Services-VM 3.0 – Release Notes

Introduction

This document provides support information about Services-VM Release 3.0 for Avaya Aura® System Platform 6.3.1 and later, and supplements other Services-VM and System Platform documentation. For updated documentation, product support notices, and service pack information, go to the Avaya Support website at http://support.avaya.com.

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Implementation

Upgrade paths

The following upgrade paths to Services-VM Release 3.0 are available if you already have System Platform installed in your environment:

Hardware type	Upgrade path
Avaya Common Server Release 2	Template upgrade to Services-VM 3.0 from Services-VM 2.0. Common server release R2 supports the medium configuration of Services-VM 3.0.
Avaya Common Server Release 1 and other hardware	Template upgrade to Services-VM 3.0 from Services-VM 1.0 or 2.0. Common server release R1 supports the small configuration of Services-VM 3.0.

Implementing the release

To upgrade to Services-VM Release 3.0 on System Platform, follow the upgrade instructions for Services-VM in *Implementing and Administering Services-VM* 3.0 available on the Avaya Support website at http://support.avaya.com.

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Post-upgrade activities on Avaya Aura® System Platform 6.4

After you upgrade Service-VM to 3.0 on System Platform 6.4, it is ***important*** to perform the following steps:

1. Apply a sanity patch to Services-VM immediately after you upgrade to Service-VM 3.0. You must apply the sanity patch, PLDS ID ADSSSPT0021, within 15 minutes after you upgrade Services-VM. For more information, see the sanity patch release notes at https://downloads.avaya.com/css/P8/documents/101020834.
   If you miss applying the sanity patch within the first 15 minutes, try to apply the patch again after 1 hour.
2. After you have installed the sanity patch, apply Services-VM 3.0 Service Pack 1. For more information, see the Services-VM 3.0 Service Pack 1 Release Notes at https://downloads.avaya.com/css/P8/documents/101017085.

Caution:

You must create a new backup point from the System Platform web console after a successful upgrade to Services-VM 3.0. Some configuration might not be restored when you use the earlier backups taken with Services-VM 1.0 or 2.0.

New in this release

The following is the list of the enhancements in this release:

Enhancement	Description
Avaya Diagnostic Server	Services-VM Release 3.0 includes Avaya Diagnostic Server Release 1.0, which leverages the capabilities of SAL Gateway and SLA Mon™ technology. Avaya Diagnostic Server has the following components: • SAL Gateway 2.2 • SLA Mon Server 2.0 For more information about Avaya Diagnostic Server, see the Avaya Diagnostic Server documentation available on the Avaya Support website at http://support.avaya.com.
Two supported configurations	Services-VM Release 3.0 supports two configurations: • Small-sized Services-VM with 512-MB memory and 4-GB disk space. This configuration is available only on Avaya Common Servers Release 1 and other hardware. • Medium-sized Services-VM with 1-GB memory and 10-GB disk space. This configuration is available only on Avaya Common Servers Release 2.
Operating system version upgrade	The operating system version is upgraded to CentOS version 5.9.
Security enhancements	Release 3.0 has the following security enhancements: • OS related security fixes • Security patches for other packages

Limitations of SLA Mon on Services-VM

You can run a maximum of five concurrent packet capture sessions using the SLA Mon command line interface. Packet captures are available on the system for 15 days. The system also stores the last five instances of packet capture for each endpoint.

You must use the SLA Mon CLI to perform all tasks for SLA Mon on Services-VM. The SLA Mon web interface is unavailable through Services-VM.

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Known issue

Issue	Workaround
After you upgrade Services-VM or restore a backup, Application State in the System Platform web console might show as Partial for Services-VM. This could happen because the snmpAgent process of SAL Gateway sometimes reports its service status incorrectly after these operations.	Reboot Services-VM.

Troubleshooting

For information about troubleshooting SAL-related issues, see *Secure Access Link 2.2 Gateway Implementation Guide* available on the Avaya Support website, http://support.avaya.com.

Contacting support

Contact Support Checklist

If you are having trouble with Services-VM, 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, log on to the Avaya Technical Support website http://support.avaya.com to:

1. Use the online service request system to create a service request.
2. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

If you have difficulty reaching Avaya Technical Support through the above URL, 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 website.

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.

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