

Product Support Notice

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PSN # PSN020232u

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Original publication date: 18-Dec-15. This is Issue #04, published date: 22-Apr-20.

Severity/risk level Medium Urgency

When convenient

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 occured contacting license server: 00:18:17.004 ERROR:WARNING:TSAPI:GenericLicense::SetMode:License mode changed to LICENSE_ERROR; cause: Timeout occured 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 occured 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

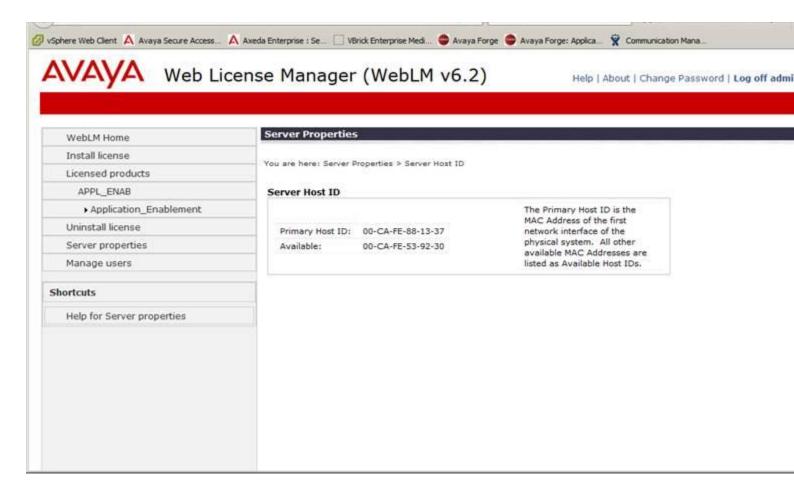
Upgrade AE Services to release 6.3.3 SuperPatch 4 or higher, and upgrade Avaya Aura® System Platform to release 6.3.7 or higher. Once AE Services and System Platform have been upgraded, use the TSAPI Reserve Licensing Option. Review PSN002414u for more information on the TSAPI Reserve Licensing Option. 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):

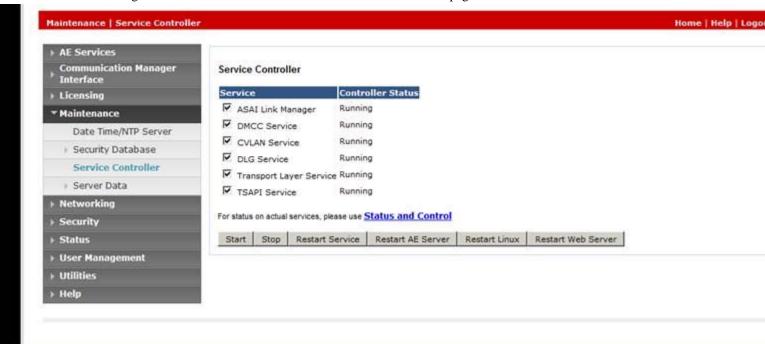


- 2. Generate a new AE Services license file using the Server Host ID with the same AE Services license attributes as the existing license file (AES_license.xml).
- 3. Copy the new license file to AE Services under /usr/share/tomcat5/webapps/WebLM/licenses directory.
- 4. Change file ownership attributes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

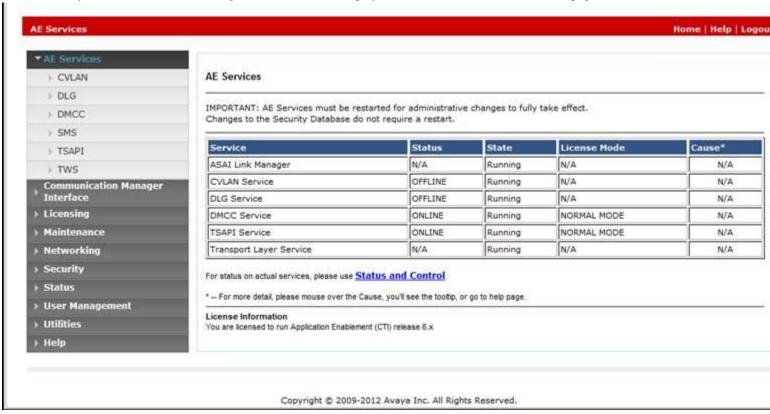
5. Change the WebLM IP address and the WebLM port from the AE Services OAM web page:



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



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



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

Service-interrupting? Patch install instructions 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

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