



# **Avaya Aura® WebLM 6.3.22 Release Notes**

**Issue: 1.0**  
**August 2018**

#### **Notice**

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

#### **Documentation disclaimer**

“Documentation” means information published by Avaya in varying mediums which may include product information, operating instructions and performance specifications that Avaya generally makes available to users of its products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of documentation unless such modifications, additions, or deletions were performed by Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

#### **Link disclaimer**

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

#### **Warranty**

Avaya provides a limited warranty on its hardware and Software (“Product(s)”). Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya’s standard warranty language, as well as information regarding support for this Product while under warranty is available to Avaya customers and other parties through the Avaya Support website: <http://www.avaya.com/support>

Please note that if you acquired the Product(s) from an authorized Avaya reseller outside of the United States and Canada, the warranty is provided to you by said Avaya reseller and not by Avaya. “Software” means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products or pre-installed on hardware products, and any upgrades, updates, bug fixes, or modified versions thereto.

#### **Licenses**

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, <http://support.avaya.com/Licenseinfo> ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS “YOU” AND “END USER”), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE (“AVAYA”).

Avaya grants you a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to you. “Designated Processor” means a single stand-alone computing device. “Server” means a Designated Processor that hosts a software application to be accessed by multiple users.

#### **License type(s)**

**Designated System(s) License (DS).** End User may install and use each copy of the Software only on a number of Designated Processors up to the number indicated in the order. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

## **Heritage Nortel Software**

“Heritage Nortel Software” means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software currently available for license from Avaya is the software contained within the list of Heritage Nortel Products located at <http://support.avaya.com/LicenseInfo/> under the link “Heritage Nortel Products”. For Heritage Nortel Software, Avaya grants Customer a license to use Heritage Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the purpose specified in the Documentation, and solely as embedded in, for execution on, or (in the event the applicable Documentation permits installation on non-Avaya equipment) for communication with Avaya equipment. Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

## **Copyright**

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, or hardware provided by Avaya. All content on this site, the documentation and the Product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

## **Virtualization**

Each vAppliance will have its own ordering code. Note that each instance of a vAppliance must be separately ordered. If the end user customer or Business Partner would like to install 2 of the same type of vAppliances, then two vAppliances of that type must be ordered.

Each Product has its own ordering code. Note that each instance of a Product must be separately licensed and ordered. “Instance” means one unique copy of the Software. For example, if the end user customer or Business Partner would like to install 2 instances of the same type of Products, then 2 Products of that type must be ordered.

## **Third-party components**

“Third Party Components” mean certain software programs or portions thereof included in the Software that may contain software (including open source software) distributed under third party agreements (“Third Party Components”), which contain terms regarding the rights to use certain portions of the Software (“Third Party Terms”). Information regarding distributed Linux OS source code (for those Products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the Documentation or on Avaya’s website at: <http://support.avaya.com/ThirdPartyLicense/>. You agree to the Third Party Terms for any such Third Party Components.

## **Preventing Toll Fraud**

“Toll Fraud” is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

## **Avaya Toll Fraud intervention**

If you suspect that you are being victimized by Toll Fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: <http://www.avaya.com/support>.

Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to: [securityalerts@avaya.com](mailto:securityalerts@avaya.com).

## **Trademarks**

Avaya, the Avaya logo, Avaya Aura® System Manager are either registered trademarks or trademarks of Avaya Inc. in the United States of America and/or other jurisdictions.

All non-Avaya trademarks are the property of their respective owners. Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

**Downloading documents**

For the most current versions of documentation, see the Avaya Support website:

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

**Contact Avaya Support**

See the Avaya Support website: <http://support.avaya.com> for product notices and articles, or to report a problem with your Avaya product.

For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <http://support.avaya.com>, scroll to the bottom of the page, and select Contact Avaya Support.

## Contents

Introduction .....	6
Product support notices .....	6
Problems fixed in WebLM 6.3.22 .....	7
WebLM Release 6.3.22 Downloads .....	9
Points to remember before installation .....	9
Installing the Service Pack .....	9
Technical support .....	10

## Introduction

---

This Release Notes gives you information about installation downloads and the supported documentation of Avaya Aura® WebLM 6.3.22 on VMware. This Release Notes also contains information about known issues, and the possible workarounds in this Release.

You must install WebLM 6.3.22 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 or 6.3.20 or 6.3.21 Release.

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

## Product support notices

---

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 6.3.22

---

### Fixes delivered to WebLM 6.3.22

Resolved Issues
SMGR-46331: Oracle Java Critical Patch Update (July 2018)

**Note:** WebLM 6.3.22 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, 6.3.19, 6.3.20 and 6.3.21 releases.

Refer WebLM 6.3.21 release notes:

<https://downloads.avaya.com/css/P8/documents/101047832>

Refer WebLM 6.3.20 release notes:

<https://support.avaya.com/css/P8/documents/101042939>

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 6.3.22 Downloads

---

#	Procedure	Notes
1.	Download WebLM 6.3.22 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_6.3.22_r5908222.bin <b>PLDS Download ID :</b> SMGR6322GA2 <b>Size:</b> 637MB <b>MD5SUM:</b> 94d8d7ed2119255253dea7779c76bb82

## Points to remember before installation

---

### 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

---

To install WebLM 6.3.22 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 - 6.3.22.X.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 6.3.22, reboot the WebLM from CLI to get the updated kernel running in memory.

## Technical support

---

Avaya Technical Support provides support for WebLM 6.3.22 on VMware.

For any problems with WebLM 6.3.22 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>