AVAYA

Product Support Notice

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

If you require further information or assistance please contact your Authorized Service Provider, or visit 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.