Avaya Diagnostic Server 2.0 – Release Notes

Introduction

This document provides support information about Avaya Diagnostic Server Release 2.0 and supplements other Avaya Diagnostic Server documentation. For updated documentation, product support notices, and service pack information, go to the Avaya Support website at http://support.avaya.com.

Contents

Installation

Required release

Avaya Diagnostic Server Release 2.0.0.0

Installing the release

To install Avaya Diagnostic Server Release 2.0 or to upgrade to Avaya Diagnostic Server Release 2.0, follow the instructions in *Deploying Avaya Diagnostic Server* available on the Avaya Support website, http://support.avaya.com/ads.

Enhancements

The following is the list of new features that were added to the Avaya Diagnostic Server components in this release.

Feature	Avaya Diagnostic Server component	Description
Network monitoring	SLA Mon™	• Network performance tests to monitor the network for conditions that might have an impact on voice, video, and data applications. • Hop-by-hop analysis of the network. • Easy to understand visual representation of network performance data through colored grids and graphs.
Automatic software update	SAL Gateway	• Automatic download of available software updates including major, minor, and service pack releases. • Automatic installation of downloaded software updates after a grace period. • Email notifications about download status, installation status,

		availability, and other related events for software updates.
		Note: This feature is available on Avaya Diagnostic Server that has co-resident components, SAL Gateway and SLA Mon Server, or only SAL Gateway. For Avaya Diagnostic Server that has only the SLA Mon server, the Automatic Software Update feature is not available.

Fixes

Component/area	Fix description
Tomcat upgrade for SAL Gateway and SLA Mon Server	Fixes several vulnerabilities that were on the older version of Tomcat.
SAL Gateway and SLA Mon Java upgrade	Avaya Diagnostic Server R2.0 requires Java 7. Java 6 is End of Life. New Java 7 brings improved performance, stability, and security.
General	Software enhancements for stability improvement.

Known issues and resolutions

Issue	Resolution
Signed server certificate with intermediate CA does not work. If the server certificate has an intermediate CA in the chain, then the communication with the agents fails.	The server certificate must be signed with a root CA and no intermediate CAs.
Application Enablement Services (AES) products that were added to SAL Gateway with SNMP v3 details through the **Import and Configure** option do not get auto-onboarded correctly. SAL Gateway cannot process SNMP v3 alarms received from the product.	*Do not add* products with SNMP v3 details through the Import and Configure page. Instead, add the products using the **Add new** option on the Managed Element page of the SAL Gateway UI. If a product has already been added with SNMPv3 details using the Import and Configure page, and it is auto-onboarded, Green status on the Managed Element page, then perform the following: 1. Auto offboard the managed element. 2. Add the product again as a managed element using the **Add new** option on the Managed Element page.
On the SAL Gateway UI, for a managed device added with SNMP v3 details, the Transport Alarms state on the Import and Configure page is shown as SNMP v2c instead of SNMP v3. This issue does not have any functional or security impact.	No known workaround.
If the heartbeat alarm of SLA Mon Server is active in Avaya Diagnostic Server 1.0, the alarm remains active after an upgrade from Avaya Diagnostic Server 1.0 to 2.0. There is no option to disable the heartbeat alarm in Avaya Diagnostic Server 2.0.	Uncheck the heartbeat alarm in Avaya Diagnostic Server 1.0 before the upgrade.
Unable to filter the list of SLA Mon agents using subnet details on the Phone Remote Control and the Packet Capture search pages in the SLA Mon Server UI.	Currently no filter option is available.

Issue	Resolution
Network monitoring test cycles take around 15 seconds to complete every 20 minutes during a traceroute tests in 200+ link tests.	This is an expected behavior. Users notice this delay only during traceroute tests.
Unable to run remote control or packet capture on the 96xx series phone. The SLA Mon agent is unable to handle multiple certificates when the agent specific certificate is not mentioned as the first one in the setting file.	Ensure that the agent certificate is the first one in the list of certificates in the setting file. This requirement is mentioned in the settings file of the endpoints.

Contacting support

Contact Support Checklist

If you are having trouble with Avaya Diagnostic Server, you should:

1. Retry the action. Carefully follow the instructions in written or online documentation.

2. Check the documentation that came with your hardware for maintenance or hardware-related problems.

3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.

If you continue to have a problem, contact Avaya Technical Support by:

1. Logging in to the Avaya Technical Support website http://support.avaya.com

2. Calling or faxing Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support website.

If you have difficulty reaching Avaya Technical Support through the above URL or email address, please go to http://www.avaya.com for further information.

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya Web site.

Contact Support Tasks

You might be asked to send one or more files through emails to Technical Support for analysis of your application and its environment.