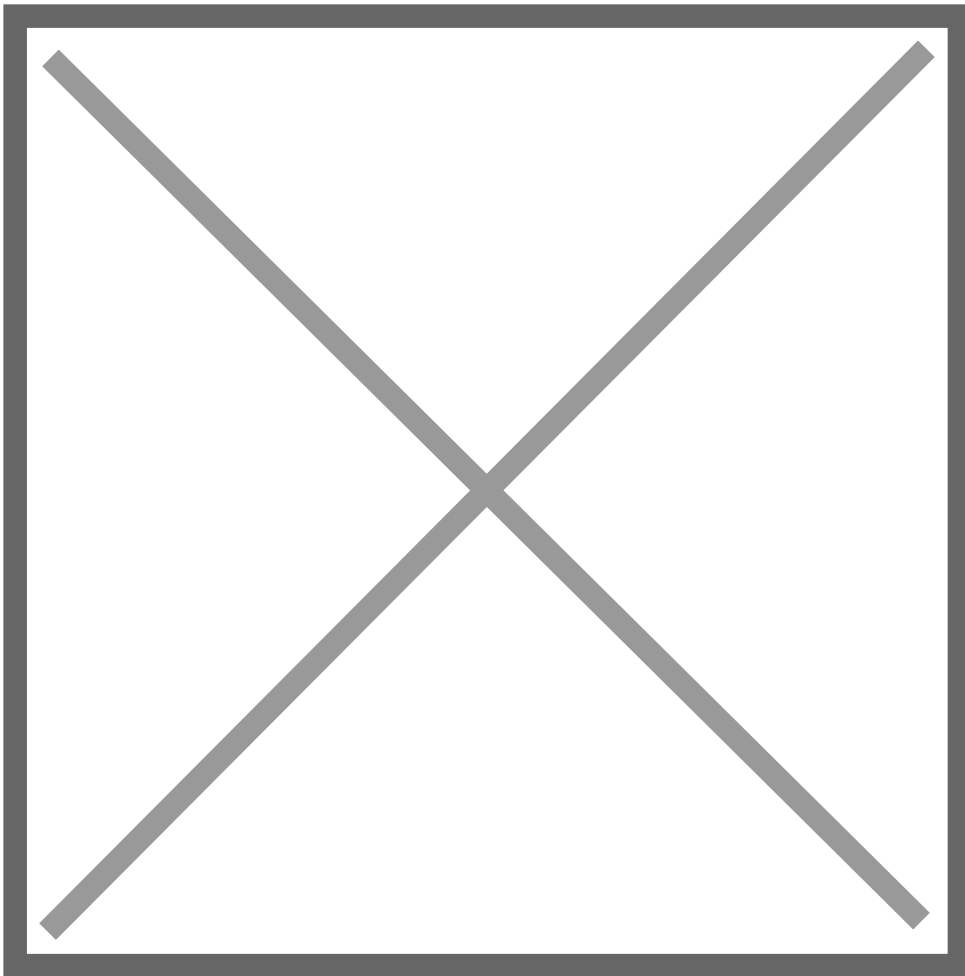


Troubleshooting

- Session Manager - Certificate renewal
- Logs
- shell commands

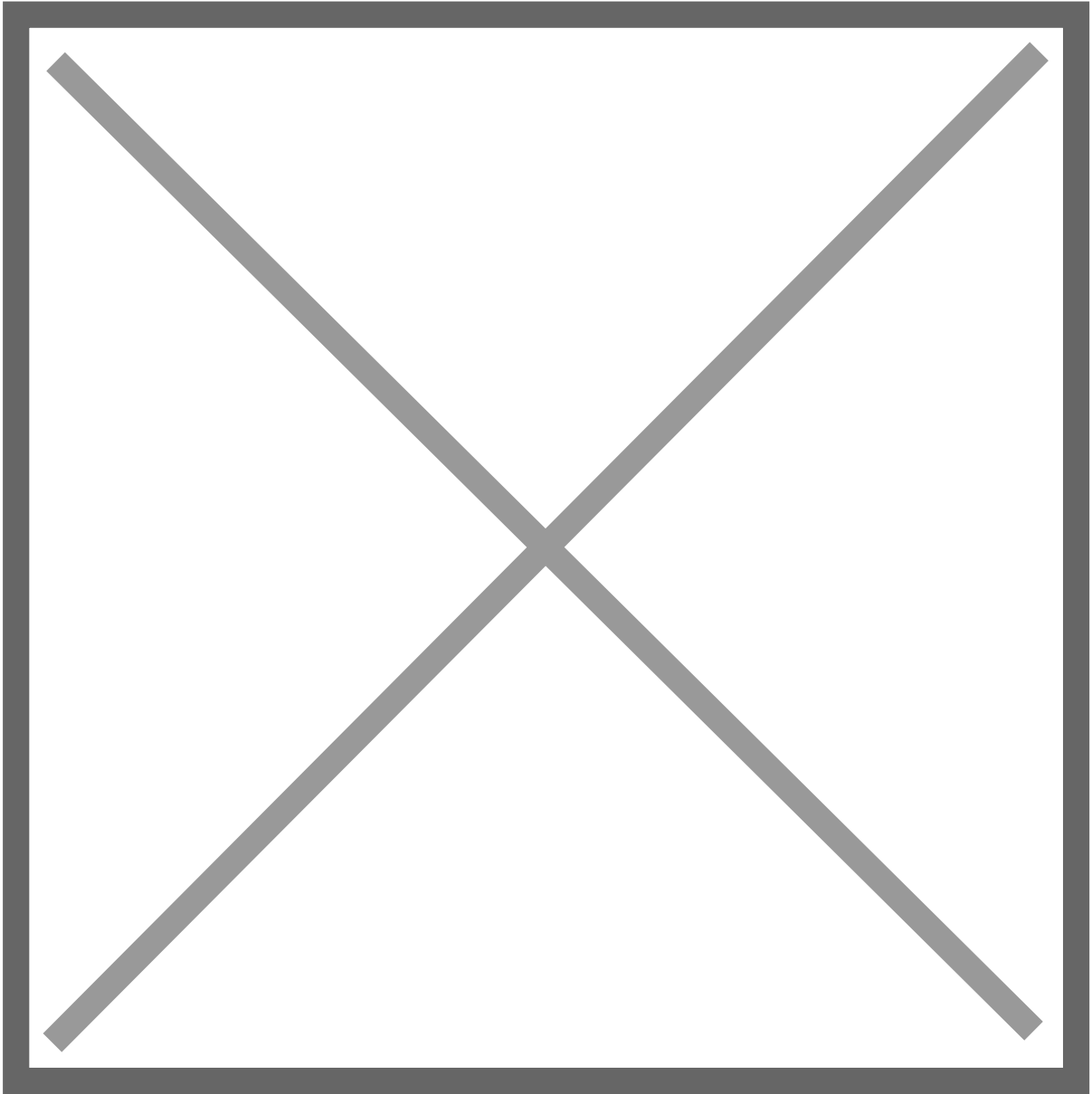
Session Manager - Certificate renewal

In the last few days, we have received multiple emails from Avaya for alarm OP_MMTC20048 in our Session Manager 8.x, this is the information included in the email:

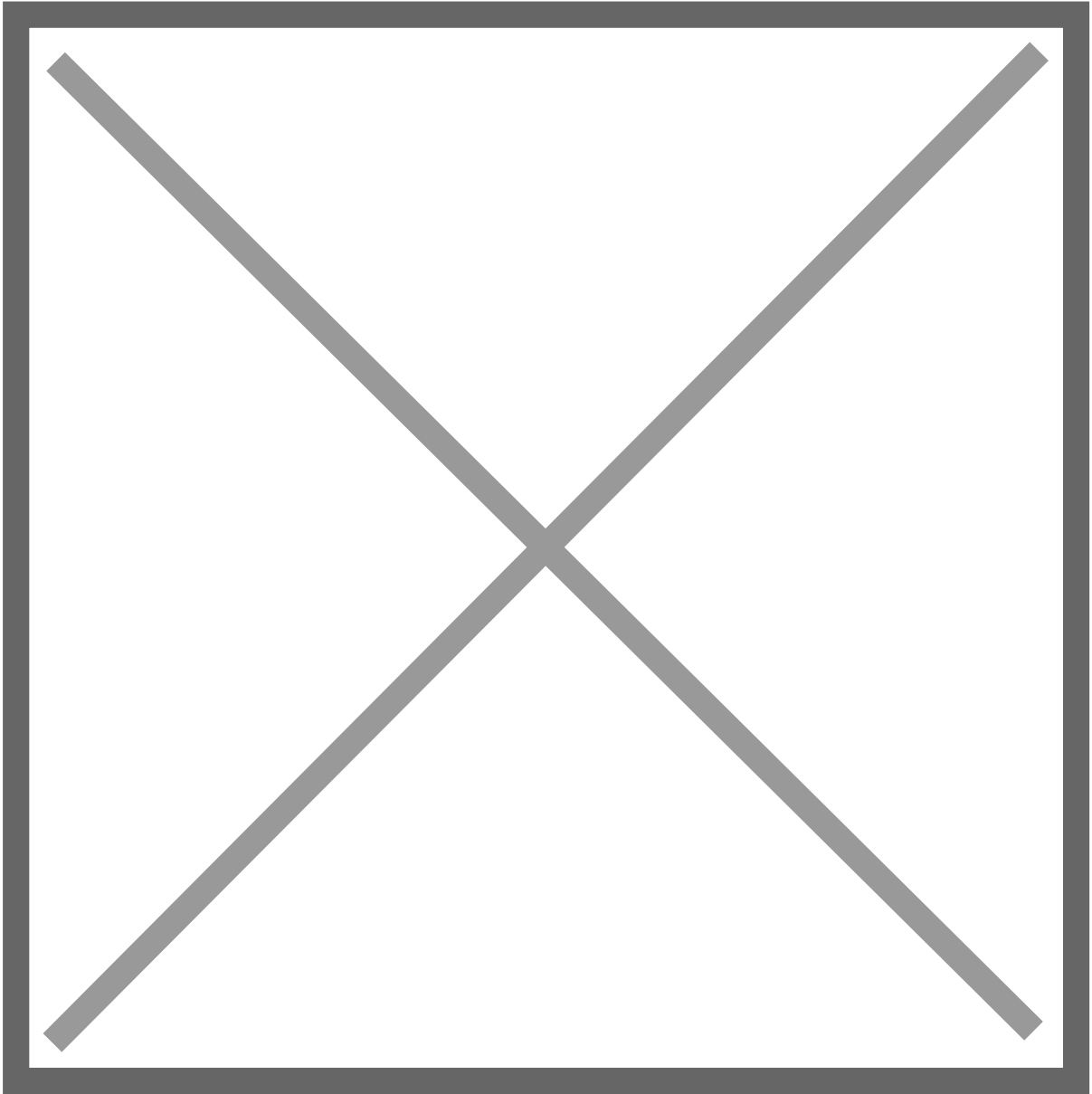


After verifying the System Manager those alarms can be found in (as shown in the image below)

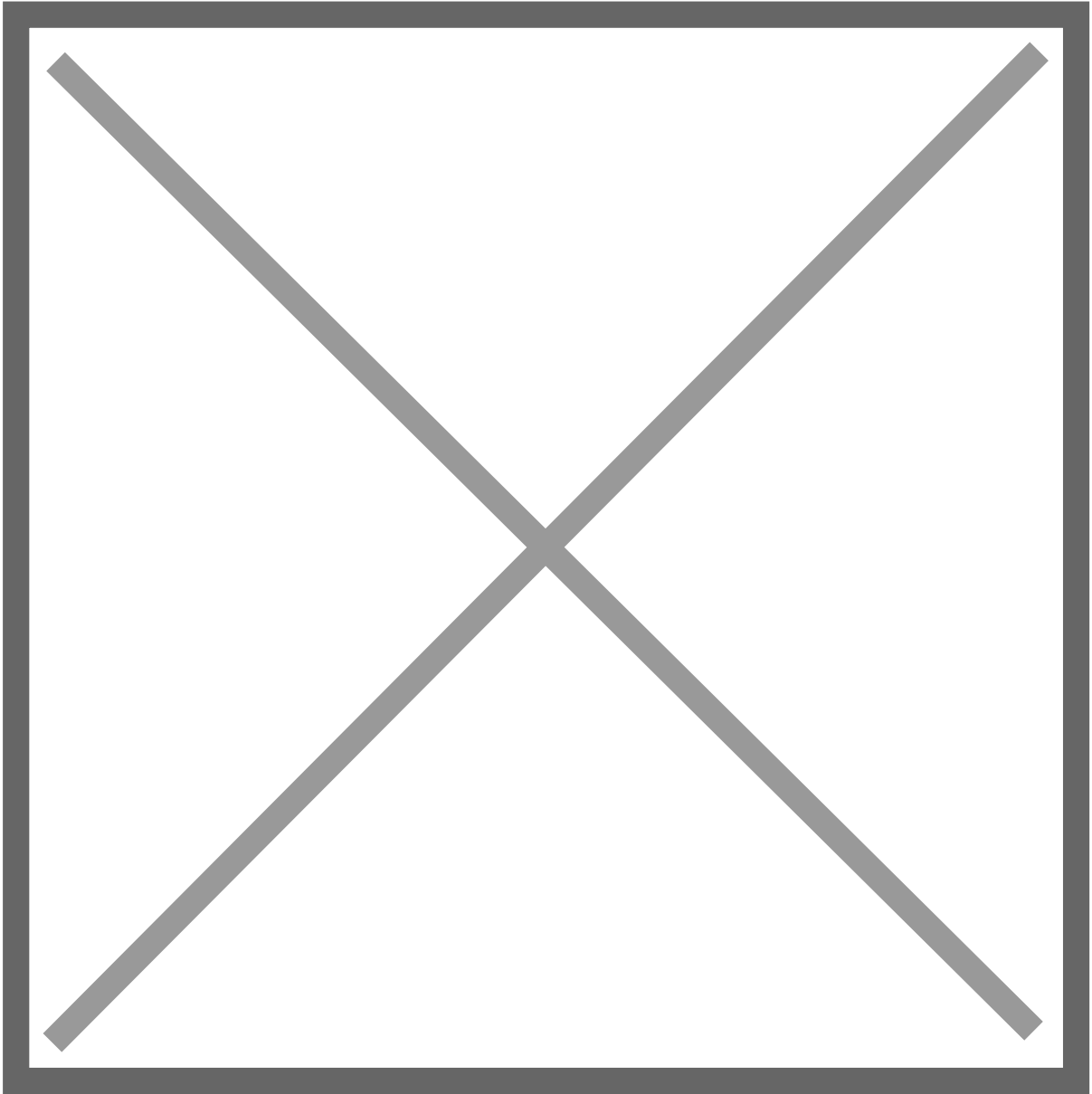
Services -> Events -> Logs -> Log Viewer



Then applying the Event ID = OP_MMTC20048, all alarms are related to identity certificates used by Session Manager for different services:

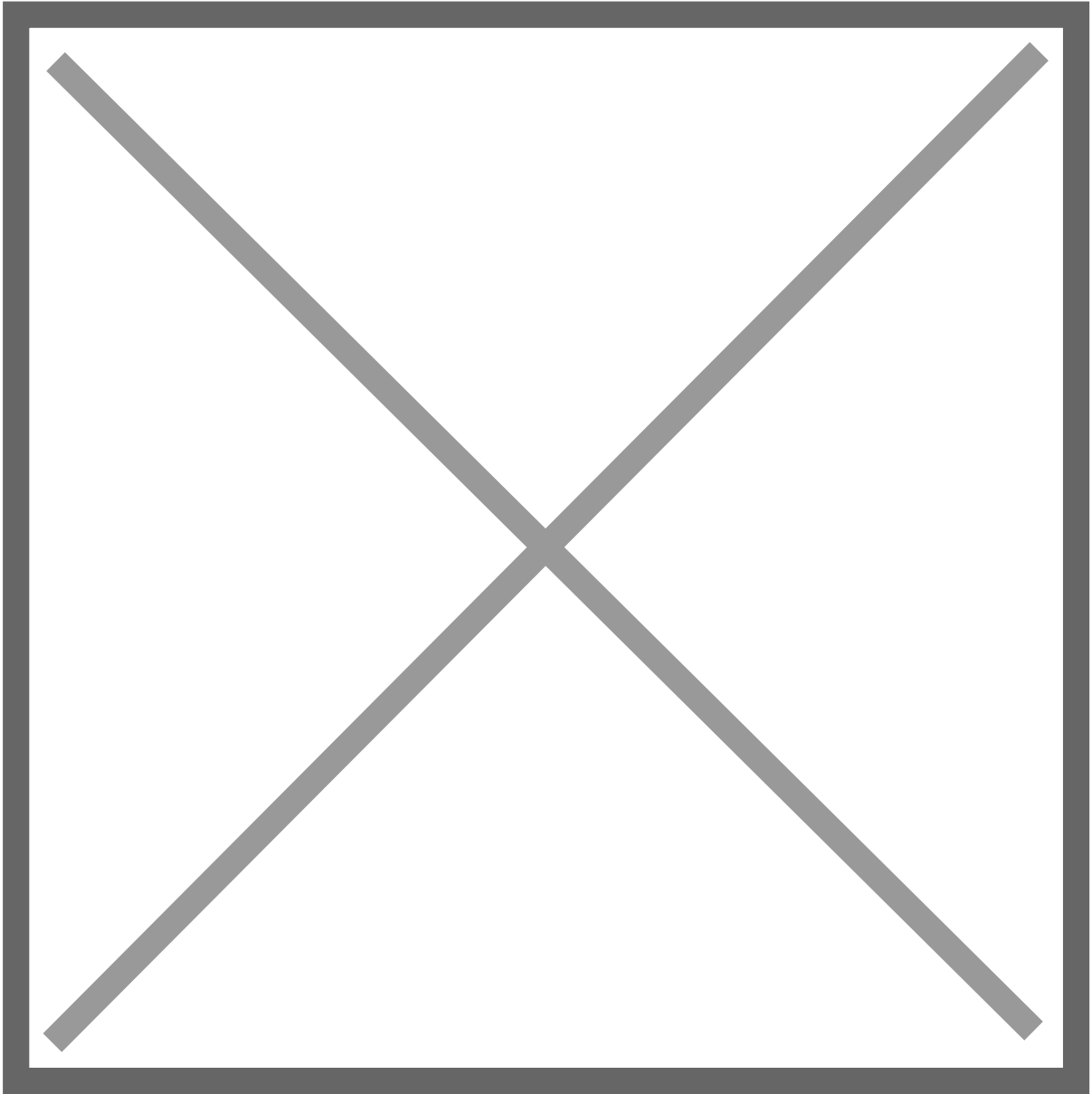


With all the previous information let's the identity certificates in that Session Manager, navigate to *Services -> Inventory -> Manage Elements*

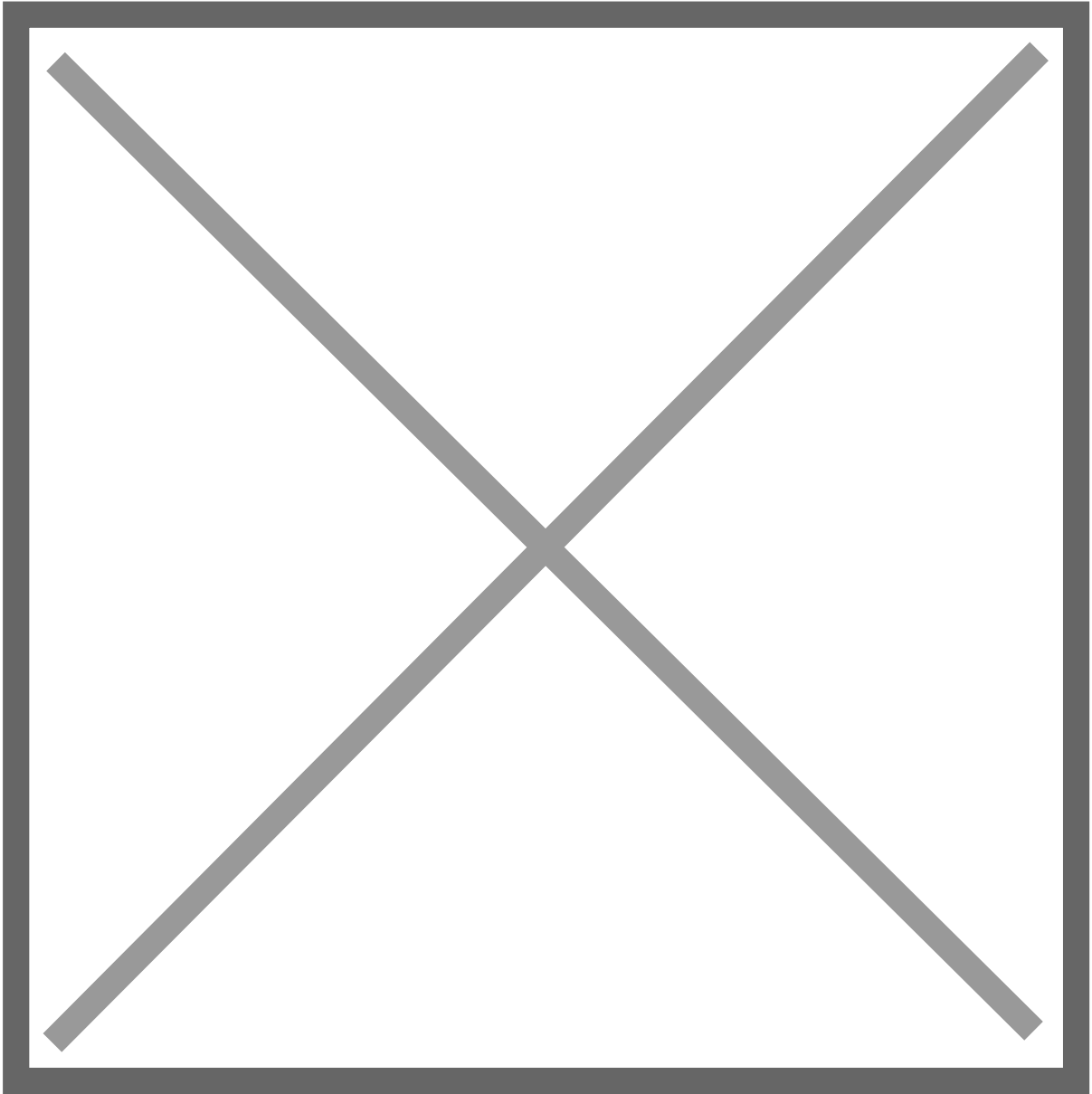


Then with the IP address or name select the Session Manager and click on

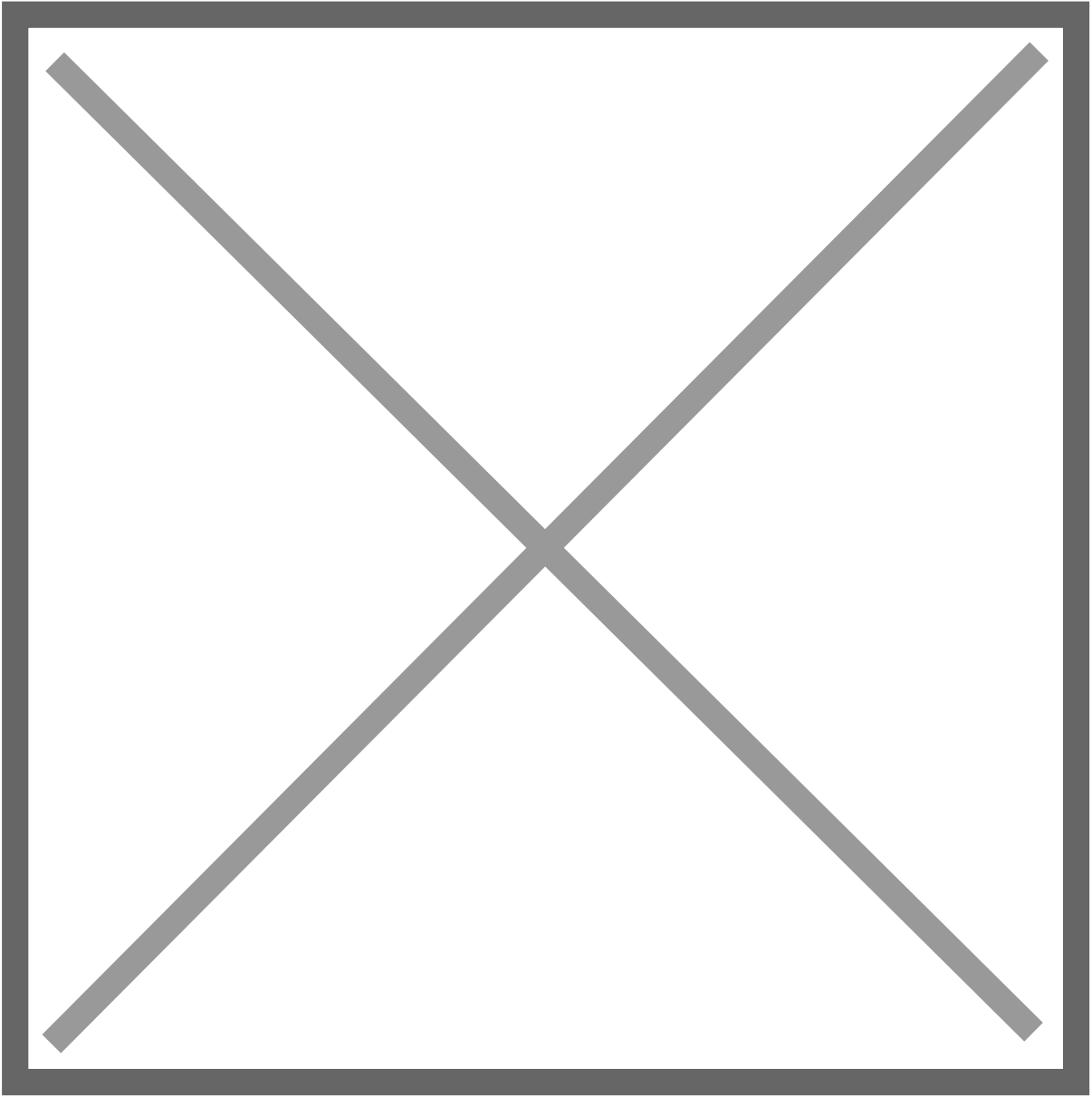
More Actions -> Manage Identity Certificates



In the next page it displays the **Valid To** information (when certificate expires)



To renew the certificates, select one by one each entry and select the renew button, this is not a service impacting but changes will be applied until Session Manager is rebooted (apply the renewal under a maintenance window to renew all certificates and reboot).



Logs

Asset Logs

navigate to `/var/log/Avaya/asset/`

```
/var/log/Avaya/asset/asset.log:Mar  4 00:37:56 denusvm-asesmgr1 AasSipMgr[5168]:  
prv/src/AsITIsData.cpp::verify_callback(312:AsIConnector_5326):verify_callback: Error verify_error =  
10: certificate has expired , Issuer: /CN=System Manager CA/OU=MGMT/O=AVAYA Subject:  
/CN=denusvm-asesmgr1.continuumgbl.com/O=Avaya/C=US RootCA 0  
/var/log/Avaya/asset/asset.log:Mar  4 00:38:12 denusvm-asesmgr1 AasSipMgr[5168]:  
prv/src/AsITIsData.cpp::verify_callback(312:AsIConnector_5326):verify_callback: Error verify_error =  
10: certificate has expired , Issuer: /CN=System Manager CA/OU=MGMT/O=AVAYA Subject:  
/CN=denusvm-asesmgr1.continuumgbl.com/O=Avaya/C=US RootCA 0  
/var/log/Avaya/asset/asset.log:Mar  4 00:38:16 denusvm-asesmgr1 AasSipMgr[5168]:  
prv/src/AsITIsData.cpp::verify_callback(312:AsIConnector_5326):verify_callback: Error verify_error =  
10: certificate has expired , Issuer: /CN=System Manager CA/OU=MGMT/O=AVAYA Subject:  
/CN=denusvm-asesmgr1.continuumgbl.com/O=Avaya/C=US
```

Event Logs

to `/var/log/Avaya/sm
operationalEvent.log`

PPM Logs

`/var/log/Avaya/jboss/SessionManager/ppm.log`

shell commands

