



Product Support Notice

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PSN # PSN004146u

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Severity/risk level

Medium

Urgency

Immediate

Name of problem Launching Email Migration Utility on 7.3.1 returns fatal error

Products affected

Interaction Center (IC):Release 7.3.1

Problem description

Email migration tool does not launch after IC 7.3 is upgraded to IC 7.3.1, it returns fatal error on all supported platforms.

This is being tracked under work item number wi01144746, and the fix will be eventually part of subsequent Service pack/Feature Pack.

Resolution

Apply the patch from the below location:

https://support.avaya.com/downloads/download-details.action?contentId=C20142101728505080_3&productId=P0243&releaseId=7.3.x

Workaround or alternative remediation

n/a

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

Yes.

Download

n/a

Patch install instructions

Service-interrupting?

Pre-requisites: Make sure that Migration utility is not running

No

Perform the following steps for applying the patch:

1. Go to AVAYA_IC73_HOME\bin on Windows or Go to AVAYA_IC73_HOME/bin on Solaris or AIX
2. Take back up of the old files
--windows:
migrateemail.exe and migrateemail.pdb files
--Solaris or AIX
migrateemail file
3. Replace with new binaries from this patch
--windows:
migrateemail.exe and migrateemail.pdb
--Solaris or AIX
migrateemail file
4. Run the Migrate Email utility for migration of emails

Verification

Verify that when migrateemail utility is run, it does not return fatal error.

Failure

Rollback the patch applied.

Patch uninstall instructions

Restore files from backup.

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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