Product Support Notice

© 2011 Avaya Inc. All Rights Reserved.

PSN #	PSN003319u				
Original publication date: 30-Dec-11. This is Issue #01, published date: 30-Dec-11.		Severity/risk level	Medium	Urgency	When convenient

Name of problem Avaya Web Conferencing (AWC) virtual machine Service State is reported as Inactive on System Manager

Products affected

Avaya Aura® Conferencing Standard Edition: Release 6.x.

Problem description

The Avaya Management Service (AMS) on AWC reports itself as not running when queried by System Manager. When the AMS is reported as Inactive administrative configuration changes made in System Manager cannot be pushed to the AWC virtual machine.

This issue does not impact the AWC from an operational perspective. Users can access the AWC for web conferencing. New data conferences booked via the CRS Front End or Web Portal are available for use on AWC. This issue only affects administrative configuration changes to AWC behavior.

Resolution

A patch is currently being developed to resolve this issue. This PSN will be updated when the patch is available.

Workaround or alternative remediation

If an administrative change needs to be made via System Manager and the change will affect AWC ensure that the Service State is reported as Active in the System Manager before Applying the change.

If the AWC AMS is down or reported as Inactive, open a Remote Desktop session to the AWC and restart the Avaya Management Service via the Windows Services Control Panel. After a few seconds the System Manager should reflect the Service State of the AWC AMS is Active and navigating to http://<awc_ipaddress>:18080/status should report “True”.

Whenever possible, an external System Manager instance (running 6.1 SP4 or higher) should be used in order to administer the Avaya Aura® Conferencing Standard Edition deployment. In this configuration, the Conferencing Manager that is included in the Avaya Aura® Conferencing Standard Edition template would not be used and therefore would not have any elements configured.

Remarks

n/a

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/a	No

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

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

Disclaimer: ALL INFORMATION IS BELIEVED TO BE CORRECT AT THE TIME OF PUBLICATION AND IS PROVIDED "AS IS". AVAYA INC., ON BEHALF OF ITSELF AND ITS SUBSIDIARIES AND AFFILIATES (HEREINAFTER COLLECTIVELY REFERRED TO AS "AVAYA"), DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND FURTHERMORE, AVAYA MAKES NO REPRESENTATIONS OR WARRANTIES THAT THE STEPS RECOMMENDED WILL ELIMINATE SECURITY OR VIRUS THREATS TO CUSTOMERS' SYSTEMS. IN NO EVENT SHALL AVAYA BE LIABLE FOR ANY DAMAGES WHATSOEVER ARISING OUT OF OR IN CONNECTION WITH THE INFORMATION OR RECOMMENDED ACTIONS PROVIDED HEREIN, INCLUDING DIRECT, INDIRECT, CONSEQUENTIAL DAMAGES, LOSS OF BUSINESS PROFITS OR SPECIAL DAMAGES, EVEN IF AVAYA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

THE INFORMATION PROVIDED HERE DOES NOT AFFECT THE SUPPORT AGREEMENTS IN PLACE FOR AVAYA PRODUCTS. SUPPORT FOR AVAYA PRODUCTS CONTINUES TO BE EXECUTED AS PER EXISTING AGREEMENTS WITH AVAYA.

All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc.
All other trademarks are the property of their respective owners.