



## Product Support Notice

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PSN # PSN020338u

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Severity/risk level

High

Urgency

Immediately

Name of problem Session Manager cannot be managed by System Manager and replies to all incoming requests with a SIP 503 Server Busy response.

### Products affected

Avaya Aura® Session Manager (ASM), Releases 5.2.x - 6.2.x

### Problem description

Avaya Aura® Session Manager 6.2.x and earlier/lower releases end up in a state where all incoming SIP requests are rejected with a “SIP/2.0 503 Service Unavailable – System Busy” response. The dashboard display and smconfig command shows the system is in an Accept New Service state, but it is actually in a Deny New Service state. This occurs after a server/system reboot or SIPAS process restart. This issue occurs due to a problem with an internal self-signed certificate used for internal process communications.

### Resolution

Upgrade Session Manager to 6.3 or a higher release.

### Workaround or alternative remediation

Open a Service Request with Avaya support at support.avaya.com.

### 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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