



Product Support Notice

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PSN # PSN020193u

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Original publication date: 01-Jul-15. This is Issue #01, published date: 01-Jul-15. Severity/risk level* High Urgency* When convenient

Name of problem* Entity Links between Session Manager and Communication Manager might go into a DOWN state sporadically.
Products affected*

- Avaya Aura® Session Manager (SM), Releases 6.3.12 and higher
- Avaya Aura® Communication Manager (CM), Releases 6.0 – 6.3
- Avaya Aura® Solution for Midsize Enterprise, Releases 6.x.x
- S8300 Server
- S8510 Server
- S8800 Server
- Common Servers (HP & Dell)

Problem description*

The Entity Link(s) between an SM and CM could change from status UP to DOWN sporadically for no observable reason. This is service impacting as it temporarily prevents call routing from SM to CM.

To better mitigate CM CPU overload conditions, a change was introduced in SM 6.3.12 and higher releases where a SIP response message of “503 Service Unavailable” with a “Retry-After” header causes SM to immediately declare the Entity Link in a DOWN state. SM will not attempt to route calls to the CM until the link is reestablished, which will take at least the amount of time specified in the Retry-After header value (30 seconds).

CM responds with a 503 with Retry-After header message under CPU overload conditions, but could also respond with the same message under other conditions, exposing this problem. Some other conditions where CM responds with a 503 with Retry-After header message are the following:

1. All trunk members busy
2. Media resources unavailable
3. SIP calls tandem to ISDN receiving specific reject codes from the PSTN
4. Problems in codec matching with INVITE joined calls.

Resolution*

This problem is resolved in CM 6.3.11.0 (Service Pack 11 – 22361) and higher SPs/Releases. Therefore, CM servers should be upgraded to 6.3.11.0 or higher SPs/Releases very soon after upgrading SM servers to 6.3.12 and higher Releases.

In CM 6.3.11.0 and higher SPs/Releases CM only sends a 503 with Retry-After header message under CPU overload conditions. Other conditions cause CM to send either a 500 or 503 without Retry-After header message.

Workaround or alternative remediation*

Investigate the reason for the 503 with Retry-After header messages from CM and resolve them. For example, if they are due to media resource issues it may be necessary to add more resources or reassign them.

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

Always

Download

Service Packs can be downloaded from "support.avaya.com". Custom patches must be provided by Avaya Support.

Patch install instructions

Service-interrupting?

Patch activation instructions are available in the respective Implementing Avaya Aura Communication Manager document on "support.avaya.com". CM Service Pack/patch activation is service impacting on non-duplicated servers, and on all servers running CM 5.2 and lower releases. For servers running CM 5.2.1 and higher releases, SPs/patches can be activated in a connection preserving manner. Refer to

No

PSN002589 for more information.

Verification

Patch installation instructions include verification instructions.

Failure

Contact Technical Support.

Patch uninstall instructions

Patch activation instructions include deactivation instructions.

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

If you require further information or assistance please contact your Authorized Service Provider, or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support [Terms of Use](#).

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