AVAYA

Avaya Pod Fx™ Release Notes

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Security Vulnerabilities

Information about Avaya's security support policies can be found in the Security Policies and Support section of https://support.avaya.com/security.

Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (https://support.avaya.com/css/P8/documents/100161515).

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Contents

Contents

Chapter 1: Introduction

Purpose

This document provides release notes, important notices, and describes known issues for Avaya Pod Fx components.

😊 **Note:**

For release information on specific components in the Avaya Pod Fx, refer to the release notes for those individual components; for example: Avaya Virtual Services Platform 4000 Series.

Intended audience

The intended audience for this document can include:

- System administrators
- Data center personnel
- Avaya Sales Engineers
- Avaya Systems Engineers
- Certified repair and maintenance personnel
- Avaya Pod Fx Select certified Business Partners
- Avaya Pod Fx customers

Support

The Avaya Pod Fx is an integrated solution with integrated support. Integrated support means that Avaya support personnel can isolate and resolve any issues with hardware and software applications packaged within the Avaya Pod Fx.

* Note:

Avaya is responsible only for support of the Avaya and third-party hardware and software within the Avaya Pod Fx that has been purchased through Avaya as part of the Avaya Pod Fx, or that has been explicitly approved in writing by the Avaya Pod Fx product management team.

Documentation for specific Avaya products can be found on the Avaya website at http://support.avaya.com.

! Important:

If you deviate from an Avaya Pod Fx release software baseline, change physical equipment or virtual machines, modify network configurations, or add custom applications to Avaya Pod Fx in any way, without express consent from Avaya, you will void warranty and service contracts for Avaya Pod Fx. The approved application baseline deployed in the Avaya Pod Fx is part of the design review process. It is documented in the LCM workbook. You must stay within that defined baseline to remain in a supported configuration. If application types or counts must change, the new requirements must be reviewed by the Avaya Pod Fx Go To Market team in a design review through your account team or sales authorized business partner.

Avaya is not responsible for any unapproved third-party applications or hardware, or the direct or indirect impact of same, if installed by the customer.

To ensure the integrity of an Avaya Pod Fx solution and product warranties, any changes must be approved in writing by the Avaya Pod Fx product management team through the Avaya Pod Fx Configurator Design Review process. To request a design change review, send an email to podfxsales@avaya.com.

! Important:

The initial software baseline can require software patches and updates after initial installation. You are not permitted to update or upgrade Avaya Pod Fx Infrastructure applications or Avaya Aura® System Manager. This can only be done as a whole, with upgrade from one Avaya Pod Fx baseline release to another, unless approved by a PSN or PCN issued by the Avaya Pod Fx product team. This is as per the defined Lifecycle Policy for Avaya Pod Fx release management. Applications outside of the Avaya Pod Fx Infrastructure baseline or Avaya Aura® System Manager can be upgraded at the discretion of the system owner by following the Avaya Product Compatibility Matrix at https://support.avaya.com/CompatibilityMatrix/Index.aspx.

You must ensure that automatic software updates are disabled for applications. Avaya tests updates to determine compatibility and Avaya will advise you about updates as they are verified and approved for use.

* Note:

Avaya recommends that you install important Windows updates on the Windows Virtual Machines running on an Avaya Pod Fxas a best practice. See and follow your corporation security policies regarding Windows updates.

Contacting Avaya Pod Fx Support

The following support mailing lists are available for specific product queries. Use the mailing list appropriate to your query type.

- Avaya Pod Fx sales and sales-related queries — podfxsales@avaya.com.
- Avaya Pod Fx support — podfxsupport@avaya.com.
- Avaya Pod Fx partner support — podfxpartner@avaya.com.

Avaya associates can access the LCM repository at https://products.share.avaya.com/sites/podlcm/default.aspx to obtain the latest copy of the appropriate workbook. Business Partners and customers should send a request for the latest copy of the workbook to podfxsupport@avaya.com.

About this task

Avaya Support includes:

- Products
- Downloads and documents
- Service requests
- Parts replacement
- Tools
- Community support forum and DevConnect
- Training
- Help and policies
- Alerts and reports

Procedure

1. Go to the Avaya Support home page,

   www.avaya.com/support

   ✳ **Note:**

   Site registration is required to access Self Service Tools and Downloads. Registration instructions are available on the Support home page.

2. From the Support home page:
   - Enter a keyword in the Avaya Support search dialog box.
   - Click any of the topic-based links on the page.

Related links

Product Registration on page 10

Product Registration

To prevent service interruption, you must register your Avaya Pod Fx products. The following are the available methods for Avaya Pod Fx product registration:

- Implementation as a service - If Avaya Professional Services (APS) provided implementation Services onsite, APS also performs product registration on your behalf.
- Avaya Partner and Customer implementation – For information about the step-by-step registration process see the Avaya Classic Global Registration Process Help Document on the Avaya Product Support Registration page at https://support.avaya.com/grt (Document ID: 100162279).

Product registration is a required element for effective Avaya customer support. You must follow the Partner and Customer Registration Guidance in the Avaya Global Registration Process to help ensure the seamless support you have come to expect from Avaya.

Searching a documentation collection

On the Avaya Support website, you can download the documentation library for a specific product and software release to perform searches across an entire document collection. For example, you can perform a single, simultaneous search across the collection to quickly find all occurrences of a particular feature. Use this procedure to perform an index search of your documentation collection.

Before you begin

- Download the documentation collection zip file to your local computer.
- You must have Adobe Acrobat or Adobe Reader installed on your computer.

Procedure

1. Extract the document collection zip file into a folder.

2. Navigate to the folder that contains the extracted files and open the file named *<product_name_release>*.pdx.

3. In the Search dialog box, select the option **In the index named *<product_name_release>*.pdx**.

4. Enter a search word or phrase.

5. Select any of the following to narrow your search:

   - Whole Words Only
   - Case-Sensitive
   - Include Bookmarks
   - Include Comments

6. Click **Search**.

The search results show the number of documents and instances found. You can sort the search results by Relevance Ranking, Date Modified, Filename, or Location. The default is Relevance Ranking.

Subscribing to e-notifications
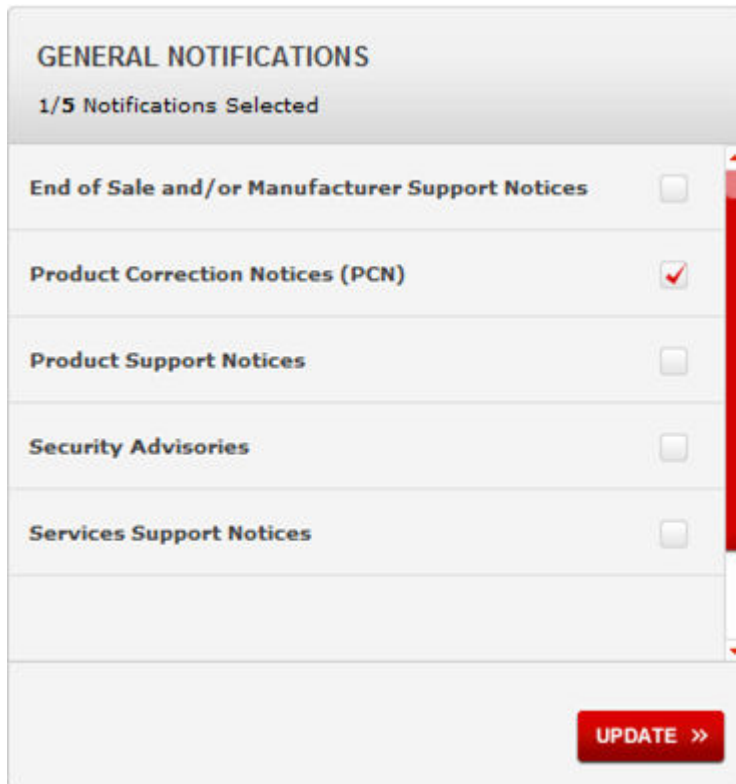
Subscribe to e-notifications to receive an email notification when documents are added to or changed on the Avaya Support website.

About this task

You can subscribe to different types of general notifications, for example, Product Correction Notices (PCN), which apply to any product or a specific product. You can also subscribe to specific types of documentation for a specific product, for example, Application & Technical Notes for Virtual Services Platform 7000.

Procedure

1. In an Internet browser, go to https://support.avaya.com.

2. Type your username and password, and then click **Login**.

3. Under **My Information**, select **SSO login Profile**.

4. Click **E-NOTIFICATIONS**.

5. In the GENERAL NOTIFICATIONS area, select the required documentation types, and then click **UPDATE**.
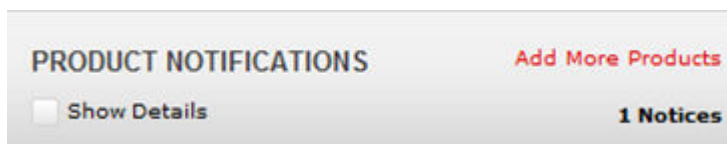
GENERAL NOTIFICATIONS

1/5 Notifications Selected

End of Sale and/or Manufacturer Support Notices ☐

Product Correction Notices (PCN) ☑

Product Support Notices ☐

Security Advisories ☐

Services Support Notices ☐

UPDATE »

6. Click **OK**.

7. In the PRODUCT NOTIFICATIONS area, click **Add More Products**.

PRODUCT NOTIFICATIONS Add More Products

☐ Show Details **1 Notices**

8. Scroll through the list, and then select the product name.

9. Select a release version.

10. Select the check box next to the required documentation types.

11. Click **Submit**.

Avaya Pod Fx e-notifications

Subscribing to e-notifications provides access to the latest documentation and technical information for the Avaya Pod Fx. Use the instructions provided in Subscribing to e-notifications on page 11 to subscribe to this useful Avaya service. Avaya Pod Fx customers and Business Partners can also receive email notifications by sending a request to podfxsupport@avaya.com.

Warranty

Avaya provides a limited warranty on its Hardware and Software ("Product(s)"). For more information on the Collaboration Pod warranty, see Support on page 7.

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 Web site: www.avaya.com/support. Simply type your search into the Search Avaya Support dialog box.

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.

Example

In the **Search Avaya Support** dialog box, type `warranty`. Then select the appropriate topic from the drop-down list.

Chapter 2: New in this release

The following sections detail what is new in this release.

Avaya Pod Fx Release 3.0 supports Avaya Pod Fx for Enterprise Communications on the Avaya Pod Fx 2400 and 4200 platforms.

Avaya VSP 7200 Release 5.0.1

Avaya Pod Fx 4200 Series Release 3.0 supports Avaya Virtual Services Platform 7200 Series Release 5.0.1 software. Two VSP 7254XSQ network switches are provided in the Avaya Pod Fx 4200 Series platform.

Avaya VSP 4000 Release 5.0.1

Avaya Pod Fx 2400 Series Release 3.0 supports VSP 4000 Release 5.0.1 software. Two Avaya Virtual Services Platform 4850 network switches are provided in the Avaya Pod Fx 2400 Series platform.

Extension Pods also support VSP 4850 switches to provide additional ports, scalability, and aggregation.

VMware vSphere 5.5 Update 3D

Avaya Pod Fx Release 3.0 uses VMware vSphere 5.5 vCenter Server Appliance Update 3D for all Avaya Pod Fx platforms.

Compute servers are the physical servers, operating as VMware ESXi hosts. Avaya Pod Fx component applications are virtualized and run on a VMware High Availability (HA) cluster of ESXi hosts.

VMware vCenter Server Appliance (VCSA) provides management for the HA clusters, vMotion, and Dynamic Resource Schedule (DRS) rules for the ESXi hosts in the Avaya Pod Fx.

Avaya Pod Orchestration Suite

Avaya Pod Orchestration Suite (POS) is a bundle of visualization and management applications required to configure, orchestrate, manage, and monitor your Avaya Pod Fx. POS Release 3.0 applications include the following enhancements:

- Support for Avaya Aura® 7.0 applications.
- Support for Avaya Virtual Services Platform 7254XSQ switches on the Avaya Pod Fx 4200 Series platform.
- Migration of the primary Management Server Console to a Red Hat Enterprise Linux platform. A secondary, Windows-based Management Server Console is still available as a secondary MSC to perform certain tasks.
- Updates to overall platform security.

New Avaya Pod Fx Release 3.0 system builds provide the following POS application versions pre-deployed. Existing systems require an upgrade to Avaya Pod Fx Release 3.0, and the following POS versions:

- Pod Visualization Manager (PVM) Release 3.0.
- Configuration and Orchestration Manager (COM) Release 3.1.2 and Virtual Provisioning System (VPS) Release 1.1.2.
- Visualization Performance and Fault Monitoring (VPFM) Release 3.1.2.
- IP Flow Manager (IPFM) Release 2.1.3.
- Management Server Console (MSC) Release 3.0 including Pod Utility Module (PUM) Release 3.0.

Avaya Aura® Virtualized Environment Release 7.0

Avaya Aura® Virtualized Environment 7.0 provide Avaya Aura® capabilities for the Avaya Pod Fx platforms and solutions. New Avaya Pod Fx Release 3.0 system builds provide the following Avaya Aura® applications pre-deployed.

- Communication Manager
- Session Manager
- System Manager

Existing systems require an upgrade to Avaya Pod Fx Release 3.0.

Additional Avaya Aura® applications are available to deploy and create a specific Avaya Pod Fx solutions to meet the customer's requirements.

For more information, see Software and Virtual Appliances on page 29.

Avaya Session Border Controller for Enterprise Virtualized Environment or appliance

Avaya Pod Fx Release 3.0 supports an option for Avaya Session Border Controller for Enterprise (SBCE) Virtualized Environment (VE) or dedicated hardware appliances (HP ProLiant DL360p G8 and HP ProLiant DL360 G9) running Release 7.0 software. Avaya Session Border Controller for Enterprise secures SIP and VOIP connectivity, and provide a secure interface for SIP trunking and remote worker connectivity.

Avaya Pod Fx supports the following SBCE configurations:

- High Availability (HA) configuration options:
    - EMS (VE) + SBC 1 (appliance 1) + SBC 2 (appliance 2)
    - EMS (VE) + SBC 1 (VE) + SBC 2 (VE)
- Stand-Alone (SA) configuration:
    - EMS (VE) + SBC 1 (VE)

Multiple data centers and geographic redundancy

Release 3.0 supports the following configurations for multiple data centers:

- Avaya Pod Fx 4200 Series connections to Avaya Pod Fx 4200 Series
- Avaya Pod Fx 4200 Series connections to Avaya Pod Fx 2400 Series
- Avaya Pod Fx 2400 Series connections to Avaya Pod Fx 2400 Series

You can connect Avaya Pod Fx in a dual or multiple data center configuration to achieve geographic redundancy or load balancing. The data centers can be connected with traditional switching, routing over Fabric Connect (SPBm based), or dedicated dark fiber networks. The Avaya Pod Fx uses the Avaya Aura® feature, Enterprise Survivable Core, to establish redundancy between data centers.

✱ Note:

All Avaya Pod Fx platforms participating in a geographically redundant configuration must be running the same Avaya Aura® release and feature pack at each data center during normal operation. Each Avaya Pod Fx is managed independently for geographic redundancy.

Platforms running in a geographically redundant configuration will temporarily not be running the same Avaya Aura® release and feature pack during the upgrade process.

If the primary Avaya Pod Fx becomes disabled, a survivable remote server can take control of the gateways and keep them in service.

For more information, see

Avaya Pod Fx upgrades to Release 3.0

Preexisting Avaya Pod Fx platforms can upgrade to Release 3.0 software. The following software upgrade scenarios are supported:

- Avaya Pod Fx 4200 Series Release 2.0.1 or 2.1.1 to Release 3.0
- Avaya Pod Fx 2400 Series Release 2.1 or 2.1.1 to Release 3.0

Avaya Pod Fx upgrades must be performed by Avaya Professional Services, or an Avaya Pod Fx Select certified Business Partner. They must plan and prepare to perform the upgrades, such as downloading and transferring all the upgrade files required before starting any component upgrades.

To perform an Avaya Pod Fx upgrade, update the following components to the Release 3.0 software baseline:

- Avaya Pod Utility Module (PUM) software.
- VMware ESXi, and VMware vCenter software
- Avaya Pod Orchestration Suite (POS) software
- Avaya Aura® Virtualized Environment software (System Manager, Session Manager, Communication Manager)
- Avaya network switches software and firmware
- EMC storage array software and firmware
- HP or Lenovo compute servers BIOS and firmware
- ServerTech Power Distribution Unit (PDU) firmware
- Remove Unisphere Remote and deploy Unisphere Central

PUM is available to automate the upgrade or patching of ESXi hosts, POS components, System Manager (SMGR), and the secondary Windows-based MSC. PUM also deploys the new Linux-based MSC. PUM is designed to minimize or avoid system downtime.

⚠️ **Warning:**

Avaya Pod Fx Release 3.0 requires an Avaya Aura 7.0 System Manager. Before performing any upgrades, verify if your existing solution applications are supported on Avaya Aura 7.0 using the product compatibility matrix available at https://secureservices.avaya.com/compatibility-matrix/menus/product.xhtml.

For more information about performing Avaya Pod Fx infrastructure upgrades, see *Using the Management Server Console for Avaya Pod Fx* (NN47204–303) (Available for Avaya authorized professionals and Avaya Pod Fx Select certified Business Partners only).

It is recommended that you go through the Avaya Pod Fx Configurator Design Review process in the event of an upgrade. This is recommended in order to validate that the updated software line up for the applications does not require additional resources in the Avaya Pod Fx such as additional storage or servers. To schedule a design review, please email podfxsales@avaya.com.

EMC VNXe3200 storage array

The EMC VNXe3200 storage platform supports high availability and redundancy. The VNX storage array provides one Disk Processor Enclosure (DPE) that provides redundant power, Storage Processors (SPA, SPB), networking ports (SFP+), and storage disks for the storage array. The DPE is configured with two SFP+ ports for the Storage Processor for the Avaya Pod Fx 2400 Series and four SFP+ ports for the Avaya Pod Fx 4200 Series. A 10 Gbps iSCSI interface link is connected to each VSP 4850 network switch in the Avaya Pod Fx 2400 Series, and connects to each VSP 7254XQS switch in the Avaya Pod Fx 4200 Series.

One DPE is supported in each Avaya Pod Fx. Additional Disk Array Enclosures (DAE) are available to provide more application or recording storage capacity (25 x 2.5", 2U).

* A maximum of five DAEs are supported in each Avaya Pod Fx 4200 Series.
* A maximum of two DAEs are supported in each Avaya Pod Fx 2400 Series.

Compute servers

Avaya Pod Fx 4200 Series supports HP ProLiant DL360 G9 (28 core and 12 core) compute servers. Avaya Pod Fx 4200 Series also supports use of pre-existing Lenovo ThinkServer RD540, RD340, and HP ProLiant DL360 G9, HP ProLiant DL360e G8 compute servers. Avaya Pod Fx 4200 Series can support configurations or growth with a mix of the supported compute server types and generations.

Avaya Pod Fx 2400 Series supports HP ProLiant DL360 G9 (12 core) compute servers. Avaya Pod Fx 2400 Series can support a maximum of five HP ProLiant DL360 G9 compute servers (12 core model).

Avaya Pod Fx 4200 Series created for Release 3.0 have HP ProLiant DL360 G9 28 core compute servers with 10 Gbit SFP+ connections.

Avaya Aura® Media Server

Avaya Pod Fx Release 3.0 supports a virtualized version of Avaya Aura® Media Server. This is deployed as an OVA to your Avaya Pod Fx. This software provides soft DSP/media channel resources using the Compute Server platform. Avaya Pod Fx does not support the Avaya Aura® Media Server hardware appliance.

Chapter 3: Important notices

This section provides a component list for this release and additional important information.

Security statement

Avaya products and solutions are constantly monitored for quality and stability. Avaya performs risk analysis of all known vulnerabilities and penetration testing using various tools during each release cycle. Security vulnerabilities are tracked through the Avaya Security Process in Product Lifecycle Management. The *Avaya Pod Fx Release Notes* for each product release can provide security vulnerability mitigation information. Avaya also publishes Avaya Security Alerts (ASA) on https://support.avaya.com/security and Product Vulnerability Notifications when required.

Avaya Pod Fxs are a solution comprised of multiple hardware and software products. Security vulnerabilities for each product are tracked individually by the product development team. There are also a number of third party products that are part of the Avaya Pod Fx solution. The security vulnerabilities of those products are the responsibility of their product development teams.

Avaya Pod Fx deployment

The Avaya Pod Fx must be deployed in the Enterprise network behind an appropriate and properly configured corporate firewall. No IP addresses or FQDNs associated with the Avaya Pod Fx should be directly accessible from external networks or the Internet.

PDU orientation

Consult the *Customer Lifecycle Workbook* for information on AC outlet numbering. AC outlet numbering is important to the proper functioning of your Avaya Pod Fx. The Release 3.0 Avaya Pod Fx 4200 Series has two potential AC outlet numbering schemes, one for installations where the main AC power cord of the PDU is pointed up relative to the installation facility and one where the AC power cord is pointed down. All Release 3.0 Avaya Pod Fx 2400 Series units, and all Avaya Pod Fx units manufactured prior to Release 3.0, have only one potential outlet numbering scheme. In these units the AC power cord is pointed down.

Comments on this document? infodev@avaya.com

In configurations where the main AC power cord is pointed down, AC outlet # 1 is at the top of the rack and AC outlet # 16 is at the bottom. This is opposite to what is demonstrated in the Documentation, PVM view of the Avaya Pod Fx, and labeling of the power cords. Commands used to reset or turn off a certain piece of equipment remotely that is plugged into a certain AC outlet will turn off a piece of equipment other than the intended equipment.

Component sourcing

The Avaya Pod Fx is an integrated hardware and software solution. Partners should never directly contact component providers for items such as servers, storage, or PDUs. Component replacements or additions must be sourced through Avaya only. To ensure the integrity of an Avaya Pod Fx solution and product warranties, any changes must be approved in writing by the Avaya Pod Fx product management team through the Avaya Pod Fx Configurator Design Review process. To request a design change review, send an email to podfxsales@avaya.com.

FlexLM link

It has been observed in some cases that the FlexLM link on the Avaya Aura® System Manager **Licenses** tab does not appear after an upgrade to Release 3.0. From the **Home** tab, click the **Administrators** link and then the **Elements** link in the **Network** section. The **Licensing Administration** link will appear on this page.

Accessing vCenter Web Client

The vCenter Web Client can only be accessed by the Google Chrome web browser. Chrome is installed as part of the Linux-based Management Server Console.

Management can also be performed by the vCenter Client available on the secondary, Windows-based Management Server Console.

Avaya Pod Fx component list

The following table summarizes the hardware and software components that can form the Avaya Pod Fx for Release 3.0 only.

> ⊛ **Note:**
>
> If your Avaya Pod Fx was upgraded from a prior release, check the Bill of Materials (BOM) from your order to verify the hardware and software on your system.

Component quantities and specific details depend on the Bill of Materials (BOM) generated from a specific Avaya Pod Fx order.

For information about Avaya and third-party hardware and software release versions supported on Avaya Pod Fx, see *Avaya Pod Fx Release Notes* (NN47204–400) or *Avaya Pod Fx Baseline* (NN47204–104).

Table 1: Default and optional components

Component	Description	
		Table continues…
Avaya-branded enclosure types for Avaya Pod Fx 4200 Series or Avaya Pod Fx 2400 Series: • 42-inch (107 cm) deep enclosure • 48-inch (122 cm) deep enclosure ⊛ **Note:** Fully assembled Avaya Pod Fx enclosures ship with the doors unlocked. Keys are zip-tied to the inside of the front door.	42-inch Avaya-branded enclosure: • 24" width x 42" depth x 81" height • Depth measurement does not include doors and handles • Color: black • Avaya-branded flat front door with lock ⊛ **Note:** The 42-inch deep enclosure is the default option for Avaya Pod Fx 2400 Series.	48-inch Avaya-branded enclosure: • 24" width x 48" depth x 81" height • Depth measurement includes front and rear doors, and handles • Color: gray • Avaya-branded curved front door with lock • Split rear door with lock
Delivery frame for customer-provided enclosures	Avaya Pod Fx 2400 Series: available in a 14 RMU or 26 RMU delivery frame option. ❗ **Important:** Avaya Pod Fx 2400 Series delivery frame orders do not include an Avaya-branded enclosure.	
Maximum total Rack Mount Unit (RMU)	Avaya Pod Fx 4200 Series: • 42- or 48- inch Avaya-branded enclosure: 42 RMU • Extension Pod: 42 RMU Extension Pods provide additional resources and physical space for devices or appliances, which are necessary for some Avaya Pod Fx solutions.	Avaya Pod Fx 2400 Series: • Avaya-branded enclosure: 25 RMU • Customer-provided enclosure: 14 RMU or 26 RMU delivery frames (includes routing cables) ❗ **Important:** Depending on the equipment required, delivery frame

Component	Description	
		components can be shipped in a 14 RMU or a 26 RMU.
Component placement (device direction)	Avaya Pod Fx 4200 Series–rear	Avaya Pod Fx 2400 Series: • Avaya-branded enclosure—front • Customer-provided enclosure—front or rear

Power:
Power Distribution Units (PDU):
• Vertical PDUs for:
  - Main Pods
• Horizontal PDUs for:
  - Horizontal Extension Pods (30 A and 32 A)
 	
❗ **Important:**
  Avaya Pod Fx 2400 Series delivery frame orders do not include the PDUs.
	42-inch deep Avaya-branded enclosure:
	• Main Pod:
	  - Up to four (two pairs) 30 A PDUs, delivering a total of 10,000 Watts for two PDU pairs.
	  - Up to four (two pairs) 32 A PDUs, delivering a total of 10,000 Watts for two PDU pair.
	
	✳ **Note:**
	  Each 30 or 32 A PDU pair delivers 5,000 Watts.
		48-inch deep Avaya-branded enclosure:
		• Main Pod:
		  - Up to six (three pairs) 30 A PDUs, delivering a total of 15,000 Watts .
		  - Up to six (three pairs) 32 A PDUs, delivering a total of 15,000 Watts.
		
		✳ **Note:**
		  Each 30 or 32 A PDU pair delivers 5,000 Watts.

	Extension Pods with horizontal PDUs support the following: • Two (one pair) 30 A PDUs delivering a total of 5,000 Watts. • Two (one pair) 32 A PDUs delivering a total of 5,000 Watts.	
Cooling Avaya Pod Fx is designed for front-to-back cooling.	Avaya Pod Fx 4200 Series: • Configured for rear facing networking components. • VSP 7254XSQ switches are configured with back-to-front fans to provide a front-to-back airflow within the Avaya Pod Fx enclosure.	Avaya Pod Fx 2400 Series : • Avaya-branded enclosure—equipment is installed at the front of the rack • Customer-provided enclosure—equipment is installed at the front or rear of the rack ❗ **Important:** Avaya Pod Fx 2400 Series delivery frame orders do not include the cooling fans.
	Avaya Pod Fx 4200 Series and Avaya Pod Fx 2400 Series cooling fan assemblies. • Main Pod with vertical PDUs: - 12 fan assemblies (each fan assembly consists of 2 x 105 CFM cooling fans), which provides 2,520 CFM of airflow.	

Table continues…

Component	Description	
	• Extension Pods with horizontal PDUs: provides 6 fan assemblies. - 6 fan assemblies (each fan assembly consists of 2 x 105 CFM fans) mounted on the rear doors, which provides 1,260 CFM of airflow.	
Networking	Avaya Pod Fx 4200 Series provides two Avaya VSP 7254XSQ (Distributed Top-of-Rack networking switches), rack mounting hardware, power supplies, and Fabric Interconnect cables. Each switch provides: • 48 SFP+ ports supporting 1/10 gigabit Ethernet (GbE) transceivers • 6 QSFP+ ports supporting 40 GbE • Multiterabit Fabric Connect, using Shortest Path Bridging (SPB) ⊛ **Note:** In Avaya Pod Fx 4200 Series, the networking and aggregation switches are installed facing the rear of the enclosure.	Avaya Pod Fx 2400 Series provides two Avaya VSP 4850GTS (gigabit Ethernet aggregation and routing switches), rack mounting hardware, power cord, main power supply and redundant power supply. Each switch provides: • 48 x 10/100/1000BASE-T Ethernet ports, two shared SFP ports, 1/10 GbE SFP+ ports • Routing support • SPB support
	Extension Pods with horizontal PDUs are typically configured with two VSP 4850GTS switches.	

Compute servers
 	
Compute servers are physical servers (the ESXi hosts are for virtualization).
	Avaya Pod Fx 4200 Series:
	
	• Main Pods: A minimum of two compute servers.
	
	• Extension Pods: A minimum of one compute server (for POS management).
	
	• The maximum amount of compute servers is dependent upon RMU slots, power limits, and thermal limits for your specific configuration.
	
	• Supports HP ProLiant DL360 G9 for Main Pod:
	
	  - 28-core model: 10 gigabit, 2–port SFP+ adapter—for Main Pod compute server traffic and HP iLO host management.
	
	  - 12-core model: 4 x 1-gigabit NIC —for HP iLO host management on Extension Pods
		Avaya Pod Fx 2400 Series:
		
		• A minimum of two compute servers, a maximum of five compute servers.
		
		• Supports HP ProLiant DL360 G9:
		
		  - 12 core model: 4 x 1 gigabit NIC, and an additional 1 gigabit port for HP iLO host management.

Table continues…

Component	Description	
	• Supports HP ProLiant DL360p G8 (Main Pod) compute servers (legacy). • Supports Lenovo RD540 (Main Pod) and RD340 (Extension Pod) compute servers (legacy).	
Storage	EMC storage platform supports high availability and redundancy. The VNX storage array provides one Disk Processor Enclosure (DPE) that provides redundant power, compute, networking and storage resources for the storage platform. Additional Disk Array Enclosures (DAE) are available to provide additional storage resources. Avaya Pod Fx 4200 Series: • EMC VNXe3200 storage array supports a maximum of 5 standard DAEs. • EMC VNX 5300 storage array is integrated into the Avaya Pod Fx 4200 2.x builds from the factory. It supports a maximum of seven DAEs.	Avaya Pod Fx 2400 Series: • EMC VNXe3200 storage array— supports a maximum of two standard Disk Array Enclosures (DAE).
Gateways	(Optional) G450 Media Gateways: Component requirement is based on the specific customer Avaya Pod Fx solution. • G450 Media Gateways are 3U form factor devices, each Gateway can provide a maximum of eight supplemental media modules for external interfaces. ✳ **Note:** In Avaya Pod Fx 4200 Series, the G450 Media Gateways are installed facing the rear of the enclosure.	
Session Border Controllers	(Optional) Avaya Session Border Controller for Enterprise (SBCE): Component requirement is based on the specific customer Avaya Pod Fx solution. SBCE supports the following: • Dedicated hardware appliances—HP ProLiant DL360 G9 and HP ProLiant DL360p G8 servers. • Virtual environment (VE)—In new system builds, SBCE Enterprise Management Server (EMS) is deployed as VE only.	

Table continues…

Component	Description

	Avaya Pod Fx supports the following SBCE configurations:
	
	• High Availability (HA) configuration options:
	  - EMS (VE) + SBC 1 (appliance 1) + SBC 2 (appliance 2)
	  - EMS (VE) + SBC 1 (VE) + SBC 2 (VE)
	• Stand-Alone (SA) configuration:
	  - EMS (VE) + SBC 1 (VE)

Virtualization	VMware vSphere ESXi 5.5 Update 3B and vCenter 5.5 Update 3D Avaya Pod Fx component applications are virtualized and run on compute servers. Compute servers are physical ESXi host servers.

Verified third-party virtual appliances (optional)	Avaya has verified the following third-party virtualized networking equipment for Avaya Pod Fx solutions.
	
	• Third-party virtual Firewalls (Avaya verified):
	  - Palo Alto Networks VM-300
	  - Fortinet FortiGate-VM01

Management	• Avaya Pod Orchestration Suite • VMware vCenter Server • EMC Unisphere Central (for VNX 5300 storage only) • HP Integrated Lights-Out (iLO) management (on HP compute servers) • Lenovo ThinkServer Management Module (on Lenovo compute servers) • Primary Management Server Console (Red Hat Enterprise Linux) including Avaya Pod Utility Module and additional utility software. Secondary Management Server Console (Windows) with utility and configuration software that includes the vCenter Client.
Avaya and Avaya Aura® software licenses	• Avaya Aura® Collaboration Suite, up to maximum capacities supported by Avaya Aura® products • Avaya Aura® Communication Manager for the Virtualized Environment • Avaya Aura® Messaging (AAM) Virtualized Environment • Avaya Aura® Session Manager for the Virtualized Environment • Avaya Aura® System Manager for the Virtualized Environment • Avaya WebLM for the Virtualized Environment • Avaya Diagnostic Server with SLA Mon™ and SAL Gateway for the Virtualized Environment • Avaya Aura® Utility Services for the Virtualized Environment • Avaya Aura® Application Enablement Services for the Virtualized Environment Avaya Aura® Presence Services for the Virtualized Environment

Table continues…

Component	Description
	• Avaya Agile Communication Environment™ for the Virtualized Environment
	• Base license Avaya Configuration and Orchestration Manager (COM) —for 50 devices plus an additional 200 device upgrade
	• Base license Virtualization Provisioning Service (VPS), for 20 devices
	• Base license Avaya Visualization Performance and Fault Manager (VPFM), for 500 devices plus an additional 2000 device increment
	• Base license Avaya IP Flow Manager (IPFM), for four devices (200,000 flows per minute)
	• Avaya Pod Orchestration Suite, includes Avaya Pod Visualization Manager (PVM)
	• Avaya Identity Engines Ignition Server base license, starter kit includes 5 Authenticators
	• Avaya Identity Engines Ignition Guest Manager license
	• Avaya Session Border Controller for Enterprise R7.0 (optional)
	• Avaya Call Management System (CMS) (optional)
	• Avaya Aura® Experience Portal (optional)
	• Agile Communication Environment™ (optional)
	• Avaya Control Manager — Server and SQL Server (with Billing) (optional)
	• Avaya Aura® Application Enablement Services(optional)
	• ANAV (optional)
	• Avaya Aura® Call Center Elite Multichannel (optional)
	• Avaya Aura® Workforce Optimization (optional)
	• Avaya Multimedia Messaging (optional)
	• Avaya Aura® Media Server (optional)
	• Avaya Engagement Development Platform (optional)
	• Avaya Aura® Conferencing (optional)
	• Avaya one-X® Attendant (optional)
	• Avaya Aura® Contact Center (optional)
Software licenses (other)	• VMware ESXi Enterprise license
	• EMC base license Unisphere Block and VNX Operating Environment (OE)
	• HP Integrated Lights-Out (iLO) Advanced Pack license — required to mount .iso images and use Integrate Remote Console (IRC)/Virtual KVM, support text, and graphics. Uses a shared network port with one of the 10–gigabit ports.
	• Premier License–available to customers with dual data centers and to those who have equipment that supports MACsec, large ASPs and Carriers

Table continues…

Component	Description
	with multi-instance. This license is installed on all switches for all customers. • Avaya Virtual Services Platform 7200 Series Premium license. • Avaya Pod Orchestration Suite license.

Scaling capabilities

Avaya installs, connects, configures and tests each Avaya Pod Fx solution for the end user.

However, as your needs grow, you can upgrade your Avaya Pod Fx to include more compute servers, storage enclosures, networking, and other equipment.

Depending on your system capacity, you purchase more licenses per seat to provide applications to more users.

🛇 **Important:**

> Changes to your Avaya Pod Fx must be performed by Avaya certified personnel or Avaya Pod Fx Select certified Business Partners. For more information, see the Support section of this document.

The following tables show the maximum users for a single instance of a supported Avaya Pod Fx solution.

Table 2: Capacities for Avaya Pod Fx for Enterprise Communications

Max # of UC users	Max # of CC users
Single Instance:	Single Instance:
36,000 SIP	5,000 SIP
18,000 H.323	10,000 H.323
Refer to Avaya Aura® Virtualized Environment7.0 offer definition for capacity combinations.	Refer to Avaya Aura® Virtualized Environment 7.0 offer definition for capacity combinations.

You can add resources such as G450 Media Gateways, Session Border Controllers and Avaya Aura® Messaging servers.

✳ **Note:**

> Avaya Pod Fx provides the same trunk limits as Avaya Aura® Session Manager and Avaya Aura® Communication Manager Release 7.0.

Software and virtual appliances

The following tables show a complete list of software and virtual appliances supported in Avaya Pod Fx.

> ✱ **Note:**
>
> The following tables show the default and optional applications based on the default Avaya Pod Fx configuration. Customer requirements and final configuration determine the actual software deployed on each Avaya Pod Fx.

Avaya Pod Fx software and virtual appliances

> ❗ **Important:**
>
> The following releases have been tested and qualified for the initial Avaya Pod Fx Release 3.0. This initial software baseline can require software patches and updates after initial installation. You are not permitted to update or upgrade Avaya Pod Fx Infrastructure applications or Avaya Aura® System Manager. This can only be done as a whole, with upgrade from one Avaya Pod Fx baseline release to another, unless approved by a PSN or PCN issued by the Avaya Pod Fx product team. This is as per the defined Lifecycle Policy for Avaya Pod Fx release management. Applications outside of the Avaya Pod Fx Infrastructure baseline or Avaya Aura® System Manager can be upgraded at the discretion of the system owner by following the Avaya Product Compatibility Matrix at https://support.avaya.com/CompatibilityMatrix/Index.aspx.

> ✱ **Note:**
>
> The primary Management Server Console (MSC) is a Red Hat Enterprise Linux VM. The secondary Management Server Console is a Windows-based VM. Both are installed by the manufacturer. The customer must purchase and license additional copies of Red Hat Enterprise Linux VMs required to install all other Linux-based applications.

Table 3: Infrastructure applications

Product	OS	Deployment	2400	4200
POS Suite	—	—	3.0.0	3.0.0
• VPFM	Red Hat Enterprise Linux	Predelivery	3.1.2	3.1.2
• IPFM	Red Hat Enterprise Linux	Predelivery	2.1.3	2.1.3
• PVM	Red Hat Enterprise Linux	Predelivery	3.0.0	3.0.0
• COM (Bundled with VPS)	Red Hat Enterprise Linux	Predelivery	3.1.2	3.1.2
• VPS (Bundled with COM)	Red Hat Enterprise Linux	Predelivery	1.1.2	1.1.2
• Management Server Console (MSC)	Red Hat Enterprise Linux (Primary)	Predelivery	3.0.0	3.0.0

Table continues…

Product	OS	Deployment	2400	4200
• MSC includes Pod Utility Module (PUM) and additional software tools.	Windows Server 2008 R2 Standard (Secondary)			
Identity Engines (IDE)	Red Hat Enterprise Linux	Postdelivery	9.2	9.2
VMware vCenter Server	SUSE	Predelivery	5.5 U3D	5.5 U3D

Table 4: Avaya Aura® Virtualized Environment applications (7.0)

Product	OS	Deployment	2400	4200
Communication Manager (with CC Elite)	Red Hat Enterprise Linux	Predelivery	7.0	7.0
Session Manager (SM)	Red Hat Enterprise Linux	Predelivery	7.0	7.0
System Manager (SMGR)	Red Hat Enterprise Linux	Predelivery	7.0.1	7.0.1
Utility Services	CentOS	Postdelivery	7.0	7.0
WebLM	Red Hat Enterprise Linux	Postdelivery	7.0.1	7.0.1
Avaya Aura Messaging	Red Hat Enterprise Linux	Postdelivery	6.3.2	6.3.2
Presence Services	Red Hat Enterprise Linux	Postdelivery	7.0	7.0
Application Enablement Services (AES)	Red Hat Enterprise Linux	Postdelivery	7.0	7.0
Avaya Media Server (AMS) VE	Red Hat Enterprise Linux	Postdelivery	7.7	7.7
Avaya Diagnostic Server (ADS)	Red Hat Enterprise Linux	Predelivery	2.5	2.5

Table 5: Contact Center applications

Product	OS	Deployment	2400	4200
Call Management System (CMS)	Red Hat Enterprise Linux	Postdelivery	18	18
Experience Portal (EP) EPM/MPP	Red Hat Enterprise Linux	Postdelivery	7.0.2	7.0.2
Elite MultiChannel	Windows Server 2008 R2 Standard	Postdelivery	6.4.1	6.4.1
Work Force Optimization w/ Contact Recorder (WFO/ACR)	Windows Server 2008 R2 Standard	Postdelivery	12.1	12.1

Table continues…

Product	OS	Deployment	2400	4200
Avaya Control Manager (ACM)	Windows Server 2008 R2 Standard	Postdelivery	—	—
Avaya Navigator (ANav)	Windows Server 2008 R2 Standard	Postdelivery	—	—
Engagement Development Platform (EDP)	Red Hat Enterprise Linux	Postdelivery	3.1	3.1
OneX Attendant	Windows Server 2008 R2 Standard	Postdelivery	4.0 FP10	4.0 FP10
Multi-Media Messaging	Red Hat Enterprise Linux	Postdelivery	2.1	2.1
Aura Contact Center	Windows Server 2008 R2 Standard	Postdelivery	6.4	6.4

Table 6: Additional appliances

Product	OS	Deployment	2400	4200
Avaya SBC for Enterprise (SBCE) Appliance	—	Predelivery	7.0	7.0
Avaya SBC for Enterprise (SBCE) VE	—	Predelivery	7.0	7.0
Scopia® Solution • Scopia® Management Server • Scopia® Desktop Server (iView)	Red Hat Enterprise Linux	Postdelivery Image is not available on MSC	8.0	8.0
Avaya Aura Conferencing (AAC)	Red Hat Enterprise Linux	Postdelivery	8.0	8.0
G450 Media Gateway	—	Predelivery	37.21	37.21

Avaya Pod Fx for Enterprise Communications release list

The following table lists the software components that are part of the initial Release 3.0 software baseline for Avaya Pod Fx for Enterprise Communications solutions. This initial software baseline can require software patches and updates after initial installation.

Quantities and specific details depend on the Bill of Materials (BOM) generated from the specific Collaboration Pod order.

Required and optional components

🛈 **Important:**

The following releases have been tested and qualified for the initial Avaya Pod Fx Release 3.0. This initial software baseline can require software patches and updates after initial installation.

Do not update infrastructure or Avaya Aura® System Manager without authorization from the Avaya Pod Fx support team. Other applications that are not critical to the overall performance and operation of the Avaya Pod Fx can be patched and upgraded at the discretion of the system owner in accordance with the Avaya Product Compatibility Matrix available at https://secureservices.avaya.com/compatibility-matrix/menus/product.xhtml.

Upgrades to the infrastructure applications, components, or Avaya Aura® System Manager must conform to the release versions or be updated as detailed in Product Support Notifications (PSNs) or Product Change Notifications (PCNs).

Avaya Aura® System Manager

Component	Release
Avaya Aura® System Manager	7.0.1

Infrastructure Applications

Component	Release
The Avaya Pod Orchestration Suite (POS) consists of the following applications:	
Pod Visualization Manager (PVM)	3.0.0
Avaya Configuration and Orchestration Manager (COM) (includes Virtualization Provisioning Service (VPS) Release 1.1.2)	3.1.2
Avaya IP Flow Manager (IPFM)	2.1.3
Avaya Visualization Performance and Fault Manager (VPFM)	3.1.2
Linux-based Management Server Console (Primary) The primary MSC is Red Hat Enteprise Linux-based with the following pre-installed applications: • Avaya Pod Utility Module • Mozilla Firefox • Chrome • gEdit • Notepadqq • Filezilla • VNC • Wireshark ✱ Note: Red Hat Enterprise Linux has SCP and SSH capabilities on the command line.	3.0.0

Table continues…

Component	Release
✱ **Note:** Management Server Console also provides a software and firmware repository partition.	
Windows-based Management Server Console (Secondary) A secondary, Windows-based MSC is also provided for operations that cannot be performed on the primary, Linux-based MSC such as using the VMware vCenter client.	
VMware vSphere: ESXi Hypervisor	5.5 Update 3B
Vmware vCenter Server Appliance	5.5 Update 3D
Avaya Identity Engines (IDE) (optional)	9.2.4

Avaya Infrastructure Components

Component	Release	New in 3.0	Supported in 3.0
VSP 4850GTS switch	5.0.1	No	Yes
VSP 7024XLS switch	10.4.1	No	Yes
VSP 7254XSQ switch	5.0.1	Yes	Yes
Avaya Aura® Session Border Controller	7.1	No	Yes
G450 Media Gateway	7.0.1	No	Yes
Avaya Aura® Messaging	6.3.3	No	Yes
Avaya Scopia® Elite 6000 MCU (optional)	8.3	No	Yes

Third Party Infrastructure Components

Component	Release	New in 3.0	Supported in 3.0
EMC Core	3.1.1	No	Yes
EMC Unisphere Central	OS-MozzoV4SP2-4.0.2.22542-RETAIL.ova	Yes	Yes
EMC Unisphere Service Manager	UnisphereServiceManager-Win-32-x86-en_US-1.3.9.1.0155-1.exe	No	Yes
EMC VNXe3200	VNXe3200-Drive-Firmware_Feb-05-16_V2.tgz.bin VNXe-3.1.5.7213336-RETAIL.tgz.bin.gpg	Yes	Yes
EMC VNX5300	VNX_series-1_and_2_Drive-Firmware_June-02-2016_V1.ndu CX5-Bundle-05.32.000.5.221.pbu	No	Yes

Table continues…

Component	Release	New in 3.0	Supported in 3.0
HP ProLiant DL360 Generation 8	Online ROM Flash Component for VMware ESXi - HP ProLiant DL360p Gen8	No	Yes
	• Type: BIOS (Entitlement Required) - System ROM		
	• Version: 2015.07.01(1 Oct 2015)		
	• Operating System(s): VMware vSphere 5.5		
	• File name: CP027728.zip (2.6 MB)		
	Online ROM Flash Component for VMware ESXi - HPE Integrated Lights-Out 4		
	• Type: Firmware - Lights-Out Management		
	• Version: 2.44(25 Jul 2016)		
	• Operating System(s): VMware vSphere 5.5		
	• File name: CP030134.zip (13 MB)		
	HP Broadcom tg3 Ethernet Drivers for VMware vSphere 5.5		
	• Type: Driver - Network		
	• Version: 2015.10.01(1 Oct 2015)		
	• Operating System(s): VMware vSphere 5.5		
	• File name: cp026888.zip (790 KB)		
	VMware ESXi 5.5 Driver CD for Broadcom NetXtreme II Network/iSCSI/FCoE Driver Set		
	• Type: Driver - Network		
	• Version: 2.710.70.v55.7 /Release Date 2015-01-08		
	• Operating System(s): VMware vSphere 5.5		
	• File name: BCM-NetXtremeII-11.0-2371150.zip (6 MB)		
	HP ProLiant Smart Array Controller Driver for VMware vSphere 5.5		
	• Type: Driver - Storage Controller		
	• Version: 2016.06.06 (A)(2 May 2016)		

Table continues…

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Component	Release	New in 3.0	Supported in 3.0
	• Operating System(s):VMware vSphere 5.5 • File name: cp029952.zip (1.0 MB) HP ProLiant Smart Array Controller Firmware • Type: Firmware - Storage Controller • Version: 7.02 (B)(7 Apr 2016) • Operating System(s): VMware vSphere 5.5 • File name: CP029734.zip (13 MB) ✱ **Note:** See the HP Support web site for additional information about the fixes included and components updated in each of these files.		
HP ProLiant DL360 Generation 9	Online ROM Flash Component • Type: BIOS (Entitlement Required) - System ROM • Version: 2.22_07-18-2016(22 Jul 2016) • Operating System(s): VMware vSphere 5.5 • File name: CP030506.zip (6.1 MB) Online ROM Flash Component for VMware ESXi • Type: Firmware - Lights-Out Management • Version: 2.44(25 Jul 2016) • Operating System(s): VMware vSphere 5.5 • File name: CP030134.zip (13 MB) HPE Flex Fabric 10Gb 2-port 556FLR-T Adapter • Type: Driver - Network • Version: 2016.03.29(1 Apr 2016) • Operating System(s): VMware vSphere 5.5 • File name: cp027287.zip (1.3 MB)	Yes	Yes

Table continues…

Component	Release	New in 3.0	Supported in 3.0
	HPE Firmware Flash for Emulex Fibre Channel Host Bus and Converged Network Adapters HP FlexFabric 10Gb 2-port 556FLR-SFP+ Adapter		
	• Type: Firmware - Storage Fibre Channel and Fibre Channel Over Ethernet		
	• Version: 2016.02.02(1 Apr 2016)		
	• Operating System(s): VMware vSphere 5.5		
	• File name: CP029027.zip (19 MB)		
	Broadcom Qlogic 57810 10 gib HPE QLogic NX2 Online Firmware		
	• Type: Firmware - Network		
	• Version: 1.10.18(1 Apr 2016)		
	• Operating System(s): VMware vSphere 5.5		
	• File name: CP027567.zip (4.5 MB)		
	HPE QLogic NX2 1/10/20 GbE Multifunction Drivers		
	• Type: Driver - Network		
	• Version: 2016.03.29(1 Apr 2016)		
	• Operating System(s): VMware vSphere 5.5		
	• File name: cp027511.zip (5.3 MB)		
	HP ProLiant Smart Array Controller Driver		
	• Type: Driver - Storage Controller		
	• Version: 2016.06.06 (A)(2 May 2016)		
	• Operating System(s): VMware vSphere 5.5		
	• File name:cp029952.zip (1.0 MB)		
	HP ProLiant Smart Array Controller Firmware		
	• Type: Firmware - Storage Controller		
	• Version: 4.02 (B)(21 Apr 2016)		
	• Operating System(s): VMware vSphere 5.5		

Table continues…

Component	Release	New in 3.0	Supported in 3.0
	• File name: CP029739.zip (9.4 MB) ✱ **Note:** See the HP Support web site for additional information about the fixes included and components updated in each of these files.		

Avaya Aura® Virtualized Environment Applications

Component	Release
Avaya Aura® Utility Services	7.0
Avaya Diagnostic Server	2.5
Avaya Aura® Communication Manager Simplex and Duplex	7.0
Avaya Aura® Session Manager	7.0
Avaya WebLM	7.0.1
Avaya Aura® Presence Services	7.0
Application Enablement Services	7.0

Additional Applications

Component	Release
Avaya Call Management System(optional)	18
Avaya Aura® Experience Portal (optional)	7.0.2
Avaya Aura® Call Center Elite Multichannel (optional)	6.4.1
Avaya Aura® Conferencing (optional)	8.0
Avaya Aura® Messaging (optional)	6.3.3
Avaya Aura® Session Border Controller(optional)	7.0
Avaya Scopia® (optional) • Scopia Management Server • Scopia Desktop Server (iView)	8.0

Avaya Pod Fx software files

The following table lists the software files verified for Avaya Pod Fx Release 3.0.

Table 7: Avaya Pod Fx Release 3.0 software files

Vendor	Application or component	File name	Infrastructure application
VMware	vSphere ESXi 5.5 Update 3B	VMware-ESXi-5.5.0-Update3-3116895-HP-550.9.4.26-Nov2015.iso ESXi550-201602001.zip ESXi550-201601001.zip ESXi550-201512001.zip	Yes
VMware	vCenter Server Appliance 5.5 Update 3D	VMware-vCenter-Server-Appliance-5.5.0.30400-3730881_OVF10.ova	Yes
Avaya	Avaya Virtual Services Platform 7200 Series 7254XSQ	• VOSS7K.5.0.1.0.tgz • VOSSv5.0.0.0.war • VOSSv500_HELP_EDM_gzip.zip	Yes
Avaya	Avaya Virtual Services Platform 4000 Series 4850 GTS	• VOSS4K.5.0.1.0.tgz • VSP4000v5.0.0.0.war • VSP4000v500_HELP_EDM_gzip.zip	Yes
Avaya	Session Border Controller (hardware)	sbce-7.0.0-21-6602.iso	Yes
Avaya	Session Border Controller (Virtual Appliance)	sbce-7.0.0-21-6602.ova	Yes
Avaya	Media Gateway G450 Firmware	g450_sw_37_21_0.bin	Yes
ServerTech	Switched Power Distribution Unit Firmware	swcdu-v70q.bin	Yes
Avaya	Management Server Console	Avaya Management Server Console 3.0.0.0.125.ova	Yes
EMC	VNXe3200 Firmware	VNXe3200-Drive-Firmware_Feb-05-16_V2.tgz.bin	Yes
EMC	VNX5300 Firmware	VNX_series-1_and_2_Drive-Firmware_June-02-2016_V1.ndu	Yes
Avaya	Avaya Configuration and Orchestration Manager including Visualization Provisioning Service	COM-3.1.2.50.18_VPS-1.1.2.50.15-Member-20160225-20.ova	Yes

Table continues…

Vendor	Application or component	File name	Infrastructure application
Avaya	Avaya IP Flow Manager	IPFM-2.1.3.0.15-Member-20160226-14.ova	Yes
Avaya	Avaya Pod Visualization Manager	PVM-3.0.0.0.29-Member-20160314-30.ova	Yes
Avaya	Avaya Visualization Performance and Fault Manager	VPFM-3.1.2.0.1636-Member-20160308-19.ova	Yes
Avaya	Avaya Diagnostic Server	AvayaDiagnosticServer-2.0.0.0-vApp-e50-07.ova ADS-ServicePack-2.5.2.0-222.tar.gz ADS-Installer-2.5.0.0-177.tar.gz	No
Avaya	Avaya Identity Engines Ignition Server	AIEIS_RHEL_6_5_LINUX-VM_09_02_04_029832_x86_64.ova	No
Avaya	Avaya Identity Engines Dashboard	DashboardInstaller-9.2.4.29832.exe	No
Avaya	Avaya Identity Engines Guest Manager	AIGM_RHEL_6_5_LINUX-VM_09_02_03_029741_x86_64.ova	No
Avaya	Avaya Aura® Conferencing	vAAC_MediumSecondary_MCP_18.1.4_2015-03-27-1706-1vDisk150GB_8vCPU_24GBMemory.ova vAAC_Platform_MCP_18.1.4_2015-03-27-1706-1vDisk150GB_12vCPU_30GBMemory.ova vAAC_MediumSimplex_MCP_18.1.4_2015-03-27-1706-1vDisk150GB_8vCPU_24GBMemory.ova vAAC_MediumPrimary_MCP_18.1.4_2015-03-27-1706-1vDisk150GB_8vCPU_24GBMemory	Yes
Avaya	Application Enablement Services	AES-7.0.0.0.0.13.20150629-e50-00.ova 7-0-0-0-Patch2.zip 700_LSUPatch1.bin	No

Table continues…

Vendor	Application or component	File name	Infrastructure application
Avaya	Avaya Aura® Communication Manager	• CM-Simplex-07.0.0.0.441-e55-0.ova • CM-Duplex-07.0.0.0.441-e55-0.ova • 00.0.441.0-22856.tar • 00.0.441.0-22947.tar • PLAT-rhel6.5-0010.tar	Yes
Avaya	Avaya Aura® Presence Services	PresenceServices-Bundle-7.0.0.1.452.zip	No
Avaya	Avaya Aura® Session Manager	SM-7.0.0.0.700007-e55-02.ova Session_Manager_7.0.0.2.700201.iso	Yes
Avaya	Avaya Aura® System Manager	SMGR-7.0.0.0.16266-e55-43-29-II.ova System_Manager_7.0.1.0_Patch1_r701065071.bin System_Manager_7.0.1.0_r701064859.bin	Yes
Avaya	Avaya Aura® Utility Services	US-7.0.0.0.0.12-e55-01_OVF10.ova util_patch_7.0.0.1.0.12.zip	No
Avaya	Web License Manager	WebLM-7.0.0.9-16703-e55-19.ova WebLM_7.0.1.0_r701064822.bin	No
Avaya	Avaya Call Management System	CMS-R18fa.b-e60-00.ova r18fa.b_cmsp1-l.bin	No
Avaya	Avaya Aura® Messaging	MSG-06.03.0.141.0-348-e51-1.ova 03.0.141.0-22506.tar KERNEL-2.6.18-400.AV2.tar MSG-03.0.141.0-348_0403.tar PLAT-rhel5.3-3019.tar	No
Avaya	Avaya Aura® Experience Portal	ExperiencePortal-AuxiliaryEPM-7.0.2.0.0304-e55-1.ova ExperiencePortal-MPP-7.0.2.0.0303-e55-4.ova	No

Table continues…

Vendor	Application or component	File name	Infrastructure application

		ExperiencePortal-PrimaryEPM-7.0.2.0.0304-e55-4.ova
		
		epavl-7.0.2.0.1601.tar.gz
		
		External Database scripts:
		
		• MSSQL, Oracle, and Postgres variants:
		
		  - InstallScripts
		
		  - UpgradeScripts
		
		  - TRANS.TBL	

Avaya	Avaya Aura® Call Center Elite Multichannel	CCEM_6_4_1.iso EMC_6_4_1_Patch_2.zip	No
Avaya	Avaya Contact Recorder	AvayaContactRecorder-Linux-12.1-build2.iso AvayaContactRecorder-Windows-12.1-build2.iso acr1210025.zip	No

* **Note:**

To support the full Duplex configuration for Avaya Aura® Communication Manager you must enable VMware® High Availability (HA) and Distributed Resource Scheduling (DRS). Use VMware® HA and DRS and configure Communication Manager (CM) and Session Manager (SM) VLANs for maximum reliability.

Avaya Pod Fx POS Release 3.0 upgrade files are available from the Avaya support site for Avaya Pod Fx Release 3.0.

For more information about upgrades, see *Using the Management Server Console for Avaya Pod Fx* (NN47204–303).

VMware Snapshot considerations

VMware Snapshot preserves the state and data of a virtual machine at a specific point in time. Snapshot is useful as a short-term fallback for patching and upgrading the system. However, keep in mind that Snapshots can:

- consume large amounts of data resources
- cause increased CPU loads on the host
- affect performance

- affect service

> ✱ **Note:**
>
> Only utilize snapshots at the direction, or under the supervision, of Avaya Support.

> ⚠ **Caution:**
>
> Snapshot operations adversely affects application and system performance. Do not keep snapshots for extended operation. Consolidate or remove the Snapshot after temporary maintenance operation is complete.

For more information, go to <u>VMware Knowledge Base</u> and search for *Best Practices for virtual machine snapshots in the VMware environment*.

VMware considerations

VMware tools reported as "out-of-date." This is not an issue. The current version of VMware tools is designed to work with the Avaya Pod Fx components.

> ❗ **Important:**
>
> *Do not* update the VMware tools software that is packaged with the Avaya Pod Fxs unless instructed to do so by Avaya. The supplied version of VMware is the supported release and has been thoroughly tested.

Avaya Call Recorder support

Avaya Call Recorder is supported in Release 3.0 on the Avaya Pod Fx 4200 Series with properly implemented DRS rules. Avaya Call Recorder for large Contact Centers with over 500 agents is not recommended for the Avaya Pod Fx 2400 Series.

Software upgrades and monitoring

Applications upgraded to unsupported versions may not be monitored by the Avaya Pod Fx™ management tools. This is due to SNMP changes that may have occurred in the unsupported versions.

See <u>Software and Virtual Appliances</u> on page 29 for a list of supported applications.

HP ProLiant DL360 LEDs

HP ProLiant DL360 G8 servers with 10Gbps SFP+ adapters display an amber LED for link status.
HP ProLiant DL360 G9 servers display a green LED for link status.

LUNs and disk controllers

There is a tendency for Logical Unit Numbers (LUN) to propagate through a disk controller network
interface. ISCSI connections communicate over that interface. When a controller goes offline, a new
connection is negotiated with the opposite controller. This causes a momentary disruption which
typically does not interrupt the ability of a VM to function but may cause delay in disk access. It is
always better to perform storage maintenance during scheduled maintenance periods or periods of
low activity.

Chapter 4: Known issues and limitations

Use the information in this section to learn more about known issues and limitations that affect Collaboration Pod solution components.

> ✱ **Note:**
>
> See the individual product documentation and individual component Release Notes for details and issues specific to these products.

AES issues

The following table lists the AES known issues and limitations:

WI reference	Description

	Avaya Aura® Application Enablement Services (AES) for the virtualized environment does not support DHCP.
	
	Workaround — perform the following procedure:
	
	If DHCP is enabled, AES will not start. To deploy AES you must disable DHCP.
	
	To determine whether DHCP is enabled, do the following:
	
	1. From the console, log in to AES with the appropriate authorization credentials.
	
	   Note: You can use su -sroot or su -root.
	
	2. Open the file named /etc/hosts via vi editor
	
	3. Remove the DHCP IP entry if it exits in /etc/hosts file. Note: To determine which is the DHCP IP, view the following files
	
	   a. `cat /etc/sysconfig/network-scripts/ifcfg-eth0`
	
	   b. `cat /etc/sysconfig/network-scripts/ifcfg-eth1`
	
	4. Save the /etc/hosts file
	
	5. If both the eth0 and eth 1 files display DHCP enabled, do the following:
	
	   a. Navigate to the AES Management Console to Networking > Network Configure

WI reference	Description
	b. Configure static ip address on eth0 - physical IP address and network mask. Note: eth1 doesn't require an IP address unless you are multiple CM duplex. 6. From the terminal prompt, enter the `service aesvce restart` command.

Communication Manager issues

The following table lists the Communication Manager known issues and limitations:

Issue reference	Description
CM-10687	Intermittent — Communication Manager might reboot if you reboot the ESXi host running the active Communication Manager application. If CM reboots, all agents are logged out and H.323 endpoints lose registration. It might take several minutes before all H.323 endpoints and Contact Center agents can re-register to an operating CM. WORKAROUND: Using vSphere, put the ESXi host into maintenance mode before you reboot the ESXi host compute server.

EMC storage issues

The following table lists the EMC storage known issues and limitations:

Reference	Description
wi01220750	Primary to Standby Storage Processor (SP) in the Disk Processor Enclosure (DPE) can take up to 60 seconds to switch during an EMC failover scenario. The compute servers and Virtual Machines cannot access the EMC storage array during the failover delay. You must wait for the Standby SP to provide service.
CPOD-220	If a complete iSCSI storage internal network failure occurs, operating VMs might experience network and storage connectivity issues once the iSCSI storage network is restored. WORKAROUND: Once the iSCSI storage network is restored, you can reboot the VMs to resolve connectivity issues.
CPOD-634	Port status information displayed by EMC Unisphere and PVM for the VNXe3200 rear view DPE SP A and B SAS Port 0 may be incorrect. Ports may be disconnected but they are displayed as connected.

IPFM issues

The following table lists the IPFM known issues and limitations:

> **❗ Important:**
>
> VSP 4850GTS and VSP 7254XSQ switches do not support ipfix.

WI reference	Description
wi01082454	After the IPFM server is down the pop-up banner does not display a proper description.
wi01082470	The initial start of ipfix_collector fails after VPFM jboss service is disabled.
	During the HA-DRS migration, VPFM jboss service is not fully operational after IPFM ipfix_collector starts. IPFM's reliance on VPFM must be taken into consideration after failover scenarios. You need to investigate and determine the best mechanism for handling this reliance.
	WORKAROUND: restart ipfix_collector with VPFM fully running.

POS Issues

The following table lists the Pod Orchestration Suite (POS) known issues and limitations:

WI reference	Description
CPOD-779	The Windows MSC must be used to deploy VMs remotely. The VMWare Web Client Integration Plugin is not supported on Linux.

PUM Issues

The following table list the PUM known issues:

Reference	Description
CPOD-628	An IPFM license error is observed after upgrading the POS apps from Release 2.1 or 2.1.1 to 3.0. This issue is observed during the following workflow:
	1. Upgrade POS applications from Release 2.1 or 2.1.1 to Release 3.0.
	2. Start IPFM.
	Opening license management after the error is observed shows that the IPFM license is missing.
	Workaround

Table continues…

Reference	Description
	Start the license service on IPFM using the command `service lsm start` from the IPFM SSH console or terminal.
CPOD-786	The cluster configuration in vCenter loses Datastore Heartbeating Configuration when using PUM. This issue is observed after the following events take place: 1. An updated from ESXi 2.x.x to 3.0 is initiated using PUM. 2. After the upgrade completes, alarms are raised. 3. Opening **Cluster** > **HA** > **Heartbeat** in vCenter shows that the datastores are not selected for heartbeat. **Workaround** Log in to vCenter after the ESXi upgrade completes and ensure that High Availability has been enabled and the heartbeat datastores are configured.
CPOD-788	PUM upgrade fails when DNS is not reachable at the time of the upgrade. **Workaround** If DNS is not reachable at the time of the upgrade and cannot be made reachable, remove the DNS configuration from the ESXi hosts and POS applications, including System Manager.

PVM Issues

The following table lists the PVM known issues and limitations:

Reference	Description
wi01158051	An issue with the upgrade available to JAVA ™ Platform SE 7 U51 10.51, prevents the Gateway 450 Device manager from launching. WORKAROUND: Add site (http:<Gateway IP>) to the Exception Site List in the Java control panel security settings. ✱ **Note:** If your browser security level is set to high and you cannot launch the G450 element manager after adding the exception to the Java security settings, you can try reducing the Java security level to medium on your PC.
CPOD-149	Launching Extension Pod tab in PVM results in an invalid security certificate message. WORKAROUND: Install the certificate for the Extension Pod. In PVM click on help, under the help is an install certificate launch point. Follow the instructions. Also, you can add the IP address and hostname of the PVM extension to VPFM and PVM host files if the PVM extension is not in DNS.
CPOD-739 / VSP7000-410	Launching the VSP 7024 Element Device Manager directly or from the PVM gives the message "Security Connection Failed" when using Firefox.

Table continues…

Reference	Description
	WORKAROUND: Open **about:config** in the Firefox browser and change the value of **security.tls.version.fallback-limit** to **1**. The default value is 3.
	Launching the Power Distribution Unit Web Manager directly or from the PVM gives the message "Security Connection Failed" when using Firefox. WORKAROUND: Open **about:config** in the Firefox browser and change the value of **security.tls.version.fallback-limit** to **1**. The default value is 3.

vCenter database issues

The following table lists the database known issues:

Reference	Description
CPOD-683	vCenter displays empty clusters in the vSphere Web Client after upgrading from Release 5.1 to 5.5 Update 3. WORKAROUND: See the information and procedures in *Troubleshooting the Avaya Pod Fx* for steps to correct this issue.

VPFM issues

The following table lists the VPFM known issues and limitations:

Reference	Description
CPOD-737	The default time interval during a new discovery is a week. This time interval is too long to display information and leads to the incorrect message that there is no information to display. **Workaround** Set the time interval to an hour range instead of a week.

VPS issues

This following table lists the VPS known limitations and issues:

Reference	Description
VPS-265	An error is displayed on the device management UI when the neighbor links between devices are managed and validated. This issue is observed when the following workflow occurs: 1. Login to System Manager. 2. COM is started. 3. Discovery is performed. 4. Click on the VPS tab to launch the day-1 wizard. 5. Links are managed in the device management UI. 6. Click on the **Neighbor Links** tab. 7. Connection is validated. The error is displayed. VPS does not display the device slot information in the **Stack Units** tab. There is no workaround for this issue.

Switch issues

The following table lists the switch known issues and limitations:

Reference	Description
VSP7000–410	The VSP 7024 Element Device Manager will not open through HTTPS (SSL enabled) on Mozilla Firefox version 38 and higher. WORKAROUND: Open **about:config** in the Firefox browser and change the value of **security.tls.version.fallback-limit** to **1**. The default value is 3.
VSP4000-94	The error **Your certificate contains the same serial number as another certificate issued by the certificate authority. Please get a new certificate containing a unique serial number. (Error code: sec_error_reused_issuer_and_serial)** is encountered when launching EDM through Mozilla Firefox to administer a VSP 4850 switch. WORKAROUND: Delete and regenerate certificates for all VSP 4850 switches. Clear all certificates from the browser.

Chapter 5: Resolved Issues

Use the information in this section to learn more about resolved issues and limitations.

Resolved COM issues

The following table lists the COM known issues and limitations that are resolved in the current release:

Reference	Description
COM-677	COM 3.1.2 build 6: Error when "Isolated Devices" is opened under MLT manage for VSP 7200.
COM-697	COM 3.1.2 - Routing Manager - IPv6 Interfaces - Cannot add an entry for VSP 7200 and VSP 8200
COM-743	COM 3.1.2 - VLAN Wizard - Channelization ports are available under "VLAN Port Members" even though if they are not selected under "STG Port Members"

Resolved PUM Issues

The following table list the PUM known issues and limitations that are resolved in the current release:

Reference	Description
CPOD-171	Option for MSC to synch with external NTP server while deploying OVA
CPOD-239	Default Template File Only Contains a Few Entries and Seems to be incomplete
CPOD-240	Using Default Template File Did Not Seem to Work
CPOD-243	PUM Requires Users to Allow Access the the Program Files Directory
CPOD-265	Display proper error messages for deployment failures.
CPOD-270	PUM (Linux based): SMGR patching and POS applications deployment failure
CPOD-318	Hitless: Up on cancelling the hitless upgrade, PUM should clean up the host and retain the old configuration.
CPOD-338	VM details, disappear after the VM vmotions to another host

Table continues…

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Reference	Description
CPOD-360	PUM looks for esxi 5.1 updates even while 2.1.1 should look for esxi 5.5 update 3
CPOD-370	PUM reports patch information not available although it is present
CPOD-372	PUM throws exception in ESXI upgrade although manually upgrade is possible
CPOD-402	ESXi patching: Show proper error message or patch files if patches folder is not available.
CPOD-443	PUM211: Clicking Export Data button disables Next button
CPOD-446	VM upgrade stuck in a deadlock because PUM does not clean up after a partial upgrade
CPOD-460	PUM does not update ESXI servers from build no 2718055
CPOD-477	Hitless upgrade (3.0): Enable retry scenario for backup and restore failures
CPOD-480	PLATFORM: Module registry script is failing to remove COM link

Resolved PVM issues

The following table lists the PVM known issues and limitations that are resolved in Release 2.1.1:

WI reference	Description
wi01125192	Launching PVM for an Extension Pod always opens in a new browser tab. After the PVM application is opened from System Manager, PVM does not have control or information about the previously opened PVM tab.
wi01203953	If you upgrade PVM R2.0 to PVM R2.0.1, the System Manager (UCM) Application information for PVM does not show the R2.0.1 information. In UCM, the PVM application type displays the previous R2.0 application information.

Resolved VPFM issues

The following table lists the VPFM known issues and limitations that are resolved in the current release:

Reference	Description
VPFM-112	NNC-4337 VPFM / IO/SF/CP card removal does not trigger an appropriate event on VPFM
VPFM-207	NNC-4652 - MLT configuration error warning while MLTs are fine on the switches

Table continues…

Reference	Description
VPFM-208	NNC-4661 - VPFM should generate event/indication on failure of the links from EMC to switch
VPFM-218	Can not launch VPFM after installing web ssl certificate
VPFM-239	NNC-5813 Events should not be posted for Temperature Warnings
VPFM-253	NNC-5814 Syslog device time not displaying for multiple devices
VPFM-260	NNC-5817 SLPP event displays vlan id with comma
VPFM-264	NNC-4674 VPFM 3.0.3.3 : In Dashboard CPU Busy Trend Chart of Communication Manager Shows "No Data Available" and In Device property External Classification Shows as "Unrecognised End Node".
VPFM-273	NNC-5889 VPFM does not recognize the 40 Gig links on VSP 7254 VPFM-297 NNC-5885 2 traps from Clarion MIB for VNX5300 in VPFM 3.1.2 is not getting correlated into events.
VPFM-298	NNC-5887 no scope is created for VSP7254 XSQ
VPFM-300	NNC-5886 warm start traps not correlated into events
VPFM-302	NNC-5820 bsneapaccessviolation event displays incorrect mac address
VPFM-305	NNC-5896: EM Launch option not available on SBC EMS
VPFM-309	NNC-5901 Incorrect files for AVAYA-AURA-CM-MIB in VPFM 3.1.2

Resolved VPS issues

The following table lists the VPS known issues and limitations that are resolved in the current release:

Reference	Description
VPS-230	VPS removes used ports from management VLAN.
VPS-231	VPS cannot recover connection to one of the servers after the server looses connectivity due to removal from management VLAN.

Appendix A: Related resources

Documentation reference

The following provides a high-level list of links to the Avaya support website and third-party websites. Go to the following websites to obtain documentation for the components supported on Avaya Pod Fx.

- Avaya: support.avaya.com–Contains documentation and downloads for networking, management, and applications for Avaya Pod Fx.
- VMware: www.vmware.com
- Compute servers:
  - HP ProLiant DL360 Generation 9 servers: www.hp.com
  - HP ProLiant DL360p and DL360e Generation 8 servers: www.hp.com
  - Lenovo ThinkServer RD540 and RD340: www.lenovo.com
- EMC² VNX storage array: www.emc.com
- ServerTech Power Distribution Units: www.servertech.com

For a detailed list of documentation for Avaya Pod Fx and specific components, see the following document:

- *Avaya Pod Fx Documentation Reference* (NN47204–113)

Training

Product training is available on the Avaya Learning website. For more information or to register, see http://avaya-learning.com.

Avaya Mentor videos

Avaya Mentor videos are available on an Avaya-run Internet channel dedicated to technical content.

Playlist categories include:

- Unified Communications (tested on Internet Explorer and Firefox).
- Contact Centers.
- Networking.
- Small and Midsize Business.
- Uploaded videos. A composite of all available Avaya Mentor videos.

Before you begin

You must have a valid Internet browser installed and working on your device.

About this task

The Avaya Mentor videos include the following content categories:

- How to install Avaya products.
- How to configure Avaya products.
- How to troubleshoot Avaya products.

Procedure

To go to Avaya Mentor videos, click the following link:

http://www.youtube.com/avayamentor

and perform one of the following actions:

- Enter a key word or words in the **Search channel** dialog box to search for a specific product or topic.
- Click the name of a playlist to scroll through the available videos.