



Product Support Notice

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PSN # PSN004096u

Original publication date: 31-Oct-13. This is Issue #02, published date: 24-Feb-14. Severity/risk level Medium Urgency When convenient

Name of problem Internal Error when editing Session Manager adaptations in System Manager 6.3.4

Products affected

Avaya Aura Feature Pack 3 System Manager 6.3.4 release

Problem description

1. An error message ("Some internal error has occurred in the service. Please contact the support team.") is displayed on the System Manager Elements -> Routing -> Adaptations screen when attempting to edit an adaptation.
In release 6.3.4 enhancements were made to the System Manager Elements -> Routing -> Adaptations screens to do validation on adaptation module parameters. There is a bug in the validation routines that caused an error message to be displayed when editing some adaptations. Note that even though the adaptation can no longer be edited, it is still configured in the Session Managers and will adapt matching dial patterns accordingly.

Resolution

System Manager software should be upgraded to release 6.3.5 or later. When upgrading the System Manager software, associated Session Manager systems will need to be upgraded to the same software release (i.e. 6.3.5).

Workaround or alternative remediation

None

Remarks

None

Patch Notes

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

Backup before applying the patch

It is suggested that a System Manager backup be done prior to installing this patch.

If System Manager installation is System Platform based deployment, then perform a backup from System Platform console (full system backup) and also from the System Manager console (only System Manager backup).

If System Manager installation is VE based deployment, then perform a backup from the System Manager console. Refer to the System Manager documentation for details on how to perform a system backup.

Download

Follow the instructions below to download the System Manager 6.3.5 download patch:

1. Go to <http://support.avaya.com>
2. Click on "Downloads & Documents" link on the dashboard menu.
3. Enter product name as "system manager" and then select "Avaya Aura® System Manager"
4. Select "6.3.x" from the Choose Release dropdown
5. Click on "Avaya Aura® System Manager Release 6.3.5 Downloads".
6. Click on the file "System_Manager_6.3.5_r3501969.bin" to download.
[NOTE: A later release of 6.3 software may also be used as well.]

Patch install instructions

Service-interrupting?

Refer to System Manager 6.3.5 or later release notes for details on how to upgrade System Manager Release 6.3.4 software to 6.3.5 or later. This documentation can be obtained from support.avaya.com: Yes

1. Go to <http://support.avaya.com>
2. Click on "Downloads & Documents" link on the dashboard menu.
3. Enter product name as "system manager" and then select "Avaya Aura® System Manager"
4. Select "6.3.x" from the Choose Release dropdown
5. Click on "View Documentation" button to display documentation if the Downloads are currently

being displayed.

6. Download the “*Avaya Aura® System Manager 6.3.5* (or later) *Release Notes*”

Verification

Refer the release note document corresponding to the System Manager version that you are upgrading to for successful software upgrade validation procedures.

Failure

Refer the release note document corresponding to the System Manager version that you are upgrading to if issues arise during the software upgrade process.

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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