



# **Avaya Aura® WebLM 6.3.20 Release Notes**

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## Introduction

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This Release Notes gives you information about installation downloads and the supported documentation of Avaya Aura® WebLM 6.3.20 on VMware. This Release Notes also contains information about known issues, and the possible workarounds in this Release.

You must install WebLM 6.3.20 on WebLM 6.3.2 or 6.3.3 or 6.3.4 or 6.3.5 or 6.3.7 or 6.3.8 or 6.3.10 or 6.3.11 or 6.3.13 or 6.3.14 or 6.3.16 or 6.3.17 or 6.3.18 or 6.3.19 Release.

**Note:** For information about installing and upgrading to WebLM 6.3.2 on VMware, contact Avaya Technical Support.

## Product support notices

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Some product changes are documented as Product Support Notices (PSN). The PSN number defines the related document.

To read a PSN description online:

1. Go to the Avaya Support website at <http://support.avaya.com>.
2. On the main menu, click Support by Product -> Documents.
3. In the **Enter Your Product Here** field, enter System Manager or select **Avaya Aura® System Manager** from the list.
4. In the **Choose Release** field, click **6.3.x**.
5. Click **Documents**.
6. Check **Product Support Notices**.
7. Click **Enter**.
8. To open a specific PSN, click the PSN title link.

## Problems fixed in WebLM 6.3.20

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### Fixes delivered to WebLM 6.3.19

Resolved Issues
SMGR-40750: Oracle Java SE Critical Patch Update
SMGR-4029: [RHSA-2017:0323-01] Important: kernel security update
SMGR-41459: Update Bind Package to fix CVE-2016-9147

**Note:** WebLM 6.3.19 also contains the enhancements and fixes of WebLM 6.3.2, 6.3.3, 6.3.4, 6.3.5, 6.3.7, 6.3.8, 6.3.10, 6.3.11, 6.3.13, 6.3.14, 6.3.16, 6.3.17, 6.3.18 and 6.3.19 releases.

Refer WebLM 6.3.19 release notes:

<https://downloads.avaya.com/css/P8/documents/101036905>

Refer WebLM 6.3.18 release notes:

<https://downloads.avaya.com/css/P8/documents/101029132>

Refer WebLM 6.3.17 release notes:

<https://downloads.avaya.com/css/P8/documents/101020645>

Refer WebLM 6.3.16 release notes:

<https://downloads.avaya.com/css/P8/documents/101017578>

Refer WebLM 6.3.14 release notes:

<https://downloads.avaya.com/css/P8/documents/101011433>

Refer WebLM 6.3.13 release notes:

<https://downloads.avaya.com/css/P8/documents/101009334>

Refer WebLM 6.3.11 release notes:

<https://downloads.avaya.com/css/P8/documents/101004575>

Refer WebLM 6.3.10 release notes:

<https://downloads.avaya.com/css/P8/documents/100183190>

Refer WebLM 6.3.8 release notes:

<https://downloads.avaya.com/css/P8/documents/100180574>

Refer WebLM 6.3.7 release notes:

<https://downloads.avaya.com/css/P8/documents/100179642>

Refer WebLM 6.3.5 release notes:

<https://downloads.avaya.com/css/P8/documents/100176974>

Refer WebLM 6.3.4 release notes:

<https://downloads.avaya.com/css/P8/documents/100175427>

Refer WebLM 6.3.3 release notes:

<https://downloads.avaya.com/css/P8/documents/100173681>

Refer WebLM 6.3.2 release notes:

<https://downloads.avaya.com/css/P8/documents/100171756>



## WebLM Release 6.3.20 Downloads

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#	Procedure	Notes
1.	Download WebLM 6.3.20 bin file from the Avaya PLDS Web site.	Verify that the md5sum for the downloaded bin matches the number on the Avaya PLDS website.  <b>File Name:</b> WebLM_6.3.20_r5706907.bin <b>PLDS Download ID :</b> SMGR6320GA2 <b>Size:</b> 644 MB <b>MD5SUM:</b> 7c5bfbb30c8c232952e57fbe7b02ae5b

## Points to remember before installation

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### 1. Perform VMWare snapshot of the WebLM VM

A snapshot preserves the state and data of a virtual machine at a specific point in time. Snapshots consume large amounts of data resources, increase CPU loads on the host, and affect performance and service.

**Note:** Verify that the patch installation or upgrade is successful, and ensure that the virtual application is functional. You can then delete the snapshot

### 2. Log in to the WebLM CLI interface as the 'admin' user and perform a Backup as mentioned below:

Backup can be performed in the following two ways –

Option 1: Provide the backup location as a parameter.

- WebLMBackup <backup\_location>
- In this case the backup of WebLM would be taken at the specified location.

Option 2: If a backup location is not given as a parameter.

- WebLMBackup
- In this case the backup of WebLM would be taken at the default location specified in conf.properties.

## Installing the Service Pack

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To install WebLM 6.3.20 Release, perform the following actions:

**Note:** Patch install will not work with ASG login's init/inads and craft user. You must login as admin user to perform patch installation.

1. Log in to the WebLM CLI interface as the 'admin' user.
2. Copy the patch installer file to the WebLM server.
3. Verify md5sum of the bin file with the value from PLDS.
4. Execute the Service Pack as follows –  
#WebLMPatchdeploy
5. It will ask for the location of the patch file. Provide the correct location of the patch and click Enter.
6. Wait for the system to execute the patch installer and display the installer prompt.
7. Verify the service pack installation from below steps
  - Log into WebLM Web Console.
  - Click the About link on the home/landing page. Verify that About page contains as below:  
**Web License Manager (WebLM v6.3)**  
**Build Number - 6.3.20X.XXXX**

**Note:** If the patch installation or upgrade is successful and the virtual application is functional, you can delete the snapshot.

8. After you upgrade the system to service pack 6.3.20, reboot the WebLM from CLI to get the updated kernel running in memory.

## Technical support

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Avaya Technical Support provides support for WebLM 6.3.20 on VMware.

For any problems with WebLM 6.3.20 on VMware, you can:

1. Retry the action. Carefully follow the instructions in the printed or online documentation.
2. See the documentation that is shipped with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the messages that the system displays. See the troubleshooting section of the Avaya product documentation.

If you continue to have problems, contact Avaya Technical Support by logging in to the Avaya Support website at

<http://support.avaya.com>.

Before contacting Avaya Technical Support, keep the following information handy:

- Problem description.
- Detailed steps to reproduce the problem, if any.
- The release version in which the issue occurs.

**Note:** To know the release version and build number, log in to WebLM and click **About** on the user interface. If WebLM Console is inaccessible, you can log in to WebLM SSH interface and run the **swversion** command to get the WebLM version.

- The status of the WebLM software. If the software is an upgrade, then the release from which the software is upgraded.
- Installation log files are available at **/opt/Avaya/install\_logs**
- The WebLM Tomcat server log files are available at **\$CATALINA\_HOME/logs**. You can gain access to the CLI using **admin** as the user name and gain access to the log file.
- Additional WebLM logs at **\$CATALINA\_HOME/webapps/WebLM/data/log**.

You might be asked to send by email one or more files to Avaya Technical Support for analysis of your application and the environment.

For information about patches and product updates, see the Avaya Support website at <http://support.avaya.com>