



# Avaya Converged Platform 4200 Series Release Notes

Release 4.0  
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# Chapter 1: Introduction

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## Purpose

This document provides release notes, important notices, and describes known issues for Avaya Converged Platform (ACP) 4200 components. This document is intended for users of Avaya Converged Platform 4200 and those interested in obtaining information about the solution. This audience can include:

- System Administrators
- Data Center Personnel
- Avaya Sales Engineers
- Avaya Systems Engineers
- Certified Repair and Maintenance Personnel

 **Note:**

For release information on specific components in the Avaya Converged Platform, refer to the release notes for those individual components.

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## Product Registration

To prevent service interruption, you must register your Avaya Converged Platform products.

Following are the available methods for product registration:

- Implementation as a service: If Avaya Professional Services provided implementation services on site, Avaya Professional Services 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. The document ID is 100162279.

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



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## Warranty

Avaya provides a limited warranty on its Hardware and Software (“Product(s)”). For more information on the Avaya Converged Platform 4200 warranty, see [Support](#).

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](http://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.

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## VMware vSphere 6.5 Update 2

Avaya Converged Platform Release 4.0 uses VMware vSphere 6.5 P03 Build 10884925 with VMware vCenter Server Appliance (VCSA) 6.5 Update 2D for Avaya Converged Platform 4200 Release 4.0.

- ESXi 6.5 Release notes - <https://docs.vmware.com/en/VMware-vSphere/6.5/rn/vsphere-esxi-vcenter-server-65-release-notes.html>
- ESXi650-2018110002 patch release notes - <https://docs.vmware.com/en/VMware-vSphere/6.5/rn/esxi650-2018110002.html>

Compute servers are the physical servers, operating as VMware ESXi hosts. Avaya Converged Platform 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, vDS, vMotion, and Dynamic Resource Scheduler (DRS) rules for the ESXi hosts in the Avaya Converged Platform. VCSA 6.5U2D release notes - <https://docs.vmware.com/en/VMware-vSphere/6.5/rn/vsphere-vcenter-server-65u2d-release-notes.html>

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## VMware features included in the release:

- **VMware Distributed Switch (VDS)** - provides a centralized interface from which administrators can configure, monitor, and manage virtual machine access switching for the entire data center. For more information refer to: <https://www.vmware.com/products/vsphere/distributed-switch.html>
- **Datastore Clustering** - A datastore cluster is a collection of datastores with shared resources and a shared management interface. Datastore clusters are to datastores what clusters are to hosts. When you create a datastore cluster, you can use vSphere Storage DRS to manage storage resources.
- **VMFS-6** – For more information refer to <https://docs.vmware.com/en/VMware-vSphere/6.5/com.vmware.vsphere.storage.doc/GUID-7552DAD4-1809-4687-B46E-ED9BB42CE277.html?hWord=N4lghgNiBclG4FsBmBnAbCAvkA>

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## Avaya Orchestrator

Avaya Orchestrator is a multi-function manager that is used during installation and the production life of the Avaya Converged Platform 4200 Series for configuration activities, for visualization of the health and performance of the solution and then allows either a “hover” or a drill-down into the depths of each element. Events, alarms, and traps from hardware elements also allows remote control of certain elements to support maintenance and troubleshooting operations. Refer to the Avaya Orchestrator release notes at <https://support.avaya.com/>.

With Avaya Converged Platform 4200 series Release 4.0, Avaya Orchestrator replaces the existing Avaya Pod Orchestration suite.

### Important:

The following applications have been removed from the Avaya Converged Platform starting in Release 4.0:

- Pod Visualization Manager (PVM) Release 3.1.
- Visualization Performance and Fault Monitoring (VPFM) Release 3.1.4

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## Avaya Aura<sup>®</sup> Virtualized Environment Release 8.0.1

Avaya Aura<sup>®</sup> Virtualized Environment 8.0.1 provide Avaya Aura<sup>®</sup> capabilities for the Avaya Converged Platform and solutions. New Avaya Converged Platform Release 4.0 system builds provide the following Avaya Aura<sup>®</sup> applications pre-deployed.

- Avaya Aura<sup>®</sup> Communication Manager 8.0.1
- Avaya Aura<sup>®</sup> Session Manager 8.0.1
- Avaya Aura<sup>®</sup> System Manager 8.0.1
- Avaya Diagnostic Server 3.0.4

Existing systems require an upgrade to Avaya Converged Platform Release 4.0.

Additional Avaya Aura<sup>®</sup> applications are available to deploy and create specific Avaya Converged Platform solutions to meet the customer’s requirements.

For more information, see [Software and Virtual Appliances](#).

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## Avaya Pod Fx Upgrades to Avaya Converged Platform Release 4.0

Preexisting Avaya Pod Fx platforms can upgrade to Avaya Converged Platform (ACP) Release 4.0 software. The following software upgrade scenarios are supported:

If all existing Avaya Pod Fx platform hardware components are supported with Avaya Converged Platform 4.0, an upgrade path or migration can be performed from Release 2.x and 3.0.x to Avaya Converged Platform Release 4.0. Refer to the *Avaya Converged Platform Release 4.0 Supported*

Upgrade Paths table in the *Upgrading Avaya Converged Platform 4200 Series using Management Server Console* document.

**! Important:**

The Avaya Pod Utility Module was removed from the Management Server Console software in Release 3.1 and is not supported in Release 4.0 and subsequent releases. All upgrades are now conducted using the procedures documented in *Upgrading Avaya Converged Platform 4200 Series using Management Server Console*.

Upgrades to Avaya Converged Platform 4200 Series Release 4.0 must be performed by Avaya Professional Services, or an Avaya Converged Platform 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.

Upgrades to Avaya Converged Platform 4200 Series requires updating the following components to the Release 4.0 software baseline:

- Avaya Aura® System Manager (Optional)
- VMware vCenter and ESXi software/patches
- HPE Nimble Array Software
- Avaya network switches software and firmware
- EMC storage array software and firmware
- HPE compute servers BIOS and firmware
- ServerTech Power Distribution Unit (PDU) firmware
- Remove Unisphere Remote and deploy Unisphere Central if applicable

Upgrades to Avaya Converged Platform 4200 Series also requires validating and enabling VMware EVC feature. For more information, see the PSN PSN005315u.

For more information about performing Avaya Converged Platform infrastructure upgrades, see *Upgrading Avaya Converged Platform 4200 Series using the Management Server Console* (Available for Avaya authorized professionals and Avaya Converged Platform Select certified Business Partners only).

It is recommended that you perform the Avaya Configurator Design Review process in the event of an upgrade. This is recommended to validate the updated software line up for the applications does not require additional resources in the Avaya Converged Platform such as additional storage or servers. To schedule a design review, email [acpsales@avaya.com](mailto:acpsales@avaya.com).

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## HPE Nimble CS1000 Array

The HPE Nimble CS1000 storage array contains redundant disk controllers, redundant power, networking ports, and expansion shelves for the storage system. The CS1000 Array can accommodate up to 2 ES2–H expansion shelves in Release 4.0.

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## **vSphere Update Manager and Solution Deployment Manager**

Starting with vCenter Server Appliance 6.5, vSphere Update Manager comes embedded within vCenter. Thus, installation of VUM on the Management Server Console VM is no longer required.

# Chapter 3: Important Notices

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

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## 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 Converged Platform *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 Converged Platforms 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 Converged Platform solution. The security vulnerabilities of those products are the responsibility of their product development teams.

### Spectre and Meltdown Vulnerabilities

An industry-wide issue was found in the way many modern microprocessor designs have implemented speculative execution of instructions (a commonly used performance optimization). There are three primary variants of the issue which differ in the way the speculative execution can be exploited. These exploitations/vulnerabilities are commonly referred to as Spectre and Meltdown.

- All Avaya Converged Platform 4200 Series Release 4.0 are shipped as new or greenfield have full Spectre and Meltdown remediation included.
- All Pod's that were new 3.1 factory ships have full Spectre and Meltdown remediation available whether staying at 3.1 or upgrading to Avaya Converged Platform 4200 Series Release 4.0.

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## Avaya Converged Platform 4200 Series Deployment

The Avaya Converged Platform 4200 Series must be deployed in the enterprise network behind an appropriate and properly configured corporate firewall. No IP addresses or FQDNs associated with the Avaya Converged Platform should be directly accessible from external networks or the Internet.

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## HPE Nimble CS1000 and Avaya Orchestrator alarms

The Nimble storage array is capable of supporting only 1 trap receiver. This means only 1 device will be able to receive SNMP alarms from the Nimble array.

For customers with an Avaya Service Agreement, the Nimble will be configured to send all traps to the SAL GW in the ACP 4200 solution. However, the Avaya Orchestrator may still proactively monitor the state-of-health of a Nimble array to report any status changes in either the Nimble core, or any Nimble expansion units across the solution. In addition, it is strongly advisable to configure email alerts. For more information, see *Nimble CS1000 and Avaya Orchestrator alarms* in the *Installing and Maintaining the Avaya Converged Platform 4200 Series*.

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## 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 Converged Platform. The Avaya Converged Platform 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. In these units the AC power cord is pointed down.

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## Component Sourcing

The Avaya Converged Platform 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 Converged Platform solution and product warranties, any changes must be approved in writing by the Avaya Converged Platform product management team through the Avaya Converged Platform Configurator Design Review process. To request a design change review, send an email to [acpprodmgmt@avaya.com](mailto:acpprodmgmt@avaya.com).

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## Avaya Converged Platform Component List

The following table summarizes the hardware and software components that may be installed and configured in the Avaya Converged Platform for the current release.

 **Note:**

If your Avaya Converged Platform 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 Converged Platform order.

For information about Avaya and third-party hardware and software release versions supported on Avaya Converged Platform, see *Avaya Converged Platform 4200 Baseline*.

**Table 1: Default and Optional Components**

Component	Description	
<p>Avaya-branded enclosure types for Avaya Converged Platform 4200 Series:</p> <ul style="list-style-type: none"> <li>• 48-inch (122 cm) deep enclosure</li> </ul> <p><b>* Note:</b></p> <p>Fully assembled Avaya Converged Platform enclosures ship with the doors unlocked. Keys are zip-tied to the inside of the front door.</p>	<p>48-inch Avaya-branded enclosure:</p> <ul style="list-style-type: none"> <li>• 24" width x 48" depth x 81" height</li> <li>• Depth measurement includes front and rear doors, and handles</li> <li>• Color: Black</li> <li>• Avaya-branded curved front door with lock</li> <li>• Split rear door with lock</li> </ul>	
<p>Maximum total Rack Mount Unit (RMU)</p>	<p>Avaya Converged Platform 4200 Series:</p> <ul style="list-style-type: none"> <li>• 42- or 48- inch Avaya-branded enclosure: 42 RMU</li> <li>• Extension Pod: 42 RMU</li> </ul> <p>Extension Pods provide additional resources and physical space for devices or appliances, which are necessary for some Avaya Converged Platform solution.</p>	
<p>Component placement (device direction)</p>	<p>Avaya Converged Platform 4200 Series—rear</p>	
<p>Power: Power Distribution Units (PDU):</p> <ul style="list-style-type: none"> <li>• Vertical PDUs for: <ul style="list-style-type: none"> <li>- Main ACP</li> </ul> </li> <li>• Horizontal PDUs for: <ul style="list-style-type: none"> <li>- Horizontal Extension Pods (30 A and 32 A)</li> </ul> </li> </ul>	<p>42-inch deep Avaya-branded enclosure:</p> <ul style="list-style-type: none"> <li>• Main Pod: <ul style="list-style-type: none"> <li>- Up to four (two pairs) 30 A PDUs, delivering a total of 10,000 Watts for two PDU pairs.</li> <li>- Up to four (two pairs) 32 A PDUs, delivering a total of 10,000 Watts for two PDU pair.</li> </ul> </li> </ul> <p><b>* Note:</b></p> <p>Each 30 or 32 A PDU pair delivers 5,000 Watts.</p>	<p>48-inch deep Avaya-branded enclosure:</p> <ul style="list-style-type: none"> <li>• Main ACP: <ul style="list-style-type: none"> <li>- 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.</li> </ul> </li> </ul> <p><b>* Note:</b></p> <p>Each 30 or 32 A PDU pair delivers 5,000 Watts.</p>
	<p>Extension Pods with horizontal PDUs support the following:</p> <ul style="list-style-type: none"> <li>• Two (one pair) 30 A PDUs delivering a total of 5,000 Watts.</li> <li>• Two (one pair) 32 A PDUs delivering a total of 5,000 Watts.</li> </ul>	
<p>Cooling</p> <p>Avaya Converged Platform is designed for front-to-back cooling.</p>	<p>Avaya Converged Platform 4200 Series:</p> <ul style="list-style-type: none"> <li>• Configured for rear facing networking components.</li> <li>• VSP 7254XSQ switches are configured with back-to-front fans to provide a front-to-back airflow within the Avaya Converged Platform enclosure.</li> </ul>	



	<p>Avaya Converged Platform 4200 Series cooling fan assemblies.</p> <ul style="list-style-type: none"> <li>• Main ACP with vertical PDUs: <ul style="list-style-type: none"> <li>- 12 fan assemblies (each fan assembly consists of 2 x 105 CFM cooling fans), which provides 2,520 CFM of airflow.</li> </ul> </li> </ul>
Networking	<p>Avaya Converged Platform 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:</p> <ul style="list-style-type: none"> <li>• 48 SFP+ ports supporting 1/10gigabit Ethernet (GbE) transceivers</li> <li>• 6 QSFP+ ports supporting 40 GbE</li> <li>• Multi-terabit Fabric Connect, using Shortest Path Bridging (SPB)</li> </ul> <p><b>* Note:</b></p> <p>In Avaya Converged Platform 4200 Series, the networking and aggregation switches are installed facing the rear of the enclosure.</p>
<p>Compute servers</p> <p>Compute servers are physical servers (the ESXi hosts are for virtualization).</p>	<p>Avaya Converged Platform 4200 Series:</p> <ul style="list-style-type: none"> <li>• Main ACP: A minimum of two compute servers.</li> <li>• Extension ACPs: A minimum of one compute server (for MCP management).</li> <li>• The maximum amount of compute servers is dependent upon RMU slots, power limits, and thermal limits for your specific configuration.</li> <li>• Supports HPE ProLiant DL360-G9 or DL360-G10 for Main ACP: <ul style="list-style-type: none"> <li>- 28-core model: 10 gigabit, 2-port SFP+ adapter—for Main ACP compute server traffic and HPE iLO host management.</li> </ul> </li> </ul>
Storage	<p>HPE Nimble storage platform supports high availability and redundancy.</p> <p>Avaya Converged Platform 4200 Series:</p> <ul style="list-style-type: none"> <li>• HPE Nimble CS1000 storage array can be expanded up to 99TB.</li> </ul>
Gateways	<p>(Optional) G450 Media Gateways: Component requirement is based on the specific customer Avaya Converged Platform solution.</p> <ul style="list-style-type: none"> <li>• G450 Media Gateways are 3U form factor devices, each Gateway can provide a maximum of eight supplemental media modules for external interfaces.</li> </ul> <p><b>* Note:</b></p> <p>In Avaya Converged Platform 4200 Series, the G450 Media Gateways are installed facing the rear of the enclosure.</p>

Component	Description
Session Border Controllers	<p>(Optional) Avaya Session Border Controller for Enterprise (SBCE): Component requirement is based on the specific customer Avaya Converged Platform solution. SBCE supports the following:</p> <ul style="list-style-type: none"> <li>• Dedicated hardware appliances—HPE ProLiant DL360 G9 and HPE ProLiant DL360p G10 servers.</li> <li>• Virtual environment (VE)—In new system builds, SBCE Enterprise Management Server (EMS) is deployed as VE only.</li> </ul> <p>Avaya Converged Platform supports the following SBCE configurations:</p> <ul style="list-style-type: none"> <li>• High Availability (HA) configuration options: <ul style="list-style-type: none"> <li>- EMS (VE) + SBC 1 (appliance 1) + SBC 2 (appliance 2)</li> <li>- EMS (VE) + SBC 1 (VE) + SBC 2 (VE)</li> </ul> </li> <li>• Stand-Alone (SA) configuration: <ul style="list-style-type: none"> <li>- EMS (VE) + SBC 1 (VE)</li> </ul> </li> </ul>
Virtualization	<p>VMware vSphere ESXi 6.5 Update 2C and vCenter Server Appliance 6.5 Update 2D</p> <p>Avaya Converged Platform component applications are virtualized and run on compute servers. Compute servers are physical ESXi host servers.</p>
Verified third-party virtual appliances (optional)	<p>Avaya has verified the following third-party virtualized networking equipment for Avaya Converged Platform solutions.</p> <ul style="list-style-type: none"> <li>• Third-party virtual Firewalls (Avaya verified): <ul style="list-style-type: none"> <li>- Palo Alto Networks VM-300</li> <li>- Fortinet FortiGate-VM01</li> </ul> </li> </ul>
Management	<ul style="list-style-type: none"> <li>• Avaya Orchestrator</li> <li>• VMware vCenter Server Appliance (VCSA)</li> <li>• HPE Integrated Lights-Out (iLO) management (on HPE compute servers)</li> <li>• Management Server Console</li> </ul>

<p>Avaya and Avaya Aura® software licenses</p>	<ul style="list-style-type: none"> <li>• Avaya Aura® Collaboration Suite, up to maximum capacities supported by Avaya Aura® products</li> <li>• Avaya Aura® Communication Manager for the Virtualized Environment</li> <li>• Avaya Aura® Messaging (AAM) Virtualized Environment</li> <li>• Avaya Aura® Session Manager for the Virtualized Environment</li> <li>• Avaya Aura® System Manager for the Virtualized Environment</li> <li>• Avaya WebLM for the Virtualized Environment</li> <li>• Avaya Diagnostic Server with SLA Mon™ and SAL Gateway for the Virtualized Environment</li> <li>• Avaya Aura® Utility Services for the Virtualized Environment</li> <li>• Avaya Aura® Application Enablement Services for the Virtualized Environment</li> </ul> <p>Avaya Aura® Presence Services for the Virtualized Environment</p> <ul style="list-style-type: none"> <li>• Avaya Agile Communication Environment™ for the Virtualized Environment</li> <li>• Avaya Session Border Controller for Enterprise 8.x (optional)</li> <li>• Avaya Call Management System (CMS) (optional)</li> <li>• Avaya Aura® Experience Portal (optional)</li> <li>• Agile Communication Environment™ (optional)</li> <li>• ANAV (optional)</li> <li>• Avaya Aura® Call Center Elite Multichannel (optional)</li> <li>• Avaya Aura® Workforce Optimization (optional)</li> <li>• Avaya Multimedia Messaging (optional)</li> <li>• Avaya Aura® Media Server (optional)</li> <li>• Avaya Engagement Development Platform (optional)</li> <li>• Avaya Aura® Conferencing (optional)</li> <li>• Avaya Aura® Contact Center (optional)</li> </ul> <p>• Avaya Communicator</p>
<p>Software licenses (other)</p>	<ul style="list-style-type: none"> <li>• VMware ESXi Enterprise license</li> <li>• HPE 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.</li> <li>• Premier License—available to customers with dual data centers and to those who have equipment that supports MACsec, large ASPs and Carriers with multi-instance. This license is installed on all switches for all customers.</li> <li>• Avaya Virtual Services Platform 7200 Series Premium license.</li> </ul>

# Software and Virtual Appliances

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

**\* Note:**

The following tables show the default and optional applications based on the default Avaya Converged Platform configuration. Customer requirements and final configuration determine the actual software deployed on each Avaya Converged Platform.

## Avaya Converged Platform Software and Virtual Appliances

**\* Note:**

The Management Server Console (MSC) is a Microsoft Windows 2016 Standard VM installed by the manufacturer in new Release 4.0 builds. The Windows license sticker is on the chassis lid of Compute Server 1.

For current customers with CPOD 2.X, Pod Fx 3.0/3.0.1/3.0.2 release, a request must be sent to [acpprodmgt@avaya.com](mailto:acpprodmgt@avaya.com) when upgrading to Release 4.0 software. The request must ask for the Avaya Converged Platform MSC Upgrade Media Kit, Material Code 700513602. This kit contains the media and licenses necessary for upgrading the MSC to Windows Server 2016.

For current customers with Pod Fx 3.1 release, the same Windows license key can be re-use to license the new Windows server 2016 virtual machine.

The customer must purchase and license additional copies of the Red Hat Enterprise Linux VMs required to install all other Linux-based applications.

**Table 2: Infrastructure applications**

Product	OS	Deployment	Version
• Management Server Console (MSC)	Windows Server	Predelivery	4.0
VMware vCenter Server Appliance(VCSA)	PhotonOS - <i>Photon OS™ is a minimal Linux container host, optimized to run on VMware platforms.</i>	Predelivery	6.5 U2D

**Table 3: Avaya Aura® Virtualized Environment applications (8.0)**

Product	OS	Deployment	Version
Communication Manager (with CC Elite)	Red Hat Enterprise Linux	Predelivery	8.0.1
Session Manager (SM)	Red Hat Enterprise Linux	Predelivery	8.0.1
System Manager (SMGR)	CentOS	Predelivery	8.0.1
Utility Services	CentOS	Postdelivery	7.1.3
WebLM	Red Hat Enterprise Linux	Postdelivery	8.0.1
Avaya Aura Messaging	Red Hat Enterprise Linux	Postdelivery	7.1
Presence Services	Red Hat Enterprise Linux	Postdelivery	8.0.1

Application Enablement Services (AES)	Red Hat Enterprise Linux	Postdelivery	8.0.1
Avaya Media Server (AMS) VE	Red Hat Enterprise Linux	Postdelivery	8.0
Avaya Diagnostic Server (ADS)	Red Hat Enterprise Linux	Predelivery	3.0.4

**Table 4: Contact Center applications**

Product	OS	Deployment	Version
Call Management System (CMS)	Red Hat Enterprise Linux	Postdelivery	18.1
Avaya Communicator	Red Hat Enterprise Linux	Postdelivery	9.0
Avaya Aura® Call Center Elite Multichannel	Windows Server	Postdelivery	6.5
Avaya Workforce Optimization Select	Windows Server	Postdelivery	5.2
Avaya Navigator (ANav)	Windows Server	Postdelivery	4.1.1
Avaya Multi-Media Messaging	Red Hat Enterprise Linux	Postdelivery	3.5.1

**Table 5: Additional appliances**

Product	OS	Deployment	Version
Avaya SBC for Enterprise (SBCE) Appliance	—	Predelivery	7.2.2
Avaya SBC for Enterprise (SBCE) VE	—	Predelivery	7.2.2
Avaya Aura Conferencing (AAC)	Red Hat Enterprise Linux	Postdelivery	8.0
G450 Media Gateway	—	Predelivery	8.0.1

## Avaya Converged Platform Release List

The following table lists the software components that are part of the initial Release 4.0 software baseline for Avaya Converged Platform 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 Avaya Converged Platform order.

### Required and optional components

#### Important:

The following releases have been tested and qualified for the initial Avaya Converged Platform Release 4.0. 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 Converged Platform support team. Other applications that are not critical to the overall performance and operation of the Avaya Converged Platform 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	8.0.1


### Infrastructure Applications

Component	Release
Management Server Console (MSC) The MSC has the following pre-installed applications: <ul style="list-style-type: none"> <li>• Mozilla Firefox</li> <li>• Notepad++</li> <li>• Wireshark</li> <li>• WinSCP</li> <li>• PuTTY</li> <li>• DNS server enabled</li> <li>• TFTP server</li> </ul>  <b>Note:</b> The MSC also provides a software and firmware repository partition.	4.0
VMware vSphere: ESXi Hypervisor	6.5 P03 Build 10884925
VMware vCenter Server Appliance	6.5 Update 2D

### Avaya Infrastructure Components

Component	Release	New in 4.0	Supported in 4.0
VSP 4850GTS switch	7.1.1	No	Yes
VSP 7254XSQ switch	7.1.1	No	Yes
Avaya Aura® Session Border Controller	7.2.2	Yes	Yes
G450 Media Gateway	8.0.1	Yes	Yes
Avaya Aura® Messaging	8.0	No	Yes

### Third Party Infrastructure Components

Component	Release	New in 4.0	Supported in 4.0
HPE Nimble CS1000	nimble-ncm-for-esx6.5-5.1.0-650006.zip	Yes	Yes
EMC VNXe3200	VNXe-3.1.8.9809862.tgz.bin.gpg	No	Yes
ServerTech Smart PDU	smcdu-v71c.bin	Yes	Yes
ServerTech Switched PDU	swcdu-v71c.bin	Yes	Yes
HPE ProLiant DL360 Generation 9 and 10 Operating System	VMware ESXi 6.5 Update 2C	Yes	Yes
HPE ProLiant DL360 Generation 9 and 10 Firmware Update — Service Pack for ProLiant (SPP) Version 2018.11.0 (Custom)  <b>Note:</b> See the Service Pack release notes for further information about this firmware update: <a href="https://downloads.hpe.com/pub/softlib2/software1/publishable-catalog/p291731480/v138520/SP_P2018.11.0ReleaseNotes.pdf">https://downloads.hpe.com/pub/softlib2/software1/publishable-catalog/p291731480/v138520/SP_P2018.11.0ReleaseNotes.pdf</a>	bp-avaya-dl360g9-g10-ACP-4_0-New-only.iso bp-avaya-dl360g9-g8-ACP-4_0-2400-Legacy-only.iso	Yes	Yes
HPE iLO interface update	ilo5_137.bin ilo4_261.bin	Yes	Yes

### Avaya Aura® Virtualized Environment Applications

Component	Release
Avaya Aura® Utility Services	7.1.3
Avaya Diagnostic Server	3.0.4
Avaya Aura® Communication Manager Simplex and Duplex	8.0.1
Avaya Aura® Session Manager	8.0.1
Avaya WebLM	8.0.1
Avaya Aura® Presence Services	8.0.1
Application Enablement Services	8.0.1



## Additional Applications

Component	Release
Avaya Call Management System(optional)	18
Avaya Aura® Experience Portal (optional)	7.2
Avaya Aura® Call Center Elite Multichannel (optional)	6.5
Avaya Aura® Conferencing (optional)	8.0
Engagement Development Platform	3.3.1
Avaya Communicator	9.0

## Avaya Converged Software Files

The following table lists the software files verified for Avaya Converged Platform Release 4.0.

**Table 6: Avaya Converged Platform Release 4.0 Software Files**

Vendor	Application or component	File name	Infrastructure application
VMware	vSphere ESXi 6.5 Update 2C	VMware-ESXi-6.5.0-Update2-9298722-HPE-Gen9plus-650.U2.10.3.5.5-Sep2018.iso	Yes
VMware	vCenter Server Appliance 6.5 Update 2D	VMware-VCSA-all-6.5.0-10964411.iso	Yes
Avaya	Avaya Virtual Services Platform 7200 Series 7254XSQ	VOSS7K.7.1.1.0.tgz	Yes

Vendor	Application or component	File name	Infrastructure application
Avaya	Avaya Virtual Services Platform 4000 Series 4850 GTS	VOSS4K.7.1.1.0.tgz	Yes
Avaya	Session Border Controller (hardware)	sbce-7.2.2.0-11-15522.iso	Yes
Avaya	Session Border Controller (Virtual Appliance)	sbce-7.2.2.0-11-15522.ova	Yes
Avaya	Media Gateway G450 Firmware	g450_sw_40_20_0.bin	Yes
ServerTech	Smart Power Distribution Unit Firmware	smcdu-v71c.bin	Yes
ServerTech	Switched Power Distribution Unit Firmware	smcdu-v71c.bin	Yes
Avaya	Management Server Console	Avaya Management Server Console 4.0.0.0.1.ova	Yes
Nimble	CS1000 Firmware	NimbleOS-5.0.6.0-593144-opt.update.v2	Yes
EMC	VNXe3200 Firmware	VNXe-Series-2-Drive-Firmware-V3-Dec-01-16.tgz.bin.gpg VNXe-3.1.8.9809862.tgz.bin.gpg	Yes
Avaya	Avaya Diagnostic Server	AvayaDiagnosticServer-3.0.0.0vApp-e55-09.ova	No
Avaya	Avaya Identity Engines Ignition Server	IDE_9.5.0_IGNITION_SRVR_OVA_ESX_6_1_AND_6_5.zip	Yes
Avaya	Avaya Identity Engines Dashboard	IDE_9.5.0_DASHBOARD.zip	Yes
Avaya	Avaya Identity Engines Guest Manager	IDE_9.5.0_GUEST_AND_IOT_MANAGER_OVA_ESX_6_1_AND_6_5	No

Avaya	Avaya Aura® Conferencing	vAAC_MediumSimplex_MCP_18.2.7-2018-09-01-1845-1vDisk150Gb_8vCPU_2 4GBMemory.ova vAAC_Platform_MCP_18.2.7-2018-08-19-2209-1vDisk150Gb_8vCPU_2 4GBMemory.ova vAAC_MediumPrimary_MCP_18.2.7-2018-09-06-2000-1vDisk150Gb_8vCPU_2 4GBMemory.ova vAAC_MediumSecondary_MCP_18.2.7-2018-09-06-2000-1vDisk150Gb_8vCPU_2 4GBMemory.ova	Yes
Avaya	Application Enablement Services	AES-8.0.1.0.0.5.20181122-e65-00.ova	Yes
Avaya	Avaya Aura® Communication Manager	CM-Simplex-08.0.0.0.822-e67-1.ova CM-Duplex-08.0.0.0.822-e67-1.ova	Yes
Avaya	Avaya Aura® Presence Services	PresenceServices-Bundle-8.0.1.0.296.zip	Yes
Avaya	Avaya Aura® Session Manager	SM-8.0.0.0.800035-e67-01.ova	Yes
Avaya	Avaya Aura® System Manager	SMGR-8.0.0.0.931077-e65-19.ova	Yes
Avaya	Avaya Aura® Utility Services	US-7.1.0.0.0.18-e55-2_OVF10.ova	No
Avaya	Web License Manager	WebLM-8.0.0.0.9-31370-e65-14.ova	No
Avaya	Avaya Call Management System	CMS-R18.1.0.1.ra.d-e65-00.ova	No
Avaya	Avaya Aura® Messaging	AAM-07.1.0.0.532-e65-0.ova	No
Avaya	Avaya Aura® Experience Portal	ExperiencePortal-AuxiliaryEPM-7.2.0.0.1117e55-1.ova ExperiencePortal-MPP-7.2.0.0.1117-e55-1.ova	No

Avaya	Experience Portal	ExperiencePortal-MPP-7.2.0.0.1117-e55-1.ova ExperiencePortal-PrimaryEPM-7.2.0.0.1117-e55-1.ova ExperiencePortal-AuxiliaryEPM-7.2.0.0.1117-e55-1.ova	No
Avaya	Avaya Contact Recorder	acr-152-linux.iso acr-152-windows.iso	No

**\* Note:**

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

Avaya Converged Platform Release 4.0 upgrade files are available at <https://support.avaya.com/> for Avaya Converged Platform Release 4.0.

For more information about upgrades, see *Upgrading Avaya Converged Platform 4200 Series using Management Server Console*.

## VMware Snapshot considerations

VMware Snapshots should not be used as backups. VMware Snapshots preserve the state and data of a virtual machine at a specific point in time. Although snapshots are useful as a short-term fallback for patching and upgrading the applications, they should not be used for extended periods. See VMware recommendations for usage.

**Snapshots can:**

- consume large amounts of disk resources
- cause increased CPU loads on the host
- affect application and solution performance
- affect service and application stability
- result in application upgrade failures

 **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 [VMware Knowledge Base](#) and search for *Best Practices for virtual machine snapshots in the VMware environment*.

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## 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 Converged Platform components.

 **Important:**

VMware tools should only be updated during an upgrade or when instructed to do so by Avaya. The supplied version of VMware is the supported release and has been thoroughly tested.

Avaya management and application virtual machines may show a notification in the web client that the virtual machine(s) HW may be upgraded and this is to be ignored. Avaya Converged Platform 4.0 now leverages vSphere VMFS (virtual machine file system) version 6 and the native VMFS-6 version of virtual machine hardware is version 13. All Avaya applications, and ACP management applications run on virtual machine hardware version 11.

 **Important:**

Virtual Machine hardware for all Avaya Converged Platform applications leverage virtual machine hardware version 11 which is compatible with VMFS-6. Virtual machine hardware version for all ACP applications should not be upgraded to virtual machine hardware version 13 without consulting or instructed by Avaya.

vSphere Update Manager Data Migration during VCSA upgrades to 6.5 (optional):

For existing customers who are already running the external VUM on the MSC VM (Pod Fx 3.0.2/3.1) and would like to retain existing database when upgrading to VCSA release 6.5, need to run the VMware Migration Assistance on the MSC VM where VUM is running before initiating the upgrade of the vCenter server appliance as documented in <https://docs.vmware.com/en/VMware-vSphere/6.5/com.vmware.vsphere.upgrade.doc/GUID-6A39008B-A78C-4632-BC550517205198C5.html?hWord=N4IqhgNiBclLYEsDmAnMAXBB7AdgAjAGdCFD0wd0QBfIA>.

 **Note:**

The VMware migration assistant file (VMware-Migration-Assitant.exe) is available within the VMware-VCSAall-6.5.0-10964411.iso. When mounting the ISO on the MSC as part of the VCSA upgrade procedure, navigate to the migration-assistant folder to locate and transfer the file locally

to the MSC, where vSphere Update Manager is currently running. This has to be performed prior to start the vCenter upgrade.

VUM data migration is not mandatory. It is safe to upgrade from previous VCSA 5.5/6.x releases to VCSA 6.5 without running the migration assistance. Follow the upgrade procedure as documented in the (add the MSC doc name) upgrade section.

VMware Update Manager (VUM) is now included in the 6.5 U2D Virtual Center Server Appliance therefore there is no requirement to install VUM separately.

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## Avaya Call Recorder support

Avaya Call Recorder is supported on the Avaya Converged Platform 4200 Series with properly implemented DRS rules.

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## Software Upgrades and Monitoring

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

See [Software and Virtual Appliances](#) on page 19 for a list of supported applications.

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## HP ProLiant DL360 LEDs

HP ProLiant DL360 G9 and G10 servers display a green LED for link status.

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## 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.

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## Improved Failover Operation

For customers with EMC Storage Array, when there is a failure of a host hardware resulting in networking connectivity issues to storage, *PSN004864r1* provides faster recovery for the host and virtualized applications.

For customers with HPE Nimble storage, see *Configuring advanced settings on the new iSCSI targets* in the *Installing and Maintaining Avaya Converged Platform 4200 Series*.

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## Change to VMware

vSphere 6.5 is compatible for all Avaya applications. Validate interoperability matrix for each Avaya Aura application available on <https://support.avaya.com/> prior to upgrade to vSphere 6.5. For 3rd party applications, validate vSphere 6.5 operation with the vendor.

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## vSwitch MTU size

Perform the procedure below that corresponds to your hardware configuration.

- For Avaya Pod Fx Release 4.x with VSP 7254XSQ switches:
  1. Log in to the vSphere client from the MSC.
  2. Select a host from the cluster.
  3. Select **Configuration** > **Networking** from the menu.
  4. Select the properties for *Standard Switch: vSwitch0*.
  5. Confirm the MTU size is set to 9000 for the **vSwitch**, **iSCSI-1**, **iSCSI-2**, and **vMotion** VMKernels.
  6. Click **Edit** and change the MTU size to 9000 if any of these items has a value other than 9000.
  7. Repeat these steps for all hosts in the cluster.

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## Differences in Nimble Datastore Free Space Reporting

Users may notice a difference in the free space available on a datastore reported by the Nimble CS1000 management interface and the vCenter client. This is because the Virtual Machine File System (VMFS) datastore is thin provisioned on the CS1000. This means the actual VMFS datastore does not fully consume the allotted disk space. VMFS only knows the allotted datastore size, it does not know the actual storage array usage.

Consider the following example.

A VMFS datastore is defined with a size of 8TB. All files on the VMFS; such as virtual machines, swap files, and configuration files; consume 6TB on the datastore. However, since the Nimble SAN performs real-time deduplication and compression, the actual storage usage is reported as 2TB.



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## Management Server Console

- Cookies are disabled due to security vulnerabilities; the customer can enable cookies for any URL at its discretion.
- If the customer does not have valid certificate for HP server ILO, switches (VSP7k and VSP4k) EDM, and 6.0 or 6.5 vCenter web client, then those particular FQDN/IP address should be added to the Internet Explorer trusted site to launch the particular URL.
- Lenovo TMM and EMC 5300 web login or Thick client are not supported as we do not have JAVA 1.6 installed in MSC.
- VSP 7248 EDM login is not supported in Mozilla due to EDM constraint, however, you can launch VSP 7248 EDM using the Internet Explorer.
- You can launch VSP 4850 GTS using both Internet Explorer and Mozilla.

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# Chapter 4: Known issues and limitations

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

**\* Note:**

See the individual product documentation and individual component Release Notes for details and issues specific to these products.

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## MSC issues

The following tables lists the Management Server Console known issues and limitations.

Reference	Description
COLLABPOD-298	<p>In certain, rare, instances System Manager is not accessible from Internet Explorer 11 due to compatibility settings.</p> <p><b>WORKAROUND</b></p> <p>Add the System Manager FQDN to the appropriate Security Zone, Local Intranet or Trusted Site, in Internet Explorer 11.</p>

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## vCenter Appliance (VCSA) issues

Refer to the VCSA 6.5u2d release notes: <https://docs.vmware.com/en/VMware-vSphere/6.5/rn/vsphere-vcserver-65u2d-release-notes.html>

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## Nimble issues

The following known issue is associated with the Nimble CS1000 storage array:

- The HPE Nimble CS1000 storage array sends SNMP traps only through the SAL gateway.

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## SBC Issues

The following table lists the known issues and limitations associated with virtualized and hardware SBC devices.

Reference	Description
AURORA-10906 / AURORA-12476	There are known issues with the interaction between the SBC EMS and SNMP.

# Chapter 5: Resolved Issues

There are no resolved issues in this release.

# Chapter 6: Resources

This section contains information on additional available resources.

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## Support

The Avaya Converged Platform 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 Converged Platform.

### **Note:**

Avaya is responsible only for support of the Avaya and third-party hardware and software within the Avaya Converged Platform that has been purchased through Avaya as part of the Avaya Converged Platform, or that has been explicitly approved in writing by the Avaya Converged Platform 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 Converged Platform release software baseline, change physical equipment or virtual machines, modify network configurations, or add custom applications to Avaya Converged Platform in any way, without express consent from Avaya, you will void warranty and service contracts for Avaya Converged Platform. The approved application baseline deployed in the Avaya Converged Platform is part of the design review process. It is documented in the Lifecycle Management 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 Converged Platform 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 Converged Platform solution and product warranties, any changes must be approved in writing by the Avaya Converged Platform product management team through the Avaya Converged Platform Configurator Design Review process. To request a design change review, send an email to [pdfxsales@avaya.com](mailto:pdfxsales@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 Converged Platform infrastructure applications or Avaya Aura® System Manager. This can only be done as a whole, with upgrade from one Avaya Converged Platform baseline release to another, unless approved by a PSN or PCN issued by the Avaya Converged Platform product team. This is as per the defined Lifecycle Policy for Avaya Converged Platform release management. Applications

outside of the Avaya Converged Platform 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 Converged Platform as a best practice. See and follow your corporation security policies regarding Windows updates.

### **Contacting Avaya Converged Platform Support**

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

- Avaya Converged Platform sales and sales-related queries — [podfxsales@avaya.com](mailto:podfxsales@avaya.com).
- Avaya Converged Platform support — [podfxsupport@avaya.com](mailto:podfxsupport@avaya.com).
- Avaya Converged Platform partner support — [podfxpartner@avaya.com](mailto: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](mailto: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](http://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.
- 

## 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](http://support.avaya.com)—Contains documentation and downloads for networking, management, and applications for Avaya Pod Fx.
- VMware: <https://docs.vmware.com/>
- Compute servers:
  - HPE ProLiant DL360 Generation 10 servers: [www.hp.com](http://www.hp.com)
  - HPE ProLiant DL360 Generation 9 servers: [www.hp.com](http://www.hp.com)
- HPE Nimble storage array: <https://www.hpe.com/us/en/storage/nimble.html>
- Extreme Networking: <https://extremeportal.force.com/ExtrSupportHome>
- ServerTech Power Distribution Units: <https://www.servertech.com/>
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For a detailed list of documentation for Avaya Converged Platform and specific components, see the following document:

- *Documentation Reference for Avaya Converged Platform 4200 series*
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## Training

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

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## 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.

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## 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>.pdf*.
3. In the Search dialog box, select the option **In the index named *<product\_name\_release>.pdf***.
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.

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## Subscribing to e-notifications

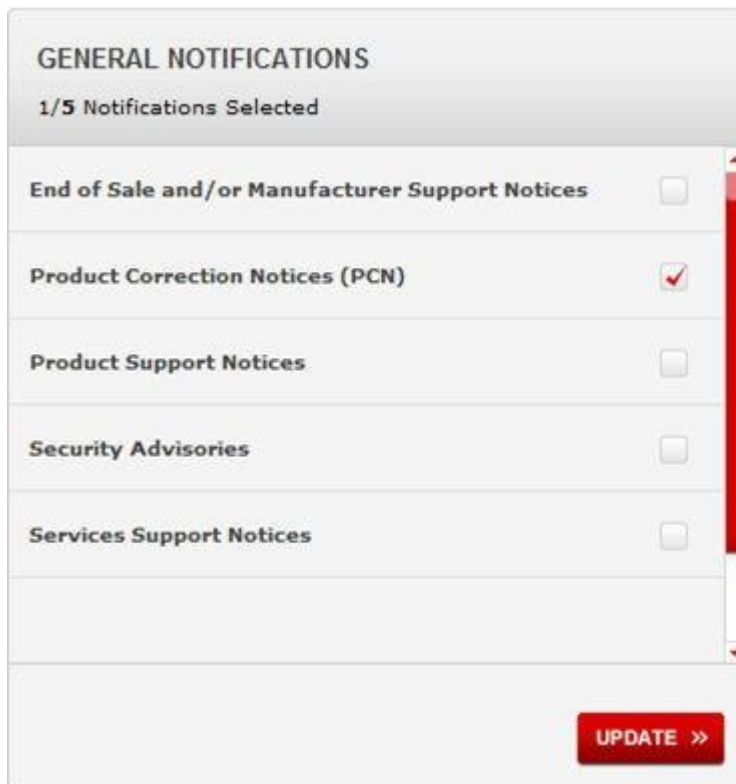
Subscribe to e-notifications to receive an email notification when documents are added to or changed on the Avaya Support website.

### 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	<input type="checkbox"/>
Product Correction Notices (PCN)	<input checked="" type="checkbox"/>
Product Support Notices	<input type="checkbox"/>
Security Advisories	<input type="checkbox"/>
Services Support Notices	<input type="checkbox"/>

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.

PRODUCTS	My Notifications
Virtual Services Platform 7000	<b>VIRTUAL SERVICES PLATFORM 7000</b>
Virtualization Provisioning Service	Select a Release Version
Visual Messenger™ for OCTEL® 250/350	All and Future
Visual Vectors	Administration and System Programming <input type="checkbox"/>
Visualization Performance and Fault Manager	Application Developer Information <input type="checkbox"/>
Voice Portal	Application Notes <input type="checkbox"/>
Voice over IP Monitoring	Application and Technical Notes <input checked="" type="checkbox"/>
W310 Wireless LAN Gateway	Declarations of Conformity <input type="checkbox"/>
WLAN 2200 Series	Documentation Library <input checked="" type="checkbox"/>
WLAN Handset 2200 Series	<b>SUBMIT &gt;&gt;</b>

11. Click **Submit**.