



Product Support Notice

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PSN # PSN000678u

Publication date 28-Feb-2006
Severity/risk level High

Issue # 1 Issue date 28-Feb-2006
Urgency Immediately

Name of problem ACS Error -8

Products affected

Application Enablement Services (AE Services) 3.0 Build 46, 3.0.1 Build 50.1

Problem description

If a TSAPI or JTAPI application abruptly closes the ACStream or if the TServer closes the ACStream of the application, the TSAPI Service's client handler process will go into a spin causing the TSAPI Service to hang. This issue affects the TSAPI Service only. No other AE Services service is impacted.

Resolution

To resolve this issue, upgrade to AE Services 3.1.

Workaround or alternative remediation

From the AE Services OAM web page, stop and start the TSAPI Service.

Remarks

Make to sure you have an AE Service 3.1 RFA license prior to performing the upgrade to AE Services 3.1.

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

Follow the AE Services upgrade process and backup the database prior to performing the upgrade to AE Services 3.1.

Download

AE Services 3.1 can be download from <http://support.avaya.com> or <http://ctisupport.usae.avaya.com>.

Patch install instructions

Service-interrupting?

Follow the AE Services upgrade process.

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

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