Date: May 7th, 2018

The purpose of this Advisory is to inform you of a potential issue that has been recently identified when upgrading to CA Privileged Access Manager v3.2. Please read the information provided below and follow the instructions to avoid being impacted by this problem.

**Product(s) affected:**  CA Privileged Access Manager v3.2

**Problem Description:**

A customer has reported an issue during the upgrade process to CA PAM 3.2 where the system appears to hang.  This issue is due to a system issue whereby the underlying file system check discovered a file system error and the system requests specific user input, that dialogue for input is not accessible to the PAM user, as it is a console message inside the closed PAM appliance.

**Impact:**  
The upgrade process appears to hang.  
   
**Workaround:**

None.

**Solution**

Customers are encouraged to download the latest upgrade patch. The upgrade patch details are as follows:

Product: CA Privileged Access Manager

Release: 3.2

* Privileged Access Manager Upgrade Patch r3.2a

The upgrade patch and necessary deployment instructions can be downloaded from:

<https://support.ca.com/us/download-center.html>

If you have any questions or require assistance contact CA Customer Care online at <http://www.ca.com/us/customer-care.aspx> where you can submit an online request using the Customer Care web form: <https://communities.ca.com/web/guest/customercare>. You can also call CA Customer Care at +1-800-225-5224 in North America or see <http://www.ca.com/phone> for the local number in your country.