

Product Correction Notice (PCN)

Issue Date: May 08, 2017
 Supplement 12 Date: January 11, 2021
 Expiration Date: NA
 PCN Number: 2063S

SECTION 1 - CUSTOMER NOTICE

Products affected by this PCN:

Avaya Aura® WebLM, Release 7.1.x (All offer types)

NOTE: For information on Speculative Execution Vulnerabilities, refer to:
 PSN020346u - Avaya Aura® Meltdown and Spectre vulnerabilities
 PSN020369u - Avaya Aura® L1 Terminal Fault (L1TF) vulnerabilities

Description:

January 11, 2021 – Supplement 12 – Supplement 12 of this PCN introduces WebLM 7.1.3.8 (7.1 Service Pack 8 on Feature Pack 3). This is the final Service Pack for Aura 7.x. Customers should actively plan to upgrade to a supported load. This is applicable for all WebLM Services offer types: Kernel-based Virtual Machine (KVM), Amazon Web Service (AWS), Avaya Aura® Appliance Virtualization Platform (AVP) and Virtualized Environment.

WebLM 7.1.3.8 must be installed over 7.1.0.0, 7.1.1.0, 7.1.1.1, 7.1.2.0, 7.1.3.0, 7.1.3.1, 7.1.3.2, 7.1.3.3, 7.1.3.4, 7.1.3.5, 7.1.3.6 and 7.1.3.7 Releases.

- **Avaya Aura WebLM 7.1.3.8 Service Pack** This PCN introduces WebLM 7.1.3.8 (WebLM_7.1.3.8_r713812159.bin; PLDS ID SMGR7138GA3) to WebLM 7.1.x Releases.
- **Appliance Virtualization Platform (AVP) AVP 7.1.3.8.0.03.** The WebLM software specified in this PCN was verified and is compatible with AVP release 7.1.3.8.0.03. See PCN2064Su for more information. AVP must be upgraded to the compatible release before upgrading WebLM.

To determine that WebLM 7.1.x.x release is running:

- Log on to the WebLM Web Console.
- On the top-right corner click on the  icon and then select the “About” link. Verify that About page contains as below:

Web License Manager (Standalone WebLM on VMware 7.1.11.0 Build Number 7.1.0.0.11.25605 Patch 7.1.11.713xxxx Build Number 7.1.x.x.x)

November 9, 2020 – Supplement 11 – Supplement 11 of this PCN introduces WebLM 7.1.3.7 (7.1 Service Pack 7 on Feature Pack 3). This is applicable for all WebLM Services offer types: Kernel-based Virtual Machine (KVM), Amazon Web Service (AWS), Avaya Aura® Appliance Virtualization Platform (AVP) and Virtualized Environment.

WebLM 7.1.3.7 must be installed over 7.1.0.0, 7.1.1.0, 7.1.1.1, 7.1.2.0, 7.1.3.0, 7.1.3.1, 7.1.3.2, 7.1.3.3, 7.1.3.4, 7.1.3.5 and 7.1.3.6 Releases.

- **Avaya Aura WebLM 7.1.3.7 Service Pack** This PCN introduces WebLM 7.1.3.7 (WebLM_7.1.3.7_r713711856.bin; PLDS ID SMGR7137GA2) to WebLM 7.1.x Releases.
- **Appliance Virtualization Platform (AVP) AVP 7.1.3.7.0.04.** The WebLM software specified in

this PCN was verified and is compatible with AVP release 7.1.3.7.0.04. See PCN2064Su for more information. AVP must be upgraded to the compatible release before upgrading WebLM.

To determine that WebLM 7.1.x.x release is running:

- Log on to the WebLM Web Console.
- On the top-right corner click on the  icon and then select the “About” link. Verify that About page contains as below:

Web License Manager (Standalone WebLM on VMware 7.1.11.0 Build Number 7.1.0.0.11.25605 Patch 7.1.11.713xxxx Build Number 7.1.x.x.x)

April 23, 2020 – Supplement 10 – Supplement 10 of this PCN introduces an updated WebLM 7.1 OVA to address the expiration of the Avaya signing certificate used for Avaya Aura® OVAs. Reference [PSN020463u](#) - Avaya Aura® OVA Certificate Expiry. The PLDS download ID is the same, but the OVA is updated. No changes to software or functionality have occurred in this new OVA. The certificate and the signature file are renewed in the new OVA. The OVA file name has changed to reflect a new version number and the checksum is updated.

- **Avaya Aura WebLM 7.1 OVA (WebLM-7.1.0.0.11-25605-e65-21.ova; PLDS ID: SMGR71GA003)** Avaya Aura WebLM 7.1 OVA for deploying WebLM in an Avaya Provided Appliance called Appliance Virtualized Platform (AVP) environment or private VMWare environment.

April 13, 2020 – Supplement 9 – Supplement 9 of this PCN introduces WebLM 7.1.3.6 (7.1 Service Pack 6 on Feature Pack 3). This is applicable for all WebLM Services offer types: Kernel-based Virtual Machine (KVM), Amazon Web Service (AWS), Avaya Aura® Appliance Virtualization Platform (AVP) and Virtualized Environment.

WebLM 7.1.3.6 must be installed over 7.1.0.0, 7.1.1.0, 7.1.1.1, 7.1.2.0, 7.1.3.0, 7.1.3.1, 7.1.3.2, 7.1.3.3, 7.1.3.4 and 7.1.3.5 Releases.

- **Avaya Aura WebLM 7.1.3.6 Service Pack** This PCN introduces WebLM 7.1.3.6 (WebLM_7.1.3.6_r713611190.bin; PLDS ID SMGR7136GA2) to WebLM 7.1.x Releases.
- **Appliance Virtualization Platform (AVP) AVP 7.1.3.6.0.02.** The WebLM software specified in this PCN was verified and is compatible with AVP release 7.1.3.6.0.02. See PCN2064Su for more information. AVP must be upgraded to the compatible release before upgrading WebLM.

To determine that WebLM 7.1.x.x release is running:

- Log on to the WebLM Web Console.
- On the top-right corner click on the  icon and then select the “About” link. Verify that About page contains as below:

Web License Manager (Standalone WebLM on VMware 7.1.11.0 Build Number 7.1.0.0.11.25605 Patch 7.1.11.7131004 Build Number 7.1.x.x.x)

December 20, 2019 – Supplement 8 – Supplement 8 of this PCN introduces WebLM 7.1.3.5 (7.1 Service Pack 5 on Feature Pack 3). This is applicable for all WebLM Services offer types: Kernel-based Virtual Machine (KVM), Amazon Web Service (AWS), Avaya Aura® Appliance Virtualization Platform (AVP) and Virtualized Environment.

WebLM 7.1.3.5 must be installed over 7.1.0.0, 7.1.1.0, 7.1.1.1, 7.1.2.0, 7.1.3.0, 7.1.3.1, 7.1.3.2, 7.1.3.3

and 7.1.3.4 Releases.

- **Avaya Aura WebLM 7.1.3.5 Service Pack** This PCN introduces WebLM 7.1.3.5 (WebLM_7.1.3.5_r713510638.bin; PLDS ID SMGR7135GA2) to WebLM 7.1.x Releases.
- **Appliance Virtualization Platform (AVP) AVP 7.1.3.5.0.08.** The WebLM software specified in this PCN was verified and is compatible with AVP release 7.1.3.5.0.08. See PCN2064Su for more information. AVP must be upgraded to the compatible release before upgrading WebLM.

To determine that WebLM 7.1.x.x release is running:

- Log on to the WebLM Web Console.
- On the top-right corner click on the  icon and then select the “About” link. Verify that About page contains as below:

Web License Manager (Standalone WebLM on VMware 7.1.11.0 Build Number 7.1.0.0.11.25605 Patch 7.1.11.7131004 Build Number 7.1.x.x.x)

July 8, 2019 – Supplement 7 – Supplement 7 of this PCN introduces WebLM 7.1.3.4 (7.1 Service Pack 4 on Feature Pack 3). This is applicable for all WebLM Services offer types: Kernel-based Virtual Machine (KVM), Amazon Web Service (AWS), Avaya Aura® Appliance Virtualization Platform (AVP) and Virtualized Environment.

WebLM 7.1.3.4 must be installed over 7.1.0.0, 7.1.1.0, 7.1.1.1, 7.1.2.0, 7.1.3.0, 7.1.3.1, 7.1.3.2 and 7.1.3.3 Releases.

- **Avaya Aura WebLM 7.1.3.4 Service Pack** This PCN introduces WebLM 7.1.3.4 (WebLM_7.1.3.4_r713409902.bin; PLDS ID SMGR7134GA2) to WebLM 7.1.x Releases.
- **Appliance Virtualization Platform (AVP) 7.1.3.4.0.04.** The WebLM software specified in this PCN was verified and is compatible with AVP release 7.1.3.4.0.04. See PCN2064Su for more information. AVP must be upgraded to the compatible release before upgrading WebLM.

To determine that WebLM 7.1.x.x release is running:

- Log on to the WebLM Web Console.
- On the top-right corner click on the  icon and then select the “About” link. Verify that About page contains as below:

Web License Manager (Standalone WebLM on VMware 7.1.11.0 Build Number 7.1.0.0.11.25605 Patch 7.1.11.7131004 Build Number 7.1.x.x.x)

February 11, 2019 – Supplement 6 – Supplement 6 of this PCN introduces WebLM 7.1.3.3 and an update/reissue of Avaya Aura WebLM 7.1 OVA.

- **Avaya Aura WebLM 7.1.3.3 Service Pack** This PCN introduces WebLM 7.1.3.3 (WebLM_7.1.3.3_r713309122.bin; PLDS ID SMGR7133GA2) to WebLM 7.1.x Releases.

To determine that WebLM 7.1.x.x release is running:

- Log on to the WebLM Web Console.
- On the top-right corner click on the  icon and then select the “About” link. Verify that About page contains as below:

Web License Manager (Standalone WebLM on VMware 7.1.11.0 Build Number 7.1.0.0.11.25605 Patch 7.1.11.7131004 Build Number 7.1.x.x.x)

- **The following WebLM 7.1 OVA reissued to allow for installation on 2.2GHz servers.** Otherwise, the features are identical to the original OVA. There is no need for existing installations to deploy the reissued OVA.
 - **Avaya Aura WebLM 7.1.0.0 OVA (~~WebLM_7.1.0.0.11-25605-e65-20.ova~~; PLDS ID SMGR71GA003)**
Updated – see Supplement 10 above.

October 22, 2018 – Supplement 5 – This PCN applies to WebLM 7.1.0.0, 7.1.1.0, 7.1.2.0, 7.1.3.0 and 7.1.3.1 Releases.

This PCN introduces WebLM 7.1.3.2(WebLM_7.1.3.2_r713208317.bin) to WebLM 7.1.x.x Releases.

To determine that WebLM 7.1.3.1 release is running:

- Log on to the WebLM Web Console.
- On the top-right corner click on the  icon and then select the “About” link. Verify that About page contains as below:
Web License Manager (Standalone WebLM on VMware 7.1.11.0 Build Number 7.1.0.0.11.25605 Patch 7.1.11.7131004 Build Number 7.1.3.1.048171)

NOTE: For information on L1TF mitigation for WebLM refer to PSN020369u.

- In order to help mitigate the Speculative Execution Vulnerabilities, the processor manufacturers and operating system developers provide software patches to their products. These are patches to the processors, hypervisors, and operating systems that the Avaya solutions utilize (they are not patches applied to the Avaya developed components of the solutions).
- Once these patches are received by Avaya, they are tested with the applicable Avaya solutions to characterize any impact on the performance of the Avaya solutions. The objective of the testing is to reaffirm product/solution functionality and to observe the performance of the Avaya solutions in conjunction with the patches using typical operating parameters.
- Avaya is reliant on our suppliers to validate the effectiveness of their respective Speculative Execution Vulnerability patches.
- The customer should be aware that implementing these patches may result in performance degradation and that results may vary to some degree for each deployment. The customer is responsible for implementing the patches, and for the results obtained from such patches.

August 06, 2018 – Supplement 4 – This PCN applies to WebLM 7.1.0.0, 7.1.1.0, 7.1.2.0 and 7.1.3.0 Releases.

This PCN introduces WebLM 7.1.3.1(WebLM_7.1.3.1_r713108171.bin) to WebLM 7.1.x.x Releases.

To determine that WebLM 7.1.3.0 release is running:

- Log on to the WebLM Web Console.

- On the top-right corner click on the  icon and then select the “About” link. Verify that About page contains as below:
Web License Manager (Standalone WebLM on VMware 7.1.11.0 Build Number 7.1.0.0.11.25605 Patch 7.1.11.7131004 Build Number 7.1.3.0.047757)

May 07, 2018 – Supplement 3 – This PCN applies to WebLM 7.1.0.0, 7.1.1.0 and 7.1.2.0 Releases.

This PCN introduces WebLM 7.1.3.0(WebLM_7.1.3.0_r713007757.bin) to WebLM 7.1.x.x Releases.

To determine that WebLM 7.1.2.0 release is running:

- Log on to the WebLM Web Console.
- On the top-right corner click on the  icon and then select the “About” link. Verify that About page contains as below:
Web License Manager (WebLM v7.1.2.0)

December 11, 2017 – Supplement 2 – This PCN applies to WebLM 7.1.0.0 and 7.1.1.0 Releases.

This PCN introduces WebLM 7.1.2.0(WebLM_7.1.2.0_r712007342.bin) to WebLM 7.1.x.x Releases.

To determine that WebLM 7.1.1.0 release is running:

- Log on to the WebLM Web Console.
- On the top-right corner click on the  icon and then select the “About” link. Verify that About page contains as below:
Web License Manager (WebLM v7.1.1.0)

August 14, 2017 – Supplement 1 – This PCN applies to WebLM 7.1.0.0 Release.

This PCN introduces WebLM 7.1.1.0(WebLM_7.1.1.0_r711006919.bin) to WebLM 7.1.0.0 Release.

To determine that WebLM 7.1.0.0 release is running:

- Log on to the WebLM Web Console.
- On the top-right corner click on the  icon and then select the “About” link. Verify that About page contains as below:
Web License Manager (WebLM v7.1.0.0)

May 08, 2017 - This PCN introduces the general availability of WebLM Release 7.1, part of the Avaya Aura® 7.1 Solution, and is provided as an upgrade to the WebLM 6.X and 7.0.x software base loads.

- Avaya Aura WebLM 7.1 OVA (~~WebLM 7.1.0.0.11-25605-e65-19.ova~~; PLDS ID: SMGR71GA003).**
Updated – see Supplement 10 above.

NOTE: WebLM 7.1 includes Enhanced Access Security Gateway (EASG) for robust product access security. Review the Avaya Aura Release notes for additional information.

NOTE: The VMware® vSphere™ Client can no longer connect to AVP. SDM or the VMware embedded host client must be used. Refer Avaya Aura documentation for additional information.

Also see the Avaya Aura Release Notes available on the Avaya Support Site for a complete list of Enhancements / Fixes available in 7.1

To determine that WebLM software that is being run on your server you can:

- Log on to the WebLM Web Console.
- On the top-right corner click on the “About” link. Verify version details present on About page.

Level of Risk/Severity
Class 1=High
Class 2=Medium
Class 3=Low

Class 2

Is it required that this PCN be applied to my system?

This PCN is required for Avaya Aura® WebLM 7.1 running on the Appliance Virtualization Platform (AVP) or VMware® vSphere™ ESXi infrastructures

The risk if this PCN is not installed:

Important fixes will not be installed.
The *Release Notes* associated with this release provides a list of enhancements and specific issues that will be resolved by installing the release.

Is this PCN for US customers, non-US customers, or both?

This applies to both US and non-US customers.

Does applying this PCN disrupt my service during installation?

Yes. WebLM services are re-started during installation or upgrade so licenses acquisition from clients will be disrupted during deployment.

Installation of this PCN is required by:

Customer and/or Avaya Remote or On-Site Services and/or Avaya Authorized Business Partner.

Release notes and workarounds are located:

Note: All WebLM related files and documents can be found under “System Manager” product name on Avaya Support site and PLDS.

The **Avaya Aura 7.1.3.8 Release Notes** contain the specific software updates included in the service pack and can be obtained by performing the following steps from a browser:

1. Go to <http://support.avaya.com>
2. Click on "Support by Product -> Documents" link on the dashboard menu.
3. Enter product name as "System Manager" and then select "Avaya Aura® System Manager".
4. Select "7.1.x" from the dropdown.
5. Select "Release & Software Update Notes" check box.
6. Click Enter.
7. Click on "Avaya Aura® 7.1.3.8 Release Notes".

What materials are required to implement this PCN (If PCN can be customer installed):

This PCN is being issued as a customer installable PCN. The specified WebLM files are required. To obtain the update files refer to the **How do I order this PCN** section of this PCN.

If unfamiliar with installing WebLM software updates, the installation instructions are required. To obtain the installation instructions please refer to the **Finding the installation instructions** section of this PCN.

Note: All WebLM related files and documents can be found under "System Manager" product name on Avaya Support site and PLDS.

How do I order this PCN (If PCN can be customer installed):

The software updates can be downloaded by performing the following steps from a browser:

1. Go to <http://support.avaya.com> then enter your **Username** and **Password** and select **LOG IN**.
2. Mouse over **Support by Product** at the top of the page, select **Downloads** in the menu.
3. Begin to type **System Manager** in the **Enter Product Name** box and when Avaya Aura® System Manager appears as a selection below, select it.
4. Select 7.1.x from the **Choose Release** pull down menu to the right.
5. Scroll down if necessary and select **Avaya Aura® System Manager Release 7.1 Downloads, 7.1.x**.
6. Scroll down the page to find the download link for the appropriate OVA. This link will take you to the PLDS system with the **Download pub ID** already entered.
7. This page also includes a link to this PCN and the Release Notes.

Software updates can also be downloaded directly from the PLDS system at <http://plds.avaya.com>.

1. Enter your login ID and password. You may have to search for and enter your company name and/or accept the one time EULA to gain access to software downloads.
2. Select **View Downloads**.
3. In the **Search by Download** tab enter the appropriate PLDS download ID in the **Download pub ID** search field to access the download. Select the **Download** link to begin the download.

PLDS Hints:

1. In the PLDS **View Downloads** section under the **Suggested Downloads** tab, select **System Manager** in the **Product Line** search field to display frequently downloaded System Manager Software, including recent Service Packs and updates.
2. Previous System Manager Release Software's are also available on PLDS. In the PLDS **View Downloads** section under the **Search by Download** tab, select **System Manager** in the **Application** search field and **7.1** in the **Version** search field to display all available System Manager 7.1 software downloads

The MD5 sums are included in the Avaya Support and PLDS descriptions for the download files.

NOTE: If deploying WebLM on AVP the compatible AVP software is also required.

Finding the installation instructions (If PCN can be customer installed):

Follow the instructions below to download the software:

1. The service pack is available via Avaya's PLDS software download system, which can be reached by performing the following steps from a browser:
2. Log into the support site (<http://support.avaya.com>) using your login ID and password.
3. Click on "Support by Product -> Downloads" link on the dashboard menu.
4. Enter product name as "System Manager" and then select "Avaya Aura® System Manager".
5. Select "7.1.x" from the dropdown from the dropdown.
6. Click on "Avaya Aura® System Manager Release 7.1.3.8 Downloads"
7. Or use PLDS download ID **SMGR7138GA3** to download the file.

The **Avaya Aura 7.1.3.8 Release Notes** document contains instructions on how to install WebLM 7.1.3.8 Release.

To obtain the *Release Notes* please refer to the "**Release notes and workarounds are located**" section of this PCN.

SECTION 1A – SOFTWARE SERVICE PACK INFORMATION

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

How to verify the installation of the Service Pack has been successful:

To verify the successful installation of the WebLM 7.1.3.8

- Log on to the WebLM Web console.
- Click the **About** link on the home/landing page. Verify that About page contains as below:
Web License Manager (Standalone WebLM on VMware 7.1.11.0 Build Number 7.1.0.0.11.25605 Patch 7.1.11.7137005 Build Number 7.1.3.8.0712159)

What you should do if the Service Pack installation fails?

- Please refer Contact support tasks of WebLM 7.1.3.8 release notes section to collect logs from the system.
- Escalate to Avaya **Global Support Services (GSS)** or an Avaya authorized Business Partner if issue persists.

How to remove the Service Pack if malfunction of your system occurs:

N/A

SECTION 1B – SECURITY INFORMATION

Are there any security risks involved?

No

Avaya Security

N/A

**Vulnerability
Classification:**
Mitigation: N/A

SECTION 1C – ENTITLEMENTS AND CONTACTS
**Material
Coverage
Entitlements:**

This PCN is being offered at no charge the customer.

**Avaya Customer
Service
Coverage
Entitlements:**

Avaya is issuing this PCN as installable by the customer. If the customer requests Avaya to install this PCN, it is considered a billable event as outlined in Section 4 (*Software Updates and Product Correction Notices*) of the Avaya Service Agreement Supplement (Full Maintenance Coverage) unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer.

Additionally, Avaya on-site support is not included. If on-site support is requested, Avaya will bill the customer current Per Incident charges unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer.

Customers under the following Avaya coverage:

- Full Coverage Service Contract*
- On-site Hardware Maintenance Contract*

Remote Installation	Current Per Incident Rates Apply
Remote or On-site Services Labor	Current Per Incident Rates Apply

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

Customers under the following Avaya coverage:

- Warranty
- Software Support
- Software Support Plus Upgrades
- Remote Only
- Parts Plus Remote
- Remote Hardware Support
- Remote Hardware Support w/ Advance Parts Replacement

Help-Line Assistance	Per Terms of Services Contract or coverage
Remote or On-site Services Labor	Per Terms of Services Contract or coverage

Avaya Product Correction Notice Support Offer

The Avaya Product Correction Support Offer provides out-of-hours support for

remote and on-site technician installable PCNs, and Avaya installation for all Avaya issued PCNs that are classified as “Customer-Installable”. Refer to the PCN Offer or contact your Avaya Account Representative for complete details.

**Avaya
Authorized
Partner
Service
Coverage
Entitlements:**

Avaya Authorized Partner

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

**Who to contact
for more
information:**

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