Product Correction Notice (PCN)

Issue Date: **August 05, 2013**
Expiration Date: **NA**
Supplement 15 Date: **August 27, 2018**
PCN Number: **1943S**

SECTION 1 - CUSTOMER NOTICE

Products affected by this PCN:

Avaya Aura® 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

Description:

August 27, 2018 - Supplement 15 – This PCN applies to WebLM 6.3.2, WebLM 6.3.3, WebLM 6.3.4, WebLM 6.3.5, WebLM 6.3.7, WebLM 6.3.8, WebLM 6.3.10, WebLM 6.3.11, WebLM 6.3.13, WebLM 6.3.14, WebLM 6.3.16, WebLM 6.3.17, WebLM 6.3.18, WebLM 6.3.19, WebLM 6.3.20 and WebLM 6.3.21 Releases.

This PCN introduces WebLM 6.3.22 (**WebLM_6.3.22_r5908222.bin**) to WebLM 6.3.x Release.

To determine that WebLM 6.3.21 release is running:

- 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 - 6.3.21.X.XXXX

April 17, 2018 - Supplement 14 – This PCN applies to WebLM 6.3.2, WebLM 6.3.3, WebLM 6.3.4, WebLM 6.3.5, WebLM 6.3.7, WebLM 6.3.8, WebLM 6.3.10, WebLM 6.3.11, WebLM 6.3.13, WebLM 6.3.14, WebLM 6.3.16, WebLM 6.3.17, WebLM 6.3.18, WebLM 6.3.19 and WebLM 6.3.20 Releases.

This PCN introduces WebLM 6.3.21 (**WebLM_6.3.21_r5807515.bin**) to WebLM 6.3.x Release.

To determine that WebLM 6.3.20 release is running:

- 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 - 6.3.20.X.XXXX

August 28, 2017 - Supplement 13 – This PCN applies to WebLM 6.3.2, WebLM 6.3.3, WebLM 6.3.4, WebLM 6.3.5, WebLM 6.3.7, WebLM 6.3.8, WebLM 6.3.10, WebLM 6.3.11, WebLM 6.3.13, WebLM 6.3.14, WebLM 6.3.16, WebLM 6.3.17, WebLM 6.3.18 and WebLM 6.3.19 Releases.

This PCN introduces WebLM 6.3.20 (WebLM_6.3.20_r5706907.bin) to WebLM 6.3.x Release.

To determine that WebLM 6.3.19 release is running:

- 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)

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Build Number - 6.3.19.X.XXXX

March 13, 2017 - Supplement 12 – This PCN applies to WebLM 6.3.2, WebLM 6.3.3, WebLM 6.3.4, WebLM 6.3.5, WebLM 6.3.7, WebLM 6.3.8, WebLM 6.3.10, WebLM 6.3.11, WebLM 6.3.13, WebLM 6.3.14, WebLM 6.3.16, WebLM 6.3.17 and WebLM 6.3.18 Releases.

This PCN introduces WebLM 6.3.19(WebLM_6.3.19_r5606296.bin) to WebLM 6.3.x Release.

To determine that WebLM 6.3.18 release is running:

- 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 - 6.3.18.X.XXXX

August 29, 2016 - Supplement 11 – This PCN applies to WebLM 6.3.2, WebLM 6.3.3, WebLM 6.3.4, WebLM 6.3.5, WebLM 6.3.7, WebLM 6.3.8, WebLM 6.3.10, WebLM 6.3.11, WebLM 6.3.13, WebLM 6.3.14, WebLM 6.3.16 and WebLM 6.3.17 Releases.

This PCN introduces WebLM 6.3.18(WebLM_6.3.18_r5505429.bin) to WebLM 6.3.x Release.

To determine that WebLM 6.3.17 release is running:

- 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 - 6.3.17.X.XXXX

March 14, 2016 - Supplement 10 – This PCN applies to WebLM 6.3.2, WebLM 6.3.3, WebLM 6.3.4, WebLM 6.3.5, WebLM 6.3.7, WebLM 6.3.8, WebLM 6.3.10, WebLM 6.3.11, WebLM 6.3.13, WebLM 6.3.14 and WebLM 6.3.16 Releases.

This PCN introduces WebLM 6.3.17(WebLM_6.3.17_r5404520.bin) to WebLM 6.3.x Release.

To determine that WebLM 6.3.16 release is running:

- 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 - 6.3.16.X.XXXX

December 14, 2015 - Supplement 9 – This PCN applies to WebLM 6.3.2, WebLM 6.3.3, WebLM 6.3.4, WebLM 6.3.5, WebLM 6.3.7, WebLM 6.3.8, WebLM 6.3.10, WebLM 6.3.11, WebLM 6.3.13 and WebLM 6.3.14 Releases.

This PCN introduces WebLM 6.3.16(WebLM_6.3.16_r5304191.bin) to WebLM 6.3.2, WebLM 6.3.3, WebLM 6.3.4, WebLM 6.3.5, WebLM 6.3.7, WebLM 6.3.8, WebLM 6.3.10, WebLM 6.3.11, WebLM 6.3.13 and WebLM 6.3.14 Releases.

To determine that WebLM 6.3.14 release is running:

- Log into WebLM Web Console.
- Click the **About** link on the home/landing page. Verify that About page contains as below:

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Web License Manager (WebLM v6.3)
Build Number - 6.3.14.X.XXXX

June 08, 2015 - Supplement 8 – This PCN applies to WebLM 6.3.2, WebLM 6.3.3, WebLM 6.3.4, WebLM 6.3.5, WebLM 6.3.7, WebLM 6.3.8, WebLM 6.3.10, WebLM 6.3.11 and WebLM 6.3.13 Releases.

This PCN introduces WebLM 6.3.14(**WebLM_6.3.14_r5103527.bin**) to WebLM 6.3.2, WebLM 6.3.3, WebLM 6.3.4, WebLM 6.3.5, WebLM 6.3.7, WebLM 6.3.8, WebLM 6.3.10, WebLM 6.3.11 and WebLM 6.3.13 Releases.

To determine that WebLM 6.3.13 release is running:

- 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 - 6.3.13.X.XXXX

April 13, 2015 - Supplement 7 – This PCN applies to WebLM 6.3.2, WebLM 6.3.3, WebLM 6.3.4, WebLM 6.3.5, WebLM 6.3.7, WebLM 6.3.8, WebLM 6.3.10 and WebLM 6.3.11 Releases.

This PCN introduces WebLM 6.3.13(**WebLM_6.3.13_r5003242.bin**) to WebLM 6.3.2, WebLM 6.3.3, WebLM 6.3.4, WebLM 6.3.5, WebLM 6.3.7, WebLM 6.3.8, WebLM 6.3.10 and WebLM 6.3.11 Releases.

To determine that WebLM 6.3.11 release is running:

- 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 - 6.3.11.X.XXXX

December 8, 2014 - Supplement 6 – This PCN applies to WebLM 6.3.2, WebLM 6.3.3, WebLM 6.3.4, WebLM 6.3.5, WebLM 6.3.7, WebLM 6.3.8 and WebLM 6.3.10 Releases.

This PCN introduces WebLM 6.3.11(**WebLM_6.3.11_r4802864.bin**) to WebLM 6.3.2, WebLM 6.3.3, WebLM 6.3.4, WebLM 6.3.5, WebLM 6.3.7, WebLM 6.3.8 and WebLM 6.3.10 Releases.

To determine that WebLM 6.3.10 release is running:

- 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 - 6.3.10.X.XXXX

October 10, 2014 - Supplement 5 – This PCN applies to WebLM 6.3.2, WebLM 6.3.3, WebLM 6.3.4, WebLM 6.3.5, WebLM 6.3.7 and WebLM 6.3.8 Releases.

This PCN introduces WebLM 6.3.10(**WebLM_6.3.10_r4702651.bin**) to WebLM 6.3.2, WebLM 6.3.3, WebLM 6.3.4, WebLM 6.3.5, WebLM 6.3.7 and WebLM 6.3.8 Releases.

To determine that WebLM 6.3.8 release is running:

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- 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 - 6.3.8.X.XXXX

June 02, 2014 - Supplement 4 – This PCN applies to WebLM 6.3.2, WebLM 6.3.3, WebLM 6.3.4, WebLM 6.3.5 and WebLM 6.3.7 Releases.

This PCN introduces WebLM 6.3.8(**WebLM_6.3.8_r4502368.bin**) to WebLM 6.3.2, WebLM 6.3.3, WebLM 6.3.4, WebLM 6.3.5 and WebLM 6.3.7 Releases.

To determine that WebLM 6.3.7 release is running:

- 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 - 6.3.7.X.XXXX

April 07, 2014 - Supplement 3 – This PCN applies to WebLM 6.3.2, WebLM 6.3.3, WebLM 6.3.4 and WebLM 6.3.5 Releases.

This PCN introduces WebLM 6.3.7(**WebLM_6.3.7_r3702195.bin**) to WebLM 6.3.2, WebLM 6.3.3, WebLM 6.3.4 and WebLM 6.3.5 Releases.

To determine that WebLM 6.3.5 release is running:

- 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 - 6.3.5.X.XXXX

December 02, 2013 - Supplement 2– This PCN applies to WebLM 6.3.2, WebLM 6.3.3 and WebLM 6.3.4 Releases.

This PCN introduces WebLM 6.3.5(**WebLM_6.3.5_r3501905.bin**) to WebLM 6.3.2, WebLM 6.3.3 and WebLM 6.3.4 Releases.

To determine that WebLM 6.3.4 release is running:

- 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 - 6.3.4.X.XXXX

October 07, 2013 - Supplement 1 – This PCN applies to WebLM 6.3.2 and WebLM 6.3.3 Releases.

This PCN introduces WebLM 6.3.4(**VEWebLM_6.3.4_r3401799.bin**) to WebLM 6.3.2 and WebLM 6.3.3 Releases.

To determine that WebLM 6.3.3 release is running:

- Log into WebLM Web Console.
- Click the **About** link on the home/landing page. Verify that About page contains as below:

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	Web License Manager (WebLM v6.3) **Build Number - 6.3.3.X.XXXX** **August 05, 2013** – This PCN applies to WebLM 6.3.2 Release. This PCN introduces WebLM 6.3.3(**WebLM_6.3.3_r2501630.bin**) to WebLM 6.3.2 Release. To determine that WebLM 6.3.2 release is running: • 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 - 6.3.2.X.XXXX**
Level of Risk/Severity Class 1=High Class 2=Medium Class 3=Low	Class 3
Is it required that this PCN be applied to my system?	This PCN is required for WebLM 6.3.2, WebLM 6.3.3, WebLM 6.3.4, WebLM 6.3.5, WebLM 6.3.7 and WebLM 6.3.8, WebLM 6.3.10, WebLM 6.3.11, WebLM 6.3.13, WebLM 6.3.14, WebLM 6.3.16, WebLM 6.3.17, WebLM 6.3.18, WebLM 6.3.19, WebLM 6.3.20 and WebLM 6.3.21 Releases.
The risk if this PCN is not installed:	Important fixes will not be installed. The *Release Notes* associated with this service pack provides a list of specific issues that will be resolved by installing the service pack. To obtain the *Release Notes* please refer to the "**Release notes and workarounds are located"** section of this PCN.
Is this PCN for US customers, non-US customers, or both?	This applies to both US and non-US customers.
Does applying this PCN disrupt my service during installation?	Yes. WebLM services are re-started during service pack installation so web access to WebLM will be disrupted for 10+ minutes.
Installation of this PCN is required by:	Customer and/or Avaya Remote or On-Site Services and/or Avaya Authorized Business Partner.
Release notes and	The **Avaya Aura® WebLM 6.3.22 Release Notes** contain the specific software updates included in the service pack and can be obtained by performing the following steps from a browser:

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workarounds are located:	1. Go to http://support.avaya.com 2. Click on "Documents" link on the dashboard menu. 3. Enter product name as "system manager" and then select "Avaya Aura® System Manager". 4. Select "6.3.x" from the dropdown. 5. Select "Release Notes & Software Update Notes" check box. 6. Click Enter. 7. Click on **"Avaya Aura® WebLM 6.3.22 Release Notes"**
What materials are required to implement this PCN (If PCN can be customer installed):	Not Applicable
How do I order this PCN (If PCN can be customer installed):	See Finding the installation instructions.
Finding the installation instructions (If PCN can be customer installed):	Follow the instructions below to download the service pack: 1. The service pack is available via Avaya's PLDS software download system, which can be reached by performing the following steps from a browser: 2. Log into the support site (http://support.avaya.com) using your login ID and password. 3. Click on "Downloads" link on the dashboard menu. 4. Enter product name as "system manager" and then select "Avaya Aura® System Manager". 5. Select "6.3.x" from the dropdown from the dropdown. 6. Click on **"**Avaya Aura® System Manager Release 6.3.22 Downloads**"** 7. Click on the link to the file "**WebLM_6.3.22_r5908222.bin**" 8. Or use PLDS ID SMGR6322GA2 to download the file from PLDS. The **WebLM 6.3.22 Release Notes** document contains instructions on how to install WebLM 6.3.22 Release. To obtain the *Release Notes* please refer to the "**Release notes and workarounds are located"** section of this PCN.

SECTION 1A – SOFTWARE SERVICE PACK INFORMATION

Note: Customers are required to backup their systems before applying the Service Pack.

How to verify the installation of the Service Pack has been successful:	To verify the successful installation of the WebLM 6.3.22 • 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

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What you should do if the Service Pack installation fails?	Please refer Technical support section of WebLM 6.3.22 release notes section to collect logs from the system. Use the VM snapshot manager to revert to a snapshot taken prior to patch installation Then contact Avaya Support team along with logs collected for technical assistance.
How to remove the Service Pack if malfunction of your system occurs:	Please refer Technical support section of WebLM 6.3.22 release notes section to collect logs from the system. Use the VM snapshot manager to revert to a snapshot taken prior to patch installation Then contact Avaya Support team along with logs collected for technical assistance.

SECTION 1B – SECURITY INFORMATION

Are there any security risks involved?	Not Applicable.
Avaya Security Vulnerability Classification:	Not Applicable
Mitigation:	Not Applicable

SECTION 1C – ENTITLEMENTS AND CONTACTS

Material Coverage Entitlements:	This PCN is being offered at no charge the customer.
Avaya Customer Service Coverage Entitlements:	Avaya is issuing this PCN as installable by the customer. If the customer requests Avaya to install this PCN, it is considered a billable event as outlined in Section 4 (*Software Updates and Product Correction Notices*) of the Avaya Service Agreement Supplement (Full Maintenance Coverage) unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer. Additionally, Avaya on-site support is not included. If on-site support is requested, Avaya will bill the customer current Per Incident charges unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer.

Customers under the following Avaya coverage: -Full Coverage Service Contract* -On-site Hardware Maintenance Contract*	
Remote Installation	Current Per Incident Rates Apply
Remote or On-site Services Labor	Current Per Incident Rates Apply

- Service contracts that include both labor and parts support – 24x7, 8x5.

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Customers under the following Avaya coverage: -Warranty -Software Support -Software Support Plus Upgrades -Remote Only -Parts Plus Remote -Remote Hardware Support -Remote Hardware Support w/ Advance Parts Replacement	
Help-Line Assistance	Per Terms of Services Contract or coverage
Remote or On-site Services Labor	Per Terms of Services Contract or coverage

Avaya Product Correction Notice Support Offer
The Avaya Product Correction Support Offer provides out-of-hours support for remote and on-site technician installable PCNs, and Avaya installation for all Avaya issued PCNs that are classified as "Customer-Installable". Refer to the PCN Offer or contact your Avaya Account Representative for complete details.

Avaya Authorized Partner Service Coverage Entitlements:

Avaya Authorized Partner
Avaya Authorized Partners are responsible for the implementation of this PCN on behalf of their customers.

Who to contact for more information:

If you require further information or assistance please contact your Authorized Service Provider, or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support Terms of Use.

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