



## Product Support Notice

© 2024 Avaya LLC All Rights Reserved.

PSN # PSN006285u

Avaya Proprietary – Use pursuant to the terms of your signed agreement or company policy.

Original publication date: 08 May 2024 This is Issue #2, published date: 12 July 2024 Severity/risk level High Urgency Immediately

### Name of problem

Local WebLM services are not running post upgrade to AACC or ACCS 7.1.2.

### Products affected

AACC and ACCS 7.1.2.2

### Problem description

Issue #1 of this PSN addressed problem – “Local WebLM services are not running post upgrade to AACC or ACCS 7.1.2.” and provides manual steps to resolve the same.

An official patch is released now and the current PSN will provide steps to install patches.

### Resolution

Raise SR into Avaya to get the patches required for the fix described in section below.

### Workaround or alternative remediation

#### Steps to install patches:

1. In case of Post upgrade or new deployment of 7.1.2.2 before reboot, install these patches.
2. Install patches CCLM - AvayaCC\_CCLM\_7.1.2.2.1 first and then install CCCC - AvayaCC\_CCCC\_7.1.2.2.2 as per patch readme. Make a note that restart is must after installing both patches.
3. Verify WebLM is accessible from browser using the following link: <https://localhost:8444/WebLM>
4. On the Web License Manager log on screen, log in to WebLM with the default username and password. The default username is admin, and the default password is weblmadmin. Change the password when prompted.
5. On the Web License Manager log on screen, log in to WebLM with the new credentials.
6. Apply AACC license using License Manager Configurator Tool.
7. Start AACC License Manager Service.

#### Note:

If by any chance, Local WebLM failed to apply after performing steps provided in section **Steps to install Patches**, check the logs in lm\_server\_FatalError.log file. If the logs shows below error and License Manager Service failed to start,

2024-07-11 13:30:46.023 [04704-16800] \*\*\*\*\* Starting License Manager \*\*\*\*\*

2024-07-11 13:30:47.313 [04704-16112] Plicd FATAL: catch(LicenseException) in WebLMRetrieveData with getErrorCode: 1 and getMessage: |Product not found.| - cannot continue

2024-07-11 13:30:47.332 [04704-16112] Plicd FATAL: Failed to read licenses using **WebLMRetrieveData**

Then follow below steps:

1. Via Task Manager, stop the CCTOMCATSRV service.
2. Delete folder {Drive}:\Avaya\Contact Center\apache-tomcat\webapps\WebLM
3. Via Task Manager start the CCTOMCATSRV service.
4. After several minutes, via Task Manager restart the CCTOMCATSRV service again.

- 5. Select License Location using Browse file again although you can see the same.
- 6. Click on Apply.

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	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

**If you require further information or assistance please contact your Authorized Service Provider, or visit [support.avaya.com](https://support.avaya.com). There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support [Terms of Use](#).**

**Disclaimer:** ALL INFORMATION IS BELIEVED TO BE CORRECT AT THE TIME OF PUBLICATION AND IS PROVIDED “AS IS”. AVAYA LLC, ON BEHALF OF ITSELF AND ITS SUBSIDIARIES AND AFFILIATES (HEREINAFTER COLLECTIVELY REFERRED TO AS “AVAYA”), DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND FURTHERMORE, AVAYA MAKES NO REPRESENTATIONS OR WARRANTIES THAT THE STEPS RECOMMENDED WILL ELIMINATE SECURITY OR VIRUS THREATS TO CUSTOMERS’ SYSTEMS. IN NO EVENT SHALL AVAYA BE LIABLE FOR ANY DAMAGES WHATSOEVER ARISING OUT OF OR IN CONNECTION WITH THE INFORMATION OR RECOMMENDED ACTIONS PROVIDED HEREIN, INCLUDING DIRECT, INDIRECT, CONSEQUENTIAL DAMAGES, LOSS OF BUSINESS PROFITS OR SPECIAL DAMAGES, EVEN IF AVAYA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

THE INFORMATION PROVIDED HERE DOES NOT AFFECT THE SUPPORT AGREEMENTS IN PLACE FOR AVAYA PRODUCTS. SUPPORT FOR AVAYA PRODUCTS CONTINUES TO BE EXECUTED AS PER EXISTING AGREEMENTS WITH AVAYA.

All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya LLC.  
All other trademarks are the property of their respective owners.