



Product Support Notice

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PSN # PSN020232u

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Name of problem Avaya Aura® Application Enablement (AE) Services WebLM timeout and license errors.

Products affected

Avaya Aura® Application Enablement (AE) Services 6.3.x. – 8.1.x

Problem description

AE Services might timeout when attempting to acquire licenses from the WebLM license server. This leads to AE Services license errors and AE Services being placed in license error mode. In some instances it can also prevent additional agents from being able to login. The following error messages are logged in log.date when this problem occurs:

00:18:17.003 ERROR:WARNING:TSAPI:TSAPI UDL->countingAcquire:acquire() failed: Timeout occurred contacting license server:

00:18:17.004 ERROR:WARNING:TSAPI:GenericLicense::SetMode:License mode changed to LICENSE_ERROR; cause: Timeout occurred contacting license server;; grace period: 2592000 secs

AE Services also renews all licenses acquired, with or without using Reserved Licenses, with the WebLM license server every 9 minutes. If the renewal request from AE Services to the WebLM license server times out, the following messages are logged in the log.date log file:

00:18:17.100 ERROR:CRITICAL:TSAPI:RenewTimeoutEH::handle_timeout:renewAllLicenses failed: Timeout occurred contacting license server:

00:18:17.101 ERROR:WARNING:TSAPI:GenericLicense::SetMode:License mode changed to LICENSE_ERROR; cause: Timeout occurred contacting license server;; grace period: 2592000 secs

Resolution

AE Services will run in license error mode for a grace period of 30 days. Therefore, if this temporary connectivity problem is encountered AE Services should return to license normal mode relatively quickly. The following message is logged in log.date when AE Services returns to license normal mode:

00:18:17.108 ERROR:FYI:TSAPI:GenericLicense::SetMode:License mode changed to LICENSE_NORMAL; cause: Initialize license as normal

Upgrade AE Services to release 6.3.3 SuperPatch 4 or higher, and upgrade Avaya Aura® System Platform to release 6.3.7 or higher. Once AE Services and System Platform have been upgraded, use the TSAPI Reserve Licensing Option. Review [PSN002414u](#) for more information on the TSAPI Reserve Licensing Option. If the problem is not resolved by using the TSAPI Reserve Licensing Option the remediation in the **Workaround or alternative remediation** section of this PSN should be used.

For AE Services 7.0.1 and later releases use the remediation specified in **Workaround or alternative remediation** section of this PSN.

Workaround or alternative remediation

Use the WebLM License Server on AE Services instead of the WebLM License Server on System Platform or Avaya Aura® System Manager. Perform the following steps to use WebLM on AE Services:

1. Obtain the Server Host ID (MAC address) of the AE Services VM. Login to the AE Services WebLM home page (<https://aes-ip-address/WebLM/weblmhome.jsp>):

vSphere Web Client
Avaya Secure Access...
Axeda Enterprise : Se...
VBrick Enterprise Medi...
Avaya Forge
Avaya Forge: Applica...
Communication Mana...

Web License Manager (WebLM v6.2)

[Help](#) | [About](#) | [Change Password](#) | [Log off admin](#)

WebLM Home
Install license
Licensed products
APPL_ENAB
Application_Enablement
Uninstall license
Server properties
Manage users

Shortcuts

Help for Server properties

Server Properties

You are here: Server Properties > Server Host ID

Server Host ID

Primary Host ID: 00-CA-FE-88-13-37
Available: 00-CA-FE-53-92-30

The Primary Host ID is the MAC Address of the first network interface of the physical system. All other available MAC Addresses are listed as Available Host IDs.

2. Generate a new AE Services license file using the Server Host ID with the same AE Services license attributes as the existing license file (AES_license.xml).
3. Copy the new license file to AE Services under /usr/share/tomcat5/webapps/WebLM/licenses directory.
4. Change file ownership attributes on the license file to tomcat5 (*chown tomcat5:tomcat5 AES_license.xml*)

5. Change the WebLM IP address and the WebLM port from the AE Services OAM web page:

The screenshot shows the 'Licensing | WebLM Server Address' page. On the left is a navigation menu with 'Licensing' expanded, showing 'WebLM Server Address' as the selected item. The main content area is titled 'WebLM Server Address' and contains three input fields: 'WebLM IP Address' with the value '127.0.0.1', 'SSL' with a checked checkbox, and 'WebLM Port' with the value '443'. Below these fields are two buttons: 'Apply Changes' and 'Restore Defaults'. At the bottom of the page, there is a copyright notice: 'Copyright © 2009-2012 Avaya Inc. All Rights Reserved.'

6. Submit the changes and restart all AES services from the Maintenance web page:

The screenshot shows the 'Maintenance | Service Controller' page. On the left is a navigation menu with 'Maintenance' expanded, showing 'Service Controller' as the selected item. The main content area is titled 'Service Controller' and contains a table with two columns: 'Service' and 'Controller Status'. The table lists six services, all of which are checked and show 'Running' status. Below the table is a link: 'For status on actual services, please use [Status and Control](#)'. At the bottom of the page, there are six buttons: 'Start', 'Stop', 'Restart Service', 'Restart AE Server', 'Restart Linux', and 'Restart Web Server'.

Service	Controller Status
<input checked="" type="checkbox"/> ASAI Link Manager	Running
<input checked="" type="checkbox"/> DMCC Service	Running
<input checked="" type="checkbox"/> CVLAN Service	Running
<input checked="" type="checkbox"/> DLG Service	Running
<input checked="" type="checkbox"/> Transport Layer Service	Running
<input checked="" type="checkbox"/> TSAPI Service	Running

7. Verify that all services are running and License Mode displays Normal Mode on the AE Services page:

AE Services

Home | Help | Logout

▼ AE Services

▶ CVLAN

▶ DLG

▶ DMCC

▶ SMS

▶ TSAPI

▶ TWS

▶ Communication Manager Interface

▶ Licensing

▶ Maintenance

▶ Networking

▶ Security

▶ Status

▶ User Management

▶ Utilities

▶ Help

AE Services

IMPORTANT: AE Services must be restarted for administrative changes to fully take effect. Changes to the Security Database do not require a restart.

Service	Status	State	License Mode	Cause*
ASAI Link Manager	N/A	Running	N/A	N/A
CVLAN Service	OFFLINE	Running	N/A	N/A
DLG Service	OFFLINE	Running	N/A	N/A
DMCC Service	ONLINE	Running	NORMAL MODE	N/A
TSAPI Service	ONLINE	Running	NORMAL MODE	N/A
Transport Layer Service	N/A	Running	N/A	N/A

For status on actual services, please use [Status and Control](#)

* -- For more detail, please mouse over the Cause, you'll see the tooltip, or go to help page.

License Information

You are licensed to run Application Enablement (CTI) release 6.x

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Remarks

Issue 4: Updated to state applicable from 6.3.x through 8.1.x.

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

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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