People,dc=Nortel,dc=com" -A50 |
grep -A1 userPassword | sed 's/userPassword:: //'`
else
    newpass=`./slapcat -f slapd.conf|egrep -i "^dn: uid=|^userPassword"|awk '{if($1=="userPassword:"){print o"$2}else{o=$2}}'|grep "^uid=admin,"|awk '{print $2}'`
fi
echo "Current pass: $newpass."
if [ "$oldpass" == "$newpass" ]; then
    echo
    echo -e "\e[91mUnable to change the password. Possible error description:\e[0m"
    echo ""
    egrep "Result:|Additional info:" /tmp/resetpass_error.txt
    if [ `egrep "Result:|Additional info:" /tmp/resetpass_error.txt -c` -eq 0 ]; then
        echo -e "\e[91mResult: \e[0mNo error was returned"
        echo -e "\e[91mAdditional Info: \e[0mMake sure the password that you are using is different than the one
already in use!"
    fi
fi
elif [ "$opt" == "2" ]; then
    echo "+-----+"
    echo "| Resetting password for CLI |"
    echo "+-----+"
    expires=`echo "$accdetails" | grep "Password expires" | cut -d: -f 2 | xargs`
    accdetails=`chage -l admin`
    if [ "$expires" == "never" ]; then
        echo "Password expiry is already disabled for the admin user."
    else
        echo -n "Turn off password expiry for the admin user? [ y/n ]:"
        read opt
        if [ `echo "$opt" | grep -ci "^y"` -gt 0 ]; then
            echo "Disabling password expiry for the admin user..."
            `chage -m0 -M-1 -E-1 -l-1 admin`
        else
            echo "NOT disabling password expiry for the admin user..."
            expires=`date -d "$expires" +%s`

```

```
today=`date +%s`
diff_days=$((($expires - $today) / 86400))
if [ $diff_days -lt 0 ]; then
    echo "Password has already expired."
elif [ $diff_days == 0 ]; then
    echo "Password Will expire today."
elif [ $diff_days == 1 ]; then
    echo "Password will expire tomorrow."
else
    echo "Password will expire in $diff_days days."
fi
fi
fi
passwd admin
else
    echo "Invalid choice, please run the script again."
fi
```

Tips and tricks

Modify TLS on Secondary System Manager

Logon to primary system manager and disable replication

Troubleshooting

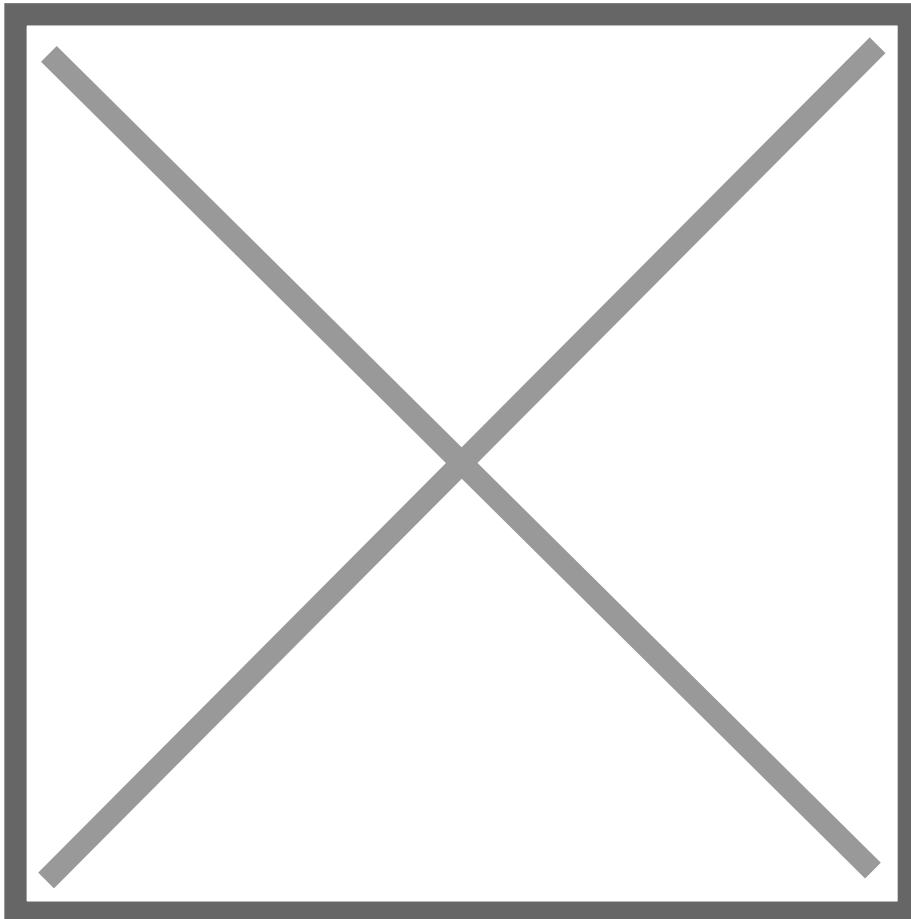
SMGR - JBoss restart

There are multiple situations where Avaya System Manager JBoss needs to be restarted, in my case multiple alerts from different Avaya systems about loosing connectivity to the Web License Manager (CM, SBCE and AES) were received.

After troubleshooting the problem, it was narrowed down to the JBoss process in the System Manager which had to be restarted to clear all the issues.

Here is the command to verify the status and restart the process (root access is required)

#service jboss status



#service jboss restart

Restarting JBoss process is NOT service affecting, but System Manager web administration wont be accessible for about 10 minutes.

JBoss - Unable to start disk full maillog

to clear out maillog from system manager follow the procedure below

```
root >df -k
Filesystem          1K-blocks  Used Available Use% Mounted on
/dev/mapper/smgrvg01-lv_root    4343808 2042116 2301692 48% /
devtmpfs              6056520   0 6056520 0% /dev
tmpfs                 6068832   8 6068824 1% /dev/shm
tmpfs                 6068832 586280 5482552 10% /run
tmpfs                 6068832   0 6068832 0% /sys/fs/cgroup
/dev/mapper/smgrvg01-lv_var    5724160 1704032 4020128 30% /var
/dev/mapper/smgrvg01-lv_home    1935360 366932 1568428 19% /home
/dev/mapper/smgrvg01-lv_var_log 1935360 1935340   20 100% /var/log
/dev/mapper/smgrvg01-lv_var_log_audit 1935360 33520 1901840 2% /var/log/audit
/dev/mapper/smgrvg01-lv_data    13854720 926576 12928144 7% /var/lib/pgsql/data
/dev/mapper/smgrvg01-lv_opt    10078208 8282612 1795596 83% /opt
/dev/mapper/smgrvg01-lv_tmp     1525760 33192 1492568 3% /tmp
/dev/sda1             520868 254280 266588 49% /boot
/dev/sdc              15718400 87540 15630860 1% /emdata
/dev/sdd              22009344 1435376 20573968 7% /swlibrary
/dev/mapper/smgrvg02-lv_cnd     1038336 70188 968148 7% /var/opt/nortel/cnd
/dev/mapper/smgrvg02-lv_perfdata 25149444 116200 25033244 1% /perfdata
tmpfs                  1213768   0 1213768 0% /run/user/779

du -h --max-depth=1 | sort -hr

ls -l --block-size=M
```

to zero out maillog run command:

```
/dev/null > /var/log/maillog
```

System Manager Logs

Navigate to /var/log/Avaya/mgmt/

LS directory

```
root >ls
aads          conf          gls           ip-fqdn       mediaserver   pem           reports       sdm           spa           um_bulkexport
abg           discovery    gs           iptcm         mgmtwebservice pif          resource     securityserver statustracker um_bulkimport
alarms        dodenv       harvest       iptcmessaging mms          presence     resources     smgrds       sum           upm
asm           downloads    healthmonitor lifecycle       monitor       provisioning restartCrashedJBoss.log snmp          swagmt       upr
authz         drs          IAM           logging        nrp           quantum      rts           spirit         TenantMgmt    vsmgmt
comet         dse          infra         loggingui      officelinx   pbac         scheduler     spirithome   tm            webim
commonConsole geo           inventory     logs           orchestrator RemoteSNMPConfig sdk           spiritlogs    traplistener  zephyr
```

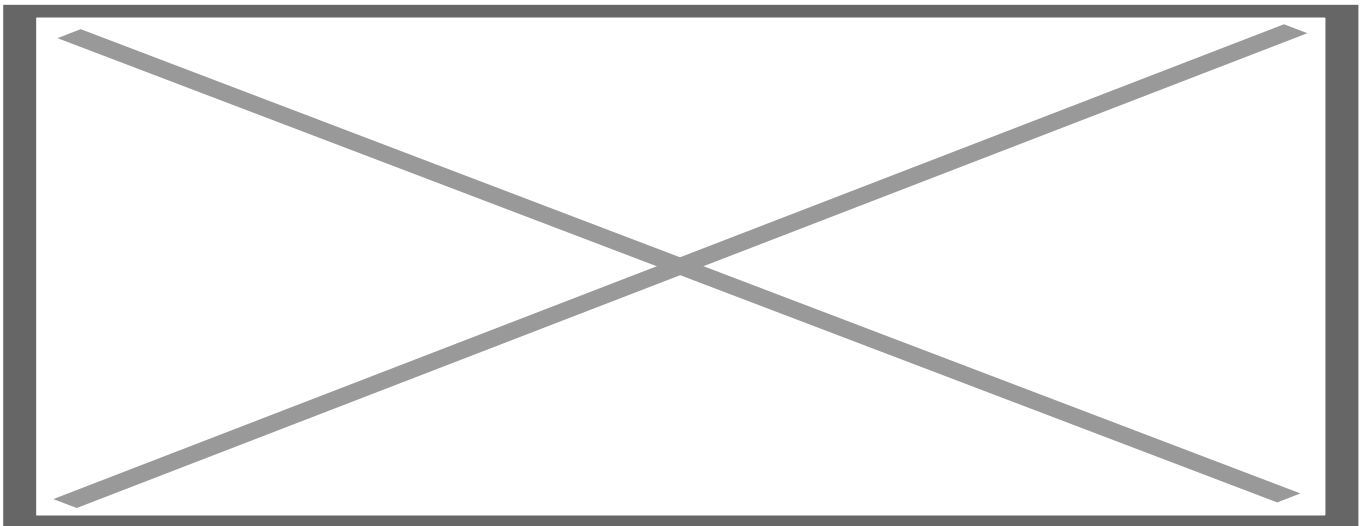
for example cd to geo directory to check georedundant logs

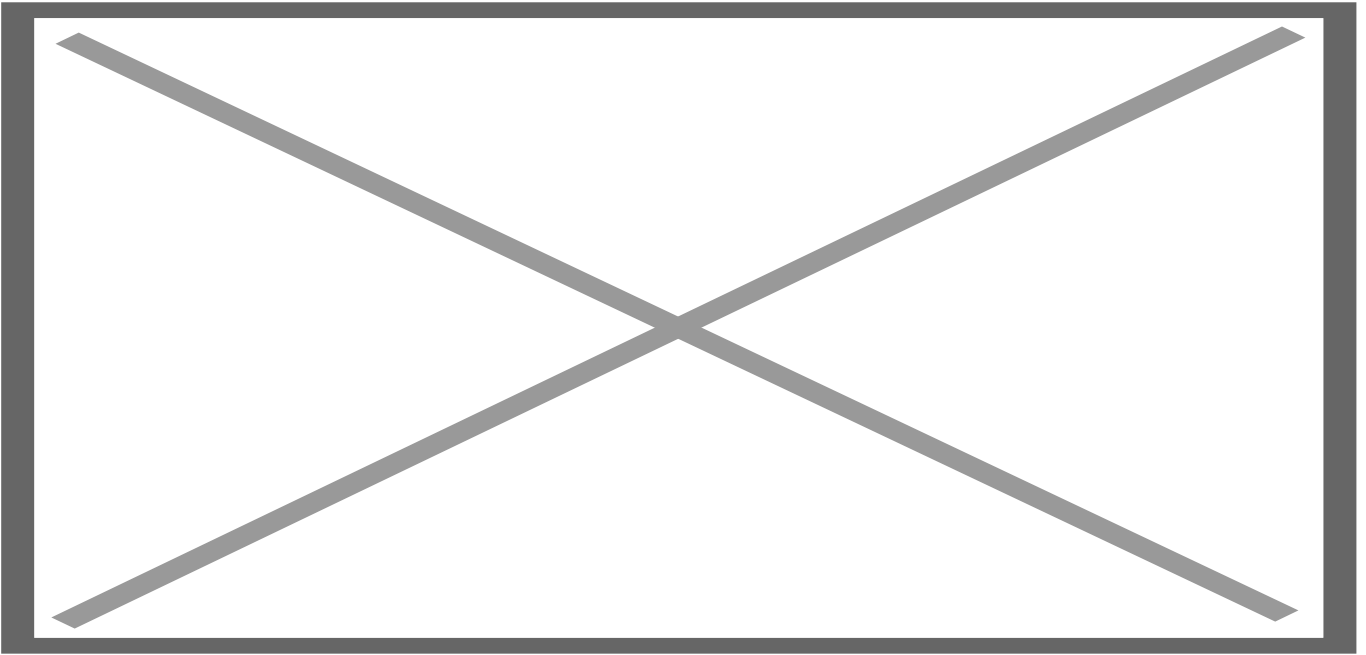
Troubleshooting

System Manager 8.1 - Geo Replication not tworking due o CSYNC2 service down

Problem Clarification

Geo replication is enabled, but File Replication Health status on Primary SMGR is showing failed.





Primary SMGR file replication Heartbeat failed since 22nd Aug



Cause

Primary SMGR csync2.log shows connection to Secondary SMGR failed.

TIMESTAMP: 2022-09-07 10:25:02 AEST (GMT+1000)

TIMESTAMP: 2022-09-07 10:25:02 AEST (GMT+1000)

[10:25:02] ERROR: Connection to remote host `secondarySMGR' failed.

[10:25:02] ERROR: Connection to remote host `secondarySMGR' failed.

Sniffer trace shows primary SMGR csync2 sent TCP SYNC to secondary SMGR port 30865, but secondary SMGR res

Secondary SMGR is not listening on port 30865 used by Csync2.



Found Csync2.socket service is not running on Secondary SMGR which caused the issue



Solution

Perform below actions resolved issue.

1. Disable GEO from primary server.
2. Restart csync2 on secondary server.
`# systemctl restart csync2.socket`
3. Check csync2 on secondary server to make sure it's up and running.
`# systemctl status csync2.socket`
4. Then enable GEO from primary server.

File replication health status is showing good now



System Manager - Change root password on VM Instances

Reactivate Account and Modify Kernel option in GRUB:

Reboot the vCenter Server appliance using the vSphere Client.

When the GRUB bootloader appears, press the spacebar to disable autoboot.

Note: After powering on, the virtual machines takes only a short time to exits the BIOS/EFI and to launch the guest operating system. You can adjust the boot delay or force the virtual machine to enter BIOS or EFI setup screen after power on. For more information, see the Delay the Boot Sequence in the vSphere Client section in the VMware vSphere 5.5 Single Host Management Guide.

Type `p` to access the appliance boot options.

Enter the GRUB password.

Note:

If the vCenter Server appliance is deployed without editing the root password in the Virtual Appliance Management Interface (VAMI), the default GRUB password is `vmware`.

If the vCenter Server appliance root password is reset using the VAMI, the GRUB password is the password last set in the VAMI for the root account.

Use the arrow keys to highlight VMware vCenter Server Appliance and type `e` to edit the boot commands.

Modifying the GRUB boot loader to start root password reset process

Scroll to the second line displaying the kernel boot parameters.

Scroll to the second line displaying the kernel boot parameters

Type `e` to edit the boot command.

Append `init=/bin/bash` to the kernel boot options.

Append `init=/bin/bash` to the kernel boot options

Press Enter. The GRUB menu reappears.

Type `b` to start the boot process. The system boots to a shell.

Reset the root password by running the `passwd root` command.

Restart the appliance by running reboot command.

If error received " Authentication manipulation error" mount / with rw permissions

```
mount -o remount,rw /
```

run passwd again and change password

```
bash-4.4# passwd
Changing password for user root.
New password:
Retype new password:
passwd: Authentication token manipulation error
```

```
bash-4.4# mount -o remount,rw /
bash-4.4# passwd
Changing password for user root.
New password:
Retype new password:
passwd: all authentication tokens updated successfully.
bash-4.4# chage -l root
Last password change           : May 15, 2024
Password expires                : never
Password inactive              : never
Account expires                : never
Minimum number of days between password change : 0
Maximum number of days between password change : 99999
Number of days of warning before password expires : 7
bash-4.4#
```

Note: If you cannot restart the appliance by running reboot command, then run these commands:

```
mkfifo /dev/initctl
reboot -f
```

In order to prevent this issue from happening again in the future, you could set the root password to never expire at the VAMI page or by running this command: `chage -l -1 -m 0 -M 99999 -E -1 root`

Verify the root account password expiry settings have been changed using the following command: `chage -l root`