



**Avaya Aura® Solution for Midsize Enterprise 6.2.2 with Avaya
Aura® 6.2 Feature Pack 3**
Release Notes

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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.

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Providing Telecommunications Security

Telecommunications security (of voice, data, and/or video communications) is the prevention of any type of intrusion to (that is, either unauthorized or malicious access to or use of) your company's telecommunications equipment by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that can be accessed by this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf. Whereas, a "malicious party" is anyone (including someone who might be otherwise authorized) who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions might be either to/through synchronous (time-multiplexed and/or circuit-based), or asynchronous (character-, message-, or packet-based) equipment, or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there might be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it might result in a variety of losses to your company (including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

Responsibility for Your Company's Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you — Avaya's customer system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers must carefully program and configure:

- Your Avaya-provided telecommunications systems and their interfaces
- Your Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products

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Federal Communications Commission Statement
Part 15:

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Canadian Department of Communications (DOC) Interference Information

This Class A digital apparatus complies with Canadian ICES-003.
Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.
This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

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General Information

The Avaya Aura® Solution for Midsize Enterprise Release 6.2.2 template delivers the following applications for use as Virtual Machines (VM) running on System Platform 6.3.0.

- Avaya Aura® Application Enablement Services 6.3.0
- Avaya Aura® Communication Manager 6.3.0
- Avaya Aura® Communication Manager Messaging 6.3.0
- Avaya Aura® Presence Services 6.2.0
- Avaya Aura® Session Manager 6.3.2
- Avaya Aura® System Manager 6.3.2
- Avaya Aura® Utility Services 6.3.0

These Release Notes also detail applying the Avaya Aura® 6.2 Feature Pack 3 (FP3) update for applicable ME applications, following deployment of the Avaya Aura® Solution for Midsize Enterprise 6.2.2 template.

In addition to these Release Notes, refer to each of the specific Release Notes for each of the applications for additional fixes, known issues and workarounds. These are available on support.avaya.com:

1. Go to the Avaya Support site at <http://support.avaya.com>.
2. Click **Products**. The **Enter Product Name** box is displayed.
3. Type the product name in the box, and when it appears below, select it.
4. **Choose Release** version from the pull-down menu.
5. Under **USER GUIDES & TOP DOCUMENTS**, select **View All>**
6. In the left pane, select **Release Notes & Software Update Notes**.

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regarding other Open Source Components is available on:

<https://support.avaya.com/Copyright>. To access a copy of the license text for the other Open Source Components, see the following:

- Avaya Aura® Application Enablement Services (AES):
 - CLI: /licenses directory
 - GUI: Navigate to Help -> About AE Services
- Avaya Aura® Communication Manager:
 - Disk 1 of the software media: /Licenses directory
 - GUI: Login to System Management Interface (SMI)
- Avaya Aura® Presence Services: /opt/Avaya/Presence/install/3p_rpms/Licenses directory
- Avaya Aura® Session Manager: /Licenses directory
- Avaya Aura® System Manager:
 - CLI: /opt/Avaya/Mgmt/6.3.8/license directory
 - GUI: Navigate to About -> Third Party Terms for CentOS
- Avaya Aura® System Platform:
 - Dom0 CLI: /licenses directory
- Avaya Aura® Utility Services: /Licenses directory
- Installation Wizard:
 - post-install.tar: /Licenses directory
 - pre-install.war: /Licenses directory
- Services VM including Secure Access Link (SAL)
 - CLI:
 - /LICENSE directory
 - /opt/avaya/SAL/gateway/LICENSE/ directory

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Installs and Upgrades

The following upgrade, configuration and interoperability notes apply specifically to Avaya Aura® Solution for Midsize Enterprise release 6.2.2.

The primary software template for Avaya Aura® Solution for Midsize Enterprise 6.2.2 is 6.2.2.0.1120. This template includes the application versions listed previously and can be used for new installs and upgrades from:

- Avaya Aura® Solution for Midsize Enterprise 6.2
- Avaya Aura® Solution for Midsize Enterprise 6.1
- Midsize Business Template 5.2.1.

Template	Build #	System Platform	New Server	New Licensing	Upgrade Procedure Type	Reference Document
MBT 5.2.1	12	6.0.3.10.3 to 6.3	Yes – to ME spec. HP DL360 G7 or HP DL360p G8	Yes	Migration	Upgrading Avaya Aura® Midsize Business Template to Avaya Aura® Solution for Midsize Enterprise
ME 6.1.0	2580	6.0.3.10.3 to 6.3	Yes – to ME spec. HP DL360 G7 or HP DL360p G8	Yes	Migration	Upgrading Avaya Aura® Solution for Midsize Enterprise
ME 6.1.0	2580	6.0.3.10.3 to 6.3	No – Re-use ME spec. HP DL360 G7	No	Template Upgrade	Upgrading Avaya Aura® Solution for Midsize Enterprise
ME 6.2.0	3105	6.2.1.3.9 to 6.3	No – Re-use ME spec. HP DL360 G7	No	Template Upgrade	Upgrading Avaya Aura® Solution for Midsize Enterprise

Note:

- No license credit will be given for existing licenses for upgrades from Midsize Business Template 5.2.1
- Upgrades are not supported from Collaboration Server 6.1.
- S8800 Servers running Collaboration Server 6.1 cannot be upgraded to Midsize Enterprise 6.2.2.
- Midsize Enterprise 6.2.2 is only supported on the Avaya Common Servers HP DL360 G7 and HP DL360p G8 (with FP3).

Avaya Aura® Solution for Midsize Enterprise template 6.2.2.0.1120 is available on DVD, material code 700506690, and as three ISO image downloads from PLDS.

Software Download Description	File Name	PLDS Download ID
Avaya Aura® Solution for Midsize Enterprise 6.2.2 ISO Image 1 of 3	Midsize_Ent-6.2.2.0.1120-1.iso	CMME0000095
Avaya Aura® Solution for Midsize Enterprise 6.2.2 ISO Image 2 of 3	Midsize_Ent-6.2.2.0.1120-2.iso	CMME0000096
Avaya Aura® Solution for Midsize Enterprise 6.2.2 ISO Image 3 of 3	Midsize_Ent-6.2.2.0.1120-3.iso	CMME0000097
Midsize Enterprise 6.2.2 Standalone Installation Wizard	SP_Pre-Installation_Wizard_7527.exe	CMME0000093
Avaya Aura® System Platform 6.3 Installation and Upgrade ISO	vsp-6.3.0.0.18002.iso	CMME0000074
Third Party Software Source Code for System Platform 6.3	vsp-src-6.3.0.0.18002.iso	CMME0000355

New Installs:

The Avaya Aura® Solution for Midsize Enterprise (ME) release 6.2.2 template is Pre-Staged on the server by a distribution partner, ready to be configured with customer-specific values.

After deployment, make sure that the latest approved updates are applied according to these Release Notes and the Compatibility Matrix available on <http://support.avaya.com>.

For new installation and configuration, please refer to the following documents, available on <http://support.avaya.com>

- *Implementing Avaya Aura® Solution for Midsize Enterprise*
- *Avaya Aura® Solution for Midsize Enterprise 6.2.2 with Avaya Aura® 6.2 Feature Pack 3 Intelligent Workbook*

Upgrades:

For upgrades, please refer to the following document available on <http://support.avaya.com>

- *Upgrading Avaya Aura® Solution for Midsize Enterprise*

1. Install latest patches

For upgrades, as per Compatibility Matrix, install latest available patches to ME 6.1 or ME 6.2 before upgrading. The Compatibility Matrix and patches can be found on <http://support.avaya.com>. Please refer to specific application documentation for applying patches and / or Service Packs.

Access Compatibility Matrix Procedure

1. Access the Avaya support website at <http://support.avaya.com>.
2. At the bottom left of the screen, click **All Tools >**
3. On the **Tools** screen, scroll down to the **Compatibility Matrix** document title and click on it.
4. Scroll down the screen and click on **Click here to access the Compatibility Matrix**.
5. At the bottom of the screen, select **Avaya Aura® Solution for Midsize Enterprise** from the **Product** drop-down menu.
6. When the screen refreshes, select the appropriate release from the **Release** drop down menu.
7. When the screen refreshes, select **Primary Components** from the **Components and Products** drop-down menu.
8. When the screen refreshes, click on the red **(View All)** link under the **Primary Components** title.

2. Before starting an Upgrade, check the RAID Battery status:

If the RAID batteries in the HP server are failing, a write-cache issue may cause the installation to fail. To check the status of the RAID batteries, perform the following:

- Log into Domain-0 of the machine and switch user to root
- Execute the following command:
 - `raid_status -v`
- From the command output, verify the following lines:
 - Controller Status: OK
 - Cache Status: OK
 - Accelerator Ratio: 25% Read / 75% Write
 - Battery/Capacitor Count: 1
 - Battery/Capacitor Status: OK
- If the output is different, replace the RAID batteries before proceeding with the installation / upgrade.

3. Upgrade Avaya Aura® System Platform (SP) and Services VM (SVM) first.

Note, re-login to the System Platform web console needs to happen within 4 hrs of an SVM upgrade to prevent auto rollback of SVM.

4. Check Avaya Aura® System Manager (SMGR) Enrollment Password

When upgrading from ME 6.1/6.2, verify that the SMGR Enrollment Password is not expired and that this matches what was used in the original installation (Refer to the Troubleshooting section of the **Implementing Avaya Aura® Solution for Midsize Enterprise** guide for full details). This is necessary as the SMGR clients (SM and Presence Services) will need to re-enroll as part of their upgrade. In the SMGR Web Interface:

- Navigate to **Security->Certificates->Enrollment Password**
- Choose at least **8 hours** from the **Password expires in:** drop down menu
- Enter the **Enrollment Password** in the **Password:** field.
- Click **Commit**

5. After upgrade, update CMM Version

Following upgrade, update the CMM Version in SMGR Manage Elements:

- Open up SMGR GUI, from System Platform webconsole Manage page, click on SMGR “wrench” / “spanner”
- Select **Inventory** under **Services** menu
- Select **Manage Elements**
- Select applicable **Messaging** entry using tick box and click on **Edit**
- Select **Attributes**
- Change **Version** to **6.3**
- Click on **Commit**

High Availability (HA) Upgrades:

Please refer to *Upgrading Avaya Aura® Solution for Midsize Enterprise* document for full details for performing upgrades to ME HA configured systems.

Below is a high level overview of the steps involved for upgrading an ME HA deployment.

- From the primary server, stop HA
- From the primary server, remove HA
- For both servers, upgrade System Platform and apply any System Platform updates as necessary
- From the primary server, upgrade the ME template as normal for a non-HA system
- From the primary server, install all patches for the individual VMs as necessary
- From the primary server, create HA

- From the primary server, start HA

Apply Feature Pack 3 (FP3) Updates:

The FP3 updates include support for the HP Proliant® DL360p G8 variant Avaya Common Server. ME 6.2.2.0.1120 with FP3 updates is supported on the following server types:

- Common Server R2 (CSR2), Material Code 303560: HP Proliant® DL360p G8
- Common Server R1 (CSR1), Material Code 263762: HP Proliant® DL360 G7

The following table details the FP3 updates per application and the order in which they should be applied. Please refer to the following documents, available on <http://support.avaya.com>, for details of how to apply patches and / or Service Packs.

- *Implementing Avaya Aura® Solution for Midsize Enterprise*
- *Avaya Aura® Solution for Midsize Enterprise 6.2.2 with Avaya Aura® 6.2 Feature Pack 3 Intelligent Workbook*

WARNING:

1. Apply the updates as ordered in the table.
2. Refer to the applicable individual application documentation available on <http://support.avaya.com> (Release Notes, PCNs and / or PSNs) for each of the updates for specific instructions before attempting to apply these.

	Application	FP3 Version	Update Filename	PLDS Download ID
1	Avaya Aura® System Platform	6.3.1	vsp-patch-6.3.1.08003.0.noarch.rpm _{[1][2]}	CMME0000101
2	Services VM	3.0.0	Services_VM-3.0.0.0.11.iso (template) _{[1][3]}	CMME0000102
3	Avaya Aura® System Manager (SMGR)	6.3.4	System_Manager_6.3.4_r3401830.bin	CMME0000103
4	Avaya Aura® Session Manager (SM)	6.3.4	asm-6.3.4.0.634014-installer.iso	CMME0000104
5	Avaya Aura® Presence Services (PS)	6.2.2	PS-6.2.2.0-304.zip	CMME0000105
6	Avaya Aura® Communication Manager (CM)	6.3.2	03.0.124.0-21053.tar	CMME0000106
7	Avaya Aura® Application Enablement Services	6.3.1	aesvcs-6.3.1.0.19-featurepack.zip	CMME0000107

Note(s):

[1]: Pre-Staged ME 6.2.2 Solutions on Common Server R2 (CSR2) will include FP3 versions of:

- Avaya Aura® System Platform
- Services VM

[2]: This is a specific version of Avaya Aura® System Platform 6.3.1 for ME.

[3]: The Services VM can be deployed in two sizes, which one to use is dependent on the server type:

- Services_VM_Medium.ovf: Applicable to CSR2 server types.
- Services_VM_Small.ovf: Applicable to CSR1 server types.

Apply Application Patches / Service Packs:

After updating ME 6.2.2 with the FP3 releases, apply the following patches / Service Packs.

WARNING:

Refer to the applicable individual application documentation (Release Notes, PCNs and / or PSNs) for each of the updates for specific instructions before attempting to apply these.

Note:

Refer to the *Avaya Aura® Solution for Midsize Enterprise 6.2.2 with Avaya Aura® 6.2 Feature Pack 3 Intelligent Workbook* for additional details of how to apply updates for each application.

Application	Update	PLDS Download ID
Avaya Aura® Communication Manager Messaging (CMM), SP1	SP1: CMM-03.0.124.0-0101.tar	CMME0000108
Avaya Aura® Utility Services	SP1: util_patch_6.3.1.0.20.zip	CMME0000109
	Patch 2: util_patch_6.3.0.2.20.zip	CMME0000110

Survivable Remotes:

The compatible Avaya Aura® Communication Manager (CM) Survivable Remote template is version 6.3.0.0.1105. Survivable Remotes need to be upgraded to this version.

When using Avaya Aura® Midsize Enterprise (ME) template 6.2.2.0.1120 to upgrade from previous ME releases, Survivable Remote servers using Communication Manager LSP to back up ME main server(s) will no longer update or synchronize translations with the main server until all servers are upgraded. There will be no additional ME template for LSP/BSM upgrades, so all main and survivable remote server upgrades should be completed in as short an interval as possible.

The following rules apply for upgrades that include LSP/BSM sites:

- ME+LSP configuration
 - Follow CM upgrade rules: LSP first, ME second.
- ME+LSP/BSM configuration
 - Follow SM upgrade rules: ME first, LSP/BSM second.
 - Refer to [PSN100152](#) and apply patch if applicable.

Application	Update	PLDS Download ID
Avaya Aura® Communication Manager 6.3	6.3.0.0.1105.iso	CM000000300
	03.0.124.0-21053.tar	CMME0000106
Avaya Aura® Session Manager FP3 – apply to Branch Session Manager (BSM) on Survivable Remotes	asm-6.3.4.0.634014-installer.iso	CMME0000104
Branch Session Manager 6.3.2 Customer Account Reset Patch	Patch: asm-patch-6.3.2.1.632006.sh	SM000000052

Network Parameter Changes (NPC):

- **High Availability (HA) Solutions:**
 - For any Network Parameter changes (NPC), HA must be turned off.
 - CDom IP address that is used when deploying the HA Standby Server must not be re-used. It is used again if / when HA is turned off.
- **Hostname changes:**
 - System Platform Network Configuration page allows for hostnames with leading digits (as per RFC 1123) whilst the ME Pre-Install Wizard only allows this for AES. Setting PS, SM and SMGR with hostnames that have a leading digit will cause breakage whereby SMGR does not support RFC 1123. To ensure hostname support across all ME applications, it's advisable to adhere to RFC 952 for what characters are allowed for hostnames.

Known Issues, Patches and Workarounds

Refer to the following sections for details of known issues and apply the workaround where applicable.

- [Installations](#)
- [Upgrades and Updates](#)
- [Network Parameter Changes](#)
- [Backup and Restore](#)
- [Serviceability](#)
- [Operation](#)
- [High Availability \(HA\)](#)
- [Survivable Remotes](#)
- [Endpoints](#)

Installations

1. Extended privileges assigned to CM customer login if dadmin used.

If dadmin is not used for the CM customer account, the customer account will have a reduced set of privileges.

- **Workaround**

- Use dadmin for the CM customer account to ensure an extended set of privileges are applied.

2. ME Post Installation wizard can timeout when the SMGR Post Deployment file is being downloaded.

This issue can be caused by a slow network connection.

- **Workaround**

- Download all the ME template files locally to /vsp-template/Midsize_Ent directory and then upgrade directly from the SP server

3. ME Pre-Staged configuration values are not updated for System Manager configuration following customer deployment. If an ABIT file has been used, this causes the import of the users.xml file into System Manager to fail for Pre-Staged ME systems.

The problems caused by this are specific to SIP endpoints, configured within an ME Installation Wizard generated users.xml file, where an ABIT file was loaded during installation. Issues are caused by a mismatch of System Manager configuration data that is defined during Pre-Staging and the customer specific values defined at the 'Configure' stage, i.e. certain values remain defined with the Pre-Staged values.

- **Workaround**

- Open up SMGR GUI, from System Platform web console Manage page, click on SMGR "wrench" / "spanner"
- Login as **admin**
- In the **Services** column, click on **Inventory**

- Select **Manage Elements**
- Select **Import** from the **More Actions** drop-down list.
- Click the **Browse** button next to the **Select File** box and locate the file **RTSElements.xml** (contained in the SMGR xml files zipfile).
- Click the **Run immediately** radio button in the **Schedule Job** section.
- Click the **Import** button.
- Confirm that the import succeeds by clicking the tick box for the respective scheduled job and click the **View** button. The **Import Status** screen shows the status of the import.
- Click **Manage Elements** to return.
- Note, temporarily have 2 sesmgr1 entries Eventually the one with the ip address for the node name will disappear
- Wait for Communication Manager (CM) synchronization to complete
 - Navigate to **Inventory -> Synchronization -> Communication System**
 - Refresh and check **Sync Status** for CM until it shows **Completed**
- In the **Elements** column, click on **Routing**
 - Select **Regular Expressions**
 - Select the messaging **Pattern** and click the **Edit** button.
 - Update **Pattern** SIP domain for messaging from **mysipdomain.com** to match the applied customer specific SIP domain value.
 - Click on **Commit**.
- In the **Elements** column, click on **Routing**
 - Select **SIP Entities**
 - Select Session Manager entry and click the **Edit** button.
 - Update **Name** for Session Manager from **sm1** to match the applied customer specific value, i.e. hostname of Session Manager.
 - Click on **Commit**.
- In the **Elements** column, click on **Session Manager**
 - Navigate to **Application Configuration -> Applications**

- Select the CM system as defined during the 'Configure' stage from the **CM System for SIP Entity** drop-down list.
 - Click on **Commit**.
 - In the **Elements** column, click on **Session Manager**
 - Navigate to **Application Configuration-> Application Sequences**
 - Select the **cm1** entry and click the **Edit** button.
 - Update the **Name** for the **Application Sequence** from **cm1** to match the applied customer specific value, i.e. hostname of CM.
 - Click on **Commit**.
 - The users.xml file can now be imported.
4. **Avaya® Bulk Import Tool for Station Administration (ABIT.xls) issues.**
- Error when Set Type set to a SIP type, e.g. 9630SIP, for cell 13B
 - **Workaround**
 - This issue can be overcome by preceding 9630SIP with a single quotation mark ('): '9630SIP
 - Problems with the display of the buttons **Input**, **Check** and **Output**.
 - **Workaround**
 - Try re-loading the ABIT.xls file.
5. **AES incorrectly defined as a SIP Entity in System Manager.**
- Following deployment of an ME 6.2.2 system, AES is incorrectly configured as a SIP Entity in System Manager. AES is not supported as a SIP Entity to ASM directly.
 - **Workaround**
 - Open up SMGR GUI, from System Platform web console Manage page, click on SMGR "wrench" / "spanner"
 - Login as admin
 - In the **Elements** column, click on **Routing**
 - Select **SIP Entities**
 - Select **aes** entry and click the **Delete** button.
 - Click the **Delete** button to confirm
6. **For Pre-Staged ME systems, AES cust and root passwords remain set with default values following 'Configuration'.**
- Change the cust and root passwords manually via the AES CLI.
 - **Workaround**
 - SSH to AES and login as admin
 - Switch user to root: **su - root**
 - Change default password of root: **passwd**
 - Change default password of cust: **passwd cust**

7. **For System Manager Manage Elements, importing RTSElements.xml creates double entry of Presence Services**
 - Only the entry where Node contains the FQDN of Presence Services is required.
 - **Workaround**
 - Perform the following after the RTSElements.xml file has been imported into System Manager Manage Elements.
 - Open up the System Manager GUI and login as admin.
 - Navigate to **Services -> Inventory -> Manage Elements**
 - Select the Presence Services (PS) entry where Node contains the PS IP address.
 - Click **Delete**
 - Click **Delete** on the **Delete Element Confirmation** page web console.

Upgrades and Updates

8. **After Upgrade of ME 6.1 template to ME 6.2.2 template, SM Application state may remain in “Partial” state.**
 - **Workaround**
 - If this occurs, login to SM and execute statapp. If mgmt is DOWN,
 - Ensure the SMGR Enrollment Password is valid and then re-run initTM on SM CLI as root.
9. **DRS status page shows double entries of Presence 6.1 and Presence 6.2 for presence after upgrade ME from 6.1 to 6.2.2.**
 - **Workaround**
 - Delete the Presence 6.1 instance
 - Open up SMGR GUI, from System Platform web console Manage page, click on SMGR “wrench” / “spanner”
 - Login as **admin**
 - Select **Replication** under **Services** menu
 - Select **psreplica_6.1** (tick box)
 - Click **View Replica Nodes** button
 - Select PS instance that is showing **Ready for Repair**
 - Click on the **Remove** button
10. **After upgrading SVM, the SVM Application State can show “Partial”.**
 - **Workaround**
 - Application State is “Partial”
 - Restart the snmpAgent service.

- SSH to SVM and login as admin.
- Switch user to root: **su - root**
- Execute the following command: **service snmpAgent restart**

Network Parameter Changes

11. For Network Parameter Changes following ME 6.2.2 template deployment, wait at least 45 minutes for all changes to be applied.

- **Workaround**
 - Currently, System Platform behaves as follows when applying Network Parameter Changes. Further changes should not be made until System Manager has completed its updates. As such, wait at least 45 minutes to ensure that all changes have been applied before attempting any further changes via the System Platform web console.
 - CDom and System Manager included in Network Parameter Changes (NPC):
 - SP displays screen indicating that it will return in 5 minutes. If not, then manually enter IP address in browser (Note, indicates the new CDom IP address). SP returns in approx. 5 minutes but System Manager is still processing the NPC.
 - No change to CDom but System Manager included in Network Parameter Changes (NPC):
 - SP stays on Network Configuration page and states "Processing your request, please wait". However, SP menu is still accessible to the user potentially allowing other admin tasks to be initiated before the Network Parameter Changes have completed.

Note, SP "Install/Upgrade Log" not updated in real time, seemingly only after changes have been completed.

12. Hostnames with leading digits are not supported.

- System Platform Network Configuration page allows for hostnames with leading digits whilst the ME Pre-Install Wizard only allows this for AES. Setting PS, SM and SMGR with hostnames that have a leading digit causes breakage. SMGR does not support RFC 1123.
 - **Workaround**
 - Do not apply hostnames with leading digits for any of the ME applications other than AES.

13. WebLM IP address is not updated after changing IP address of System Manager on ME

- If the IP address of System Manager is changed via the System Platform Network Configuration page, the WebLM IP address does not get updated.
 - **Workaround**
 - Login to the System Platform web console.
 - Navigate to **Server Management -> System Configuration**
 - In the **Web LM Address:** section, update **Host:** IP address to match the System Manager IP address.
 - Click **Save**

Backup and Restore

14. In ME 6.2.2, restore can sometimes appear hung with status "Wait for Tomcat to restart".

- If whilst performing a restore operation on System Platform the restore log gets to the "Wait for Tomcat to restart" step and does not finish, the restore at this point is complete and other tasks can be performed.
- This can be confirmed by checking the backup.log on CDom:
 - SSH to CDom and login as admin
 - Change directory: **cd /vspdata/backup/**
 - View the end of the backup log: **tail backup.log**
 - Check that the last entry is:
 - **RESTORE ***** Succeeded *******

Serviceability

15. Presence Services not accessible via the Services Port using Port Forwarding.

- **Workaround**
 - Access PS via the console on Domain-0
 - Login to Domain-0 and su to root
 - Enter the following command to access the Presence Services console: **xm console presence_va**
 - Login to Presence Services as root
 - Add the following static route: **route add -net 192.11.13.4 netmask 255.255.255.252 gw dom0.vsp**

Operation

16. Slow or Unable to Login to Utility Services.

- User is unable to login to Utility Services using admin account.
- **Workaround**
 - Login to Utility Services as admin
 - Switch user to sroot
 - Edit the **/etc/ldap.conf** file and remove any duplicate entries at the bottom of the file of the form:
nss_base_passwd ou=People,dc=vsp?one
nss_base_shadow ou=People,dc=vsp?one
nss_base_group ou=Group,dc=vsp?one

High Availability (HA)

17. HA is supported only for network with subnet /24.

- **Workaround**
 - The primary and standby system should be in same network having subnet mask 255.255.255.0.

18. Following failover of an FP3 updated system, the Avaya Aura® Presence Services (PS) application may not start all processes.

- Following a failover of an FP3 updated system, it is advisable to check that all the PS processes are “Running”.
- **Workaround**
 - Login to the PS CLI as cust: **ssh <PS IP address>**
 - Switch user to root: **su - root**
 - Execute command to display the state of the PS processes:
monit summary
 - All PS processes should be “Running”, i.e. none should be showing “Does not exist” or “Not monitored”
 - If not all of the PS processes are “Running”, execute command to start the PS processes:
/opt/Avaya/Presence/presence/bin/start.sh
 - Execute command to display state of the PS processes and wait for them to show “Running” state: **monit summary**
 - Note, some PS processes take time to report as “Running”

19. Following failover of an FP3 updated system, the Avaya Aura® Session Manager (SM) State may display “Stopped”.

- **Workaround**
 - Login to Avaya Aura® System Platform webconsole as admin
 - Navigate to **Virtual Machine Management -> Manage**
 - Click on the **sm** link
 - Click the **Start** button

- Wait for SM State to change to “Running”

Survivable Remotes

- 20. Branch Session Manager Customer access login is not properly being retained when the Branch Session Manager templates are being upgraded to Release 6.3.2 (CM Survivable Remote template 6.3.0.0.1105).**
- Following upgrade, the BSM customer account password is set to the value entered when the previous template was initially installed on the system as opposed to retaining the current value.
 - **Workaround**
 - Use the customer account password from when the Branch Session Manager (BSM) template was initially installed and / or refer to PSN100152: Branch Session Manager 6.3 Customer Account password is reset to initial value when upgrading.

NOTE: Review the latest individual Release Notes, PCNs and PSNs for each of the ME Applications and Endpoints for specific known issues.

Technical Support

Support for Midsize Enterprise is available through Avaya Technical Support.

If you encounter trouble with Midsize Enterprise:

1. Retry the action. Follow the instructions in written or online documentation carefully.
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.
4. If you continue to have a problem, contact Avaya Technical Support by:
 - Logging on to the Avaya Technical Support Web site at <http://support.avaya.com>.
 - Calling or faxing Avaya Technical Support at one of the telephone numbers in the [Support Directory](#) listings on the Avaya support Web site. You may be asked to email one or more files to Technical Support for analysis of your application and its environment.

Note: If you have difficulty reaching Avaya Technical Support at the above URL or e-mail address, please go to <http://www.avaya.com> for more information. When you request technical support, provide the following information:

- Configuration settings, including Midsize Enterprise configuration and browser settings.
- Usage scenario, including all steps required to reproduce the issue.
- Copies of all logs related to the issue.
- All other information that you gathered when you attempted to resolve the issue.

Tip: 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.

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