



Product Support Notice

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PSN # PSN004180u

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Name of problem Over-installation of license file fails in some cases with error "Centralized Licensing is disabled for this Product" even when the product does not support centralized licensing.

Products affected

Avaya Aura® System Manager: Release 6.3.4, 6.3.5, 6.3.6, 6.3.7

Problem description

On a server with multiple available host IDs, suppose that a license file is installed for a product with one of the allowed host IDs. If an attempt is now made to over-install this file with another file for same product using another allowed host ID, the license over-installation fails with the error "License installation failed. Centralized Licensing is disabled for the product."

Resolution

N/A

Workaround or alternative remediation

The workaround for this issue would be to uninstall the existing license file and then installing the new one.

Follow the below steps to install the new license file:

1. Access the System Manager Command Line Interface using the appropriate local OS user with root level permission.
2. Backup the existing license file from location \$JBOSS_HOME/server/avmgmt/deploy/WebLM.ear/WebLM.war/licenses for the product for which over-installation is failing.
3. Log on to System Manager web console.
4. On the System Manager Web console, click Services > Licenses.
5. In the left navigation pane, click on the <PRODUCT_NAME> link for the product for which over-installation is failing. The "License File Host IDs" field displays the host ID in the installed license file. Verify that this host ID is different than the one included in the new license file that is required to be installed for this product.
6. In the left navigation pane, click Uninstall license.
7. On the Uninstall License page, select the existing license file for the product containing different host ID for which over-installation was failing.
8. Click Uninstall.
Note: Once a license file for a product is uninstalled, any license requests from the respective product instance will be denied until a new license file is installed for the product.
9. On the Uninstall License Confirmation page, click Uninstall.
10. In the left navigation pane, click Install license
11. Install the new license file by browsing to the location where the file is saved and click on "Install" button.

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

N/A

Download

N/A

Patch install instructions

Service-interrupting?

N/A

Verification

N/A

Failure

N/A

Security Notes

Security risks

Not Applicable

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

Not Applicable

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