



Product Support Notice

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PSN # PSN004477u

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Severity/risk level

Medium

Urgency

When convenient

Name of problem Administrators see the system displaying Communication Manager Messaging Federal Market on the SMI for the CMM commercial VMware offering.

Products affected

CMM 6.3

Problem description

After using the CMM 6.3 OVA to install the commercial offering of CMM 6.3, administrators will see the system displaying “Communication Manager Messaging Federal Market” on the SMI. This is a bug in the display on the SMI and they really do have the commercial offering installed.

Resolution

We will fix this bug in 7.0 such that the SMI will simply display “Communication Manager Messaging” regardless of which version of CMM is installed. You will still need to use the below workaround to validate version of CMM installed on your system.

Workaround or alternative remediation

The only way to distinguish whether or not one is running as a CMM commercial or FM is to logon to the “customer’s privileged administrator login” and execute a df command from the shell command line. By analyzing the output of that command you can determine which version of CMM is running. You are running the commercial version of CMM if you login to the account and see this output from a df command:

```
dadmin@...> df
```

Filesystem	1K-blocks	Used	Available	Use%	Mounted on
/dev/sda1	7360792	1848336	5138544	27%	/
/dev/sda6	7360792	147660	6839220	3%	/root2
/dev/sda5	14713800	1410532	12555844	11%	/var
/dev/sdb1	204364456	1703536	192279720	1%	/msg/media1

You are running the Federal Market (FM) version of CMM if you login to the account and see this output from a df command:

```
dadmin@...> df
```

Filesystem	1K-blocks	Used	Available	Use%	Mounted on
/dev/sda1	7360792	2318680	4668200	34%	/
/dev/sda6	7360792	147660	6839220	3%	/root2
/dev/sda5	14713800	1484192	12482184	11%	/var
/dev/sda8	482246	56818	400528	13%	/boot
/dev/sdc1	553376	219140	306124	42%	/opt/ecs/web
/dev/sdc2	5162828	747712	4152856	16%	/var/home
/dev/sdc3	5162828	141800	4758768	3%	/var/tmp
/dev/sdc4	5629316	142400	5200960	3%	/var/log/audit
/dev/sdb1	204364456	1078900	192904356	1%	/msg/media1

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

Yes

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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BusinessPartner Notes

Additional information for BusinessPartners

n/a

Avaya Notes

Additional information for Tier 3, Tier 4, and development

n/a