

PSN # PSN006317u

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Severity/risk level

Medium

Urgency

Optional

Name of problem

IP Office Media Manager upgrades from 11.1.3.x to 12.0

Products affected

IP Office Media Manager

Description

This is because It has been observed that the permissions for the files on the HDD are not set appropriately after the upgrade as the uid(user id) and gid(group id) of the Tomcat user under which Media Manager service runs have changed. This leads to recordings not available after the service start

Therefore following an upgrading from IP Office 11.1.3.x -> 12.0, Media Manager needs to be restarted manually to trigger the restore. Also, the HDD which holds the Media Manager recordings will need to be attached to the system before the service restart.

Resolution

In order for the restore process to be successful and recordings to be available after the service start, please ensure the following before starting Media Manager service after an upgrade.

- Please stop the Media Manager service before the upgrade and do not set it to auto start.

Refer below for details:

https://documentation.avaya.com/bundle/IPOfficeR11_1LinuxUpgrade/page/Upgrading_a_VMware_Virtual_Machine.html

- Before starting Media Manager service post upgrade, please ensure that the additional HDD which holds Media Manager data is attached and mounted to the system. This should be already done if the documented steps for upgrade are followed.
- Please check that the partition and associated folders that has Media Manager data has the owner set to Tomcat
- If the owner is not set to Tomcat , please set the owner to Tomcat
 - For Eg : If Media Manager recordings are stored in /additional-hdd#1/partition1, then run the following command to set the owner to Tomcat to all files and folders within that partition :
 - `chown -R tomcat:tomcat /additional-hdd#1/partition1`
- Please check that the owner is set to tomcat using the following command
 - `ls -al /additional-hdd#1/partition1`
- Start the Media Manager service from webcontrol and let the restore process complete.
- Once Media Manager is started successfully, It starts appearing in WebManager->Applications

If the permissions on the additional HDD partition which holds the recordings are not verified and owner not set to tomcat before starting **Media Manager**, *then it will lead to recordings not available in the Web Manager UI after the upgrade.*

Workaround or alternative remediation

N/A

Remarks

Patch Notes

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

Backup before applying the patch	
n/a	
Download	
n/a	
Patch install instructions	Service-interrupting? N
n/a	
Verification	
n/a	
Failure	
n/a	
Patch uninstall instructions	Service-interrupting?

Security Notes

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

Security risks
N/A
Avaya Security Vulnerability Classification
Not Susceptible
Mitigation
N/A

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