



## Product Support Notice

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PSN # PSN003679u

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Name of problem VM software DEV alarm is raised against core files in /VM/exe

Products affected

Avaya Aura Communication Manager Messaging: Release 6.0.1

Problem description

After stop and start of CMM, core files gets generates with VM software DEV alarm. This is a non service impacting alarm and fixed in 6.2 SP0

Below are the example of core files.

core.Ldapcorp-1

core.Ldapcorp-2

core.Ldapcorp-3

core.Ldapcorp-4

core.Ldapcorp-5

core.Ldapfe-1

core.Ldapfe-2

core.Ldapfe-3

core.Ldapfe-4

core.Ldapfe-5

Resolution

Upgrade the system to 6.2 SP0

Workaround or alternative remediation

Action Plan:-

- 1) Take a full backup of system
- 2) Upgrade the system to 6.2 SP0
- 3) Remove the old core files, if present

Do a stop and start on CMM

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

Yes

Download

n/a

Patch install instructions

Service-interrupting?

n/a

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
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