

Product Correction Notice (PCN)

Issue Date: 10-June-2019
Supplement Date: 23-December-2024
Expiration Date: NA
PCN Number: 2102S

SECTION 1 - CUSTOMER NOTICE

Products affected by this PCN:

Avaya Aura® Application Enablement Services 8.1 (all offer types).

Description:

Avaya Aura® 8.x went End of Manufacturer Support (EOMS) on March 6, 2023 as noted in the [Product Lifecycle Notice](#). Avaya is providing a final Service Pack on 8.1.3.x to cover outstanding bugs that were not able to be included in the February 8.1.3.7 Service Pack.

23 December 2024 – Supplement 17 of this PCN introduces an AES 8.1.x KVM image that is to be utilized **on ASP R6.0.x only**. This new AES 8.1 KVM image is NOT applicable to any other environment. This is separate and distinct from the original 8.1.x KVM offer for customers using their own Red Hat Enterprise Linux® server.

The Avaya Solutions Platform (ASP) R6.0.x program introduces a new hypervisor and updated Server hardware. In June 2024, Broadcom made the strategic decision to discontinue its Embedded OEM program. As Avaya is an Embedded OEM partner of VMware, this decision impacted the ASP 130 and ASP S8300 solutions as they relied on VMware for the underlying hypervisor. This led to the necessity of identifying a new hypervisor. The latest AES 8.1.x Service Pack, 8.1.3.8, must be installed after deployment of this OVA that is supported on ASP R6.0.x. The new AES 8.1 KVM image for ASP R6.0.x requires deployment via the CLI using the documented installation script.

Reference the Application Enablement Services 8.1.x Upgrade and Installation Documents and Avaya Aura® Release Notes 8.1.x for detailed instructions, available on support.avaya.com. Aura 8.1.x.x is EOMS, therefore there is no Product House support. The 8.1 KVM images for ASP R6.0.x are ONLY for existing customers. Avaya highly recommends existing customers upgrade to a supported load as soon as feasible.

- **Application Enablement Services 8.1.0.0.0 KVM OVA for ASP R6.0.x only (AES-8.1.2.0.0.9.20200224-kvm-002.ova; PLDS ID AES00001044).**
- **Required** – the latest Service Pack introduced in Supplement 16 below, 8.1.3.8, must be installed after deployment of this OVA.

8 May 2023 – Supplement 16 of this PCN introduces Avaya Aura® Application Enablement Services 8.1.3.8 (8.1.3 Service Pack 8). The 8.1.3.8 Service Pack is applicable for Software Only, Kernel-based Virtual Machine (KVM), Avaya Aura® Appliance Virtualization Platform (AVP) and Virtualized Environment offer types.

- Avaya Aura® Application Enablement Services 8.1.3.8 Service Pack Installer; (aesvcs-8.1.3.8.0.4-servicepack.bin; **PLDS ID AES00000967**). An upgrade to AES 8.1.3.8 can be achieved only by upgrading an *existing* AES 8.1.3 system to AES 8.1.3.8 using the service pack installer aesvcs-8.1.3.8.0.4-servicepack.bin.
- **Appliance Virtualization Platform (AVP) 8.1.3.3.0.02** (avaya-avp-8.1.3.3.0.02.iso or upgrade-

avaya-avp-8.1.3.3.0.02.zip). The AE Services software specified in this PCN supplement was verified and is compatible with AVP release 8.1.3.3.0.02. See PCN 2097S for more information on AVP. AVP must be upgraded to the compatible release before upgrading AES. Note that there was no need for an update to AVP 8.1.3.3 this cycle or previous cycle. AVPU is providing an update to 8.1.3.8. Reference PCN 2098S for AVPU information.

- Prior to upgrading through the service pack installer, it is **recommended** to install the **Linux Security Update Patch 812Plus_LSUPatch27.bin**. Please refer to PSN020481 for additional details.
- Reference PCN 2152S for AES Client and SDK software updates.

21 February 2023 – Supplement 15 of this PCN introduces Avaya Aura® Application Enablement Services (AES) 8.1.3.7 (8.1.3 Service Pack 7) and an updated AES 8.1.2 OVA to address the expiration (February 20, 2023) of the Avaya signing certificate used for Avaya Aura OVAs.

The PLDS download ID will be the same for the OVA, but the OVA is updated.

No changes to software or functionality have occurred in these new OVAs.

Existing 8.1.2 deployments require no action. New installations beginning February 20, 2023 will require the updated OVA due to the certificate expiration.

The OVA file name has changed to reflect a new version number and the checksum is updated.

- **Application Enablement Services 8.1.2 OVA (updated)** (AES-8.1.2.0.0.9.20200224-e67-02.oVA; PLDS ID AES00000796). Reference **PSN020586u - Avaya Aura® OVA Certificate Expiry February 2023** for important information.
- Avaya Aura® Application Enablement Services 8.1.3.6 Service Pack Installer; (aesvcs-8.1.3.7.0.3-servicepack.bin; PLDS ID AES00000962). An upgrade to AES 8.1.3.7 can be achieved only by upgrading an *existing AES 8.1.3 system* to AES 8.1.3.7 using the service pack installer aesvcs-8.1.3.7.0.3-servicepack.bin. The 8.1.3.7 Service Pack is applicable for Software Only, Kernel-based Virtual Machine (KVM), Avaya Aura® Appliance Virtualization Platform (AVP) and Virtualized Environment offer types.
- **Appliance Virtualization Platform (AVP) 8.1.3.3.0.02** (avaya-avp-8.1.3.3.0.02.iso or upgrade-avaya-avp-8.1.3.3.0.02.zip). The AE Services software specified in this PCN supplement was verified and is compatible with AVP release 8.1.3.3.0.02. See PCN 2097S for more information on AVP. AVP must be upgraded to the compatible release before upgrading AES. Note that there was no need for an update to AVP 8.1.3.3 this cycle or previous cycle. There was no need for an update to AVPU 8.1.3.5 this cycle. Reference PCN 2098S for AVPU information.
- Prior to upgrading through the service pack installer, it is **recommended** to install the **Linux Security Update Patch 812Plus_LSUPatch26.bin which launches coincident with AES 8.1.3.7**. Please refer to PSN020481 for additional details. This is NOT applicable to the Software Only Offer.
- Reference PCN 2152S for AES Client and SDK software updates.

24 October 2022 – Supplement 14 of this PCN introduces Avaya Aura® Application Enablement Services 8.1.3.6 (8.1.3 Service Pack 6). The 8.1.3.6 Service Pack is applicable for Software Only, Kernel-based Virtual Machine (KVM), Avaya Aura® Appliance Virtualization Platform (AVP) and Virtualized Environment offer types.

- Avaya Aura® Application Enablement Services 8.1.3.6 Service Pack Installer; (aesvcs-8.1.3.6.0.8-servicepack.bin; PLDS ID AES00000947). An upgrade to AES 8.1.3.6 can be achieved only by upgrading an *existing AES 8.1.3 system* to AES 8.1.3.6 using the service pack installer aesvcs-8.1.3.6.0.8-servicepack.bin.
- **Appliance Virtualization Platform (AVP) 8.1.3.3.0.02** (avaya-avp-8.1.3.3.0.02.iso or upgrade-

avaya-avp-8.1.3.3.0.02.zip). The AE Services software specified in this PCN supplement was verified and is compatible with AVP release 8.1.3.3.0.02. See PCN 2097S for more information on AVP. AVP must be upgraded to the compatible release before upgrading AES. Note that there was no need for an update to AVP 8.1.3.3 this cycle or previous cycle. There was no need for an update to AVPU 8.1.3.5 this cycle. Reference PCN 2098S for AVPU information.

- Prior to upgrading through the service pack installer, it is **recommended** to install the **Linux Security Update Patch 812Plus_LSUPatch22.bin**. Please refer to PSN020481 for additional details.
- Reference PCN 2152S for AES Client and SDK software updates.

21 June 2022 – Supplement 13 of this PCN introduces Avaya Aura® Application Enablement Services 8.1.3.5 (8.1.3 Service Pack 5). The 8.1.3.5 Service Pack is applicable for Software Only, Kernel-based Virtual Machine (KVM), Avaya Aura® Appliance Virtualization Platform (AVP) and Virtualized Environment offer types.

- Avaya Aura® Application Enablement Services 8.1.3.5 Service Pack Installer; (aevcs-8.1.3.5.0.8-servicepack.bin; **PLDS ID AES00000918**). An upgrade to AES 8.1.3.5 can be achieved only by upgrading an *existing AES 8.1.3 system* to AES 8.1.3.5 using the service pack installer aevcs-8.1.3.5.0.8-servicepack.bin.
- **Appliance Virtualization Platform (AVP) 8.1.3.3.0.02** (avaya-avp-8.1.3.3.0.02.iso or upgrade-avaya-avp-8.1.3.3.0.02.zip). The AE Services software specified in this PCN supplement was verified and is compatible with AVP release 8.1.3.3.0.02. See PCN 2097S for more information on AVP. AVP must be upgraded to the compatible release before upgrading AES. Note that there was no need for an update to AVP 8.1.3.3 this cycle or previous cycle. There is an updated AVPU 8.1.3.5. Reference PCN 2098S for AVPU information.
- Prior to upgrading through the service pack installer, it is **recommended** to install the **Linux Security Update Patch 812Plus_LSUPatch18.bin**. Please refer to PSN020481 for additional details.
- Reference PCN 2152S for AES Client and SDK software updates.

22 February 2022 – Supplement 12 of this PCN introduces Avaya Aura® Application Enablement Services 8.1.3.4 (8.1.3 Service Pack 4). The 8.1.3.4 Service Pack is applicable for Software Only, Kernel-based Virtual Machine (KVM), Avaya Aura® Appliance Virtualization Platform (AVP) and Virtualized Environment offer types.

- Avaya Aura® Application Enablement Services 8.1.3.4 Service Pack Installer; (aevcs-8.1.3.4.0.2-servicepack.bin; **PLDS ID AES00000902**). An upgrade to AES 8.1.3.4 can be achieved only by upgrading an *existing AES 8.1.3 system* to AES 8.1.3.4 using the service pack installer aevcs-8.1.3.4.0.2-servicepack.bin.
- **Appliance Virtualization Platform (AVP) 8.1.3.3.0.02** (avaya-avp-8.1.3.3.0.02.iso or upgrade-avaya-avp-8.1.3.3.0.02.zip). The AE Services software specified in this PCN supplement was verified and is compatible with AVP release 8.1.3.3.0.02. See PCN2097S for more information. AVP must be upgraded to the compatible release before upgrading AES. Note that there was no need for an update to AVP/AVPU 8.1.3.3 this cycle.
- Prior to upgrading through the service pack installer, it is **recommended** to install the **Linux Security Update Patch 812Plus_LSUPatch14.bin**. Please refer to PSN020481 for additional details.

11 October 2021 – Supplement 11 of this PCN introduces Avaya Aura® Application Enablement Services 8.1.3.3 (8.1.3 Service Pack 3). The 8.1.3.3 Service Pack is applicable for Software Only,

Kernel-based Virtual Machine (KVM), Avaya Aura® Appliance Virtualization Platform (AVP) and Virtualized Environment offer types.

- Avaya Aura® Application Enablement Services 8.1.3.3 Service Pack Installer; (aesvcs-8.1.3.3.0.4-servicepack.bin; **PLDS ID AES00000863**). An upgrade to AES 8.1.3.3 can be achieved only by upgrading an *existing AES 8.1.3 system* to AES 8.1.3.3 using the service pack installer aesvcs-8.1.3.3.0.4-servicepack.bin.
- **Appliance Virtualization Platform (AVP) 8.1.3.3.0.02** (avaya-avp-8.1.3.3.0.02.iso or upgrade-avaya-avp-8.1.3.3.0.02.zip). The AE Services software specified in this PCN supplement was verified and is compatible with AVP release 8.1.3.3.0.02. See PCN2097S for more information. AVP must be upgraded to the compatible release before upgrading AES.
- Prior to upgrading through the service pack installer, it is **recommended** to install the **Linux Security Update Patch 812Plus_LSUPatch8.bin**. Please refer to PSN020481 for additional details.

21 June 2021 – Supplement 10 of this PCN introduces Avaya Aura® Application Enablement Services 8.1.3.2 (8.1.3 Service Pack 2). The 8.1.3.2 Service Pack is applicable for Software Only, Kernel-based Virtual Machine (KVM), Avaya Aura® Appliance Virtualization Platform (AVP) and Virtualized Environment offer types.

- Avaya Aura® Application Enablement Services 8.1.3.2 Service Pack Installer; (aesvcs-8.1.3.2.0.4-servicepack.bin; **PLDS ID AES00000855**). An upgrade to AES 8.1.3.2 can be achieved only by upgrading an *existing AES 8.1.3 system* to AES 8.1.3.2 using the service pack installer aesvcs-8.1.3.2.0.4-servicepack.bin.
- **Appliance Virtualization Platform (AVP) 8.1.3.2.0.07** (avaya-avp-8.1.3.2.0.07.iso or upgrade-avaya-avp-8.1.3.2.0.07.zip.) The AE Services software specified in this PCN supplement was verified and is compatible with AVP release 8.1.3.2.0.07. See PCN2097S for more information. AVP must be upgraded to the compatible release before upgrading AES.
- Prior to upgrading through the service pack installer, it is **recommended** to install the **Linux Security Update Patch 812Plus_LSUPatch7.bin**. Please refer to PSN020481 for additional details.

08 February 2021 – Supplement 9 of this PCN introduces Avaya Aura® Application Enablement Services 8.1.3.1 (8.1.3 Service Pack 1). The 8.1.3.1 Service Pack is applicable for Software Only, Kernel-based Virtual Machine (KVM), Avaya Aura® Appliance Virtualization Platform (AVP) and Virtualized Environment offer types.

- Avaya Aura® Application Enablement Services 8.1.3.1 Service Pack Installer; (aesvcs-8.1.3.1.0.7-servicepack.bin; **PLDS ID AES00000851**). An upgrade to AES 8.1.3.1 can be achieved only by upgrading an *existing AES 8.1.3 system* to AES 8.1.3.1 using the feature pack installer aesvcs-8.1.3.1.0.7-servicepack.bin.
- **Appliance Virtualization Platform (AVP) 8.1.3.1.0.04** (avaya-avp-8.1.3.1.0.04.iso or upgrade-avaya-avp-8.1.3.1.0.04.zip.) The AE Services software specified in this PCN supplement was verified and is compatible with AVP release 8.1.3.1.0.04. See PCN2097S for more information. AVP must be upgraded to the compatible release before upgrading AES.
- Prior to upgrading through the feature pack installer, it is **recommended** to install the **Linux Security Update Patch 812Plus_LSUPatch4.bin**. Please refer to PSN020481 for additional details.

29 October 2020 – Supplement 8-1 of this PCN highlights the instructions necessary to update to Avaya Aura® Application Enablement Services 8.1.3 (8.1 Feature Pack 3). Additional information is available in the AE Services Upgrade and Deployment guides available on support.avaya.com. In

some cases, this requires a two-step upgrade process.

Current AES Version	Update LSU	Interim steps	Upgrade to 8.1.3
8.1	<p>1)Install hotfix AES-21512. Reference PSN020482u for details.</p> <p>2)Update to latest 8.1.0 LSU</p>	<p>1)Upgrade to 8.1.2 using 8.1.2 FP Installer <i>aesvcs-8.1.2.0.0.9-featurepack.bin</i>; <i>PLDS ID AES00000797</i></p> <p>2)Update to latest 8.1.2Plus LSU</p>	<p>Upgrade to 8.1.3 using 8.1.3 FP Installer <i>aesvcs-8.1.3.0.0.25-featurepack.bin</i>; <i>PLDS ID AES00000823</i></p>
8.1.1	<p>1)Install hotfix AES-21512. Reference PSN020482u for details.</p> <p>2)Update to latest 8.1.1 LSU</p>	<p>1)Upgrade to 8.1.2 using 8.1.2 FP installer <i>aesvcs-8.1.2.0.0.9-featurepack.bin</i>; <i>PLDS ID AES00000797</i></p> <p>2)Update to latest 8.1.2Plus LSU</p>	<p>Upgrade to 8.1.3 using 8.1.3 FP Installer <i>aesvcs-8.1.3.0.0.25-featurepack.bin</i>; <i>PLDS ID AES00000823</i></p>
8.1.2.x	Update to latest 8.1.2Plus LSU	N/A	<p>Upgrade to 8.1.3 using 8.1.3 FP Installer <i>aesvcs-8.1.3.0.0.25-featurepack.bin</i>; <i>PLDS ID AES00000823</i></p>

Note: For upgrading to AE Services 8.1.3 in a software-only environment, you must install AE Services 8.1 or 8.1.1 ISO, upgrade it to AE Services 8.1.2.x and then upgrade to AE Services 8.1.3.

12 October 2020 – Supplement 8 of this PCN introduces Avaya Aura® Application Enablement Services 8.1.3 (8.1 Feature Pack 3). The 8.1.3 Feature Pack is applicable for Software Only, Kernel-based Virtual Machine (KVM), Avaya Aura® Appliance Virtualization Platform (AVP) and Virtualized Environment offer types.

- Avaya Aura® Application Enablement Services 8.1.3 Feature Pack Installer; (*aesvcs-8.1.3.0.0.25-featurepack.bin*; **PLDS ID AES00000823**)
- **Appliance Virtualization Platform (AVP) 8.1.3.0.0.15** (*avaya-avp-8.1.3.0.0.15.iso* or *upgrade-avaya-avp-8.1.3.0.0.15.zip*.) The AE Services software specified in this PCN supplement was verified and is compatible with AVP release 8.1.3.0.0.15. See PCN2097S for more information. AVP must be upgraded to the compatible release before upgrading AES.
- Prior to upgrading through the feature pack installer, it is **recommended** to install the Linux Security Update Patch *812Plus_LSUPatch1.bin*. Please refer to PSN020481 for additional details and to stay current with the latest “812Plus_LSUPatches” as they are released.

08 June 2020 – Supplement 7 of this PCN introduces Avaya Aura® Application Enablement Services 8.1.2.1 (8.1.2 Service Pack 1). The 8.1.2.1 Service Pack is applicable for Software Only, Kernel-based Virtual Machine (KVM), Avaya Aura® Appliance Virtualization Platform (AVP) and Virtualized Environment offer types.

- Avaya Aura® Application Enablement Services 8.1.2.1 Service Pack Installer; (*aesvcs-8.1.2.1.0.6-servicepack.bin*; **PLDS ID AES00000820**)
- **Appliance Virtualization Platform (AVP) 8.1.2.1.0.06** (*avaya-avp-8.1.2.1.0.06.iso* or *upgrade-avaya-avp-8.1.2.1.0.06.zip*.) The AE Services software specified in this PCN supplement was verified and is compatible with AVP release 8.1.2.1.0.06. See PCN2097S for more information. AVP must be upgraded to the compatible release before upgrading AES.

- Prior to upgrading through the feature pack installer, it is **recommended** to install the Linux Security Update Patch 812Plus_LSUPatch1.bin. Please refer to PSN020481 for additional details.

07 April 2020 – Supplement 6 of this PCN introduces updated Avaya Aura® Application Enablement 8.1.1 and 8.1.0 OVAs to address the expiration of the Avaya signing certificate used for Avaya Aura® OVAs.

Reference PSN020463u - Avaya Aura® OVA Certificate Expiry.

The PLDS download IDs will be the same, but the OVAs are updated.

No changes to software or functionality have occurred in these new OVA.s

The certificate and the signature file are renewed in the new OVAs.

The OVA file names have changed to reflect a new version number and the checksum is updated.

Avaya Aura® Application Enablement Services 8.1.1 OVA

(8.1.1.0.0.8.20190930-e65-01.ova; **PLDS ID AES00000765**).

Avaya Aura® Application Enablement Services 8.1.0 OVA

(AES-8.1.0.0.0.9.20190509-e65-01.ova; **PLDS ID AES00000737**).

01 April 2020 – Supplement 5 of this PCN introduces an updated Avaya Aura® Application Enablement 8.1.2 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 will be 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® Application Enablement Services 8.1.2 OVA (AES-8.1.2.0.0.9.20200224-e67-01.ova; PLDS ID AES00000796)**. *Updated – see Supplement 15 above.*
The 8.1.2 OVA can be deployed with Data Encryption enabled or disabled.

02 March 2020 – Supplement 4 of this PCN introduces Avaya Aura® Application Enablement Services 8.1.2 (8.1 Feature Pack 2) and a new 8.1.2 OVA required for disk encryption functionality. The 8.1.2 Feature Pack is applicable for Software Only, Kernel-based Virtual Machine (KVM), Avaya Aura® Appliance Virtualization Platform (AVP) and Virtualized Environment offer types. The 8.1.2 OVA is supported only for Appliance Virtual Platform and VMware Virtualized Environment.

- **Avaya Aura® Application Enablement Services 8.1.2 OVA (AES-8.1.2.0.0.9.20200224-e67-00.ova; PLDS ID AES00000796)**. *(Updated -- See Supplement 5 above.)* Application Enablement Services vAppliance for deployment on Appliance Virtualization Platform (AVP) on Avaya provided servers or VMware® vSphere™ ESXi 6.0/6.5/6.7 infrastructures. This vAppliance is built to the OVA (Open Virtualization Appliance) standard including both the guest operating system and the application software for deployment through Solution Deployment Manager (SDM), vCenter or vSphere clients. It includes all files in the OVA format necessary to install Application Enablement Services 8.1.2 and includes predefinition of VMware resources required for the product to meet documented performance and capacities.
The 8.1.2 OVA can be deployed with Data Encryption enabled or disabled.
- **Avaya Aura® Application Enablement Services 8.1.2 Feature Pack Installer (aesvcs-8.1.2.0.0.9-featurepack.bin; PLDS ID AES00000797)**. This is applicable for all AE Services offer types
- **Appliance Virtualization Platform (AVP) 8.1.2.0.0.09** (avaya-avp-8.1.2.0.0.09.iso or upgrade-

avaya-avp-8.1.2.0.0.09.zip.) The AE Services software specified in this PCN supplement was verified and is compatible with AVP release 8.1.2.0.0.09. See PCN2097S for more information. AVP must be upgraded to the compatible release before upgrading AES.

- **Application Enablement Services 8.1.x Software Only updates to 8.1.2** can only be achieved by upgrading an existing AES 8.1.1 or AES 8.1 Software Only system to AES 8.1.2 using the feature pack installer *aesvcs-8.1.2.0.0.9-featurepack.bin*.
- **Application Enablement Services 8.1.x KVM updates to 8.1.2** can only be achieved by upgrading an existing AES 8.1.1 or AES 8.1 KVM system to AES 8.1.2 using the feature pack installer *aesvcs-8.1.2.0.0.9-featurepack.bin*.

CRITICAL NOTE: AE Services 8.1 LSU 2 or 8.1.1 LSU 2 MUST be applied PRIOR to updating to 8.1.2. The security fixes are only present in the AE Services OVAs, they are not picked up when utilizing the Feature Pack Installer. Reference PSNs:

[PSN020434u](#) - Avaya Aura® Application Enablement (AE) Services 8.1 Linux Security Updates

[PSN020452u](#) - Avaya Aura® Application Enablement (AE) Services 8.1.1 Linux Security

10 November 2019 –Supplement 3 of this PCN restores Avaya Aura® Application Enablement Services 8.1.1 (8.1 Feature Pack 1) OVAs and ISO image. A resolution to the problem identified in Supplement 2 below has been provided via AE Services 8.1.1 Super Patch 1.

Reference [PSN020440u](#)- Avaya Aura® Application Enablement (AE) Services 8.1.1 Super Patches.

[PSN020436u](#) - Avaya Aura® Application Enablement (AE) Services 8.1.1 logrotate and password issues has been updated.

01 November 2019 –Supplement 2 of this PCN temporarily removes Avaya Aura® Application Enablement Services 8.1.1 (8.1 Feature Pack 1) OVAs and ISO image due to an issue identified with logrotate which can cause the file system to fill quickly and run out of space. The root cause of that issue can also impact the ability to make new password changes on the AES Services OAM through the “Security→PAM password manager” tab.

A fix is being developed and will be released as a Super Patch in the near future. At that time, the OVAs and ISO image will be re-activated and available on PLDS.

Upgrades from 8.1 to 8.1.1 utilizing the AE Services 8.1.1 Feature Pack Installer are not impacted by the logrotate issue but can encounter the new password change issue.

Customers needing to do a new install for AE Services 8.1.1 can install the 8.1.0 OVA or ISO referenced in the **June 10, 2019** section of this PCN and then utilize the AE Services 8.1.1 Feature Pack Installer (*aesvcs-8.1.1.0.0.8-featurepack.bin*) to apply 8.1.1.

CRITICAL NOTE: AE Services 8.1 LSU 1 MUST be applied PRIOR to updating to 8.1.1. The security fixes are only present in the AE Services OVAs, they are not picked up when utilizing the Feature Pack Installer. AE Services LSU 1 cannot be installed on top of AE Services 8.1.1 so it MUST be applied prior to the update to 8.1.1.

Reference [PSN020436u](#) - Avaya Aura® Application Enablement (AE) Services 8.1.1 logrotate and password issues for detailed instructions and guidance.

For installs of AE Services 8.1.1, utilize the following:

- **Application Enablement Services 8.1.1 Software Only** offer for customers using their own Red Hat Enterprise Linux® 7.6 server.
Use the **8.1 Software Only ISO (swonly-8.1.0.0.0.9-20190509.iso ; PLDS ID AES00000736)** and the **8.1.1 Feature Pack Installer (aesvcs-8.1.1.0.0.8-featurepack.bin; PLDS ID AES00000766)** for a new installation of 8.1.1.

All upgrades to 8.1.1 should also use the 8.1.1 Feature Pack Installer.

- **Application Enablement Services 8.1.1 KVM** offer for customers using their own Red Hat Enterprise Linux® 7.6 server
Use the **8.1 KVM OVA (AES-8.1.0.0.9.20190509-kvm-001.ova; PLDS ID AES00000738)** and the **8.1.1 Feature Pack Installer (aesvcs-8.1.1.0.0.8-featurepack.bin; PLDS ID AES00000766)** for a new installation of 8.1.1.
All upgrades to 8.1.1 should also use the 8.1.1 Feature Pack Installer.
- **Avaya Aura® Application Enablement Services 8.1.1** offer on Appliance Virtualization Platform (AVP) on Avaya provided servers or VMware® vSphere™ ESXi 6.0/6.5/6.7 infrastructures.
Use the **8.1 OVA (AES-8.1.0.0.9.20190509-e65-00.ova; PLDS ID AES00000737)** and the **8.1.1 Feature Pack Installer (aesvcs-8.1.1.0.0.8-featurepack.bin; PLDS ID AES00000766)** for a new installation of 8.1.1. *Updated – see Supplement 6 above.*
All upgrades to 8.1.1 should also use the 8.1.1 Feature Pack Installer.

28 October 2019 –Supplement 1 of this PCN introduces Avaya Aura® Application Enablement Services 8.1.1 (8.1 Feature Pack 1). This includes Software Only, Kernel-based Virtual Machine (KVM), Avaya Aura® Appliance Virtualization Platform (AVP) and Virtualized Environment offer types:

- **Application Enablement Services 8.1.1 Software Only ISO (swonly-8.1.1.0.0.8-20190930.iso; PLDS ID AES00000764).** Application Enablement Services Software Only offer for customers using their own Red Hat Enterprise Linux® 7.6 server. The Linux server must conform to specified hardware requirements as well as utilize the required version of Linux Operating System. The software only offer is supported on the following platforms: VMware, Kernel-based Virtual Machine, Amazon Web Services, Microsoft Azure, Google Cloud, IBM Bluemix.
 - This offer is only supported on RHEL 7.6. Utilizing anything other than RHEL 7.6 is not supported and may result in instability.
 - The following RPMs need to be present on the base virtual machine before installing Software Only AES 8.1.1:
 - nspr-4.21.0-1.el7.x86_64
 - nss-3.44.0-4.el7.x86_64
 - nss-softokn-3.44.0-5.el7.x86_64
 - nss-softokn-freebl-3.44.0-5.el7.x86_64
 - nss-util-3.44.0-3.el7.x86_64
 - ⊖ The enhancements related to the DISA Security STIGs and JITC certification are not available on the Software-Only offer of AE Services 8.1.x. *Temporarily removed Nov 1, reinstated Nov 10 – see Supplement 2 & 3 above.*
- **Application Enablement Services 8.1.1 KVM OVA (8.1.1.0.0.8.20190930-kvm-001.ova; PLDS ID AES00000767).** Application Enablement Services Kernel-based Virtual Machine (KVM) offer for customers using their own Red Hat Enterprise Linux® 7.6 server. The Linux server must conform to specified hardware requirements as well as utilize the required version of Linux Operating System. This offer is only supported on RHEL 7.6. Utilizing anything other than RHEL 7.6 is not supported and may result in instability. *Temporarily removed Nov 1, reinstated Nov 10 – see Supplement 2 & 3 above.*
- **Avaya Aura® Application Enablement Services 8.1.1 OVA (8.1.1.0.0.8.20190930-e65-00.ova; PLDS ID AES00000765).** Application Enablement Services vAppliance for deployment on Appliance Virtualization Platform (AVP) on Avaya provided servers or VMware® vSphere™ ESXi 6.0/6.5/6.7 infrastructures. This vAppliance is built to the OVA (Open Virtualization Appliance) standard including both the guest operating system and the application software for deployment through Solution Deployment Manager (SDM), vCenter or vSphere clients. It includes all files in the OVA format necessary to install Application Enablement Services 8.1.1

and includes predefinition of VMware resources required for the product to meet documented performance and capacities. *Temporarily removed Nov 1, reinstated Nov 10 – see Supplement 2 & 3 above. Updated – see Supplement 6 above.*

- **Avaya Aura® Application Enablement Services 8.1.1 Feature Pack Installer (aesvcs-8.1.1.0.0.8-featurepack.bin; PLDS ID AES00000766).** This is applicable for AE Services offer types: Kernel-based Virtual Machine (KVM), Avaya Aura® Appliance Virtualization Platform (AVP) and Virtualized Environment. ~~It is not applicable for the Software Only offer. See Supplement 2 above – the Feature Pack Installer can be used for the Software Only offer.~~
- **Avaya Aura® AE Services 8.1 Linux Security Update (LSU) 1 (81_LSUPatch1.bin ; PLDS ID AES00000769)** is being released coincident with AE Services 8.1.1. See *PSNO20434u - Avaya Aura® Application Enablement (AE) Services 8.1 Linux Security Updates*. Security updates are delivered via the LSU. LSUs are not applicable to the Software Only offer.
- **Appliance Virtualization Platform (AVP) 8.1.1.0.0.17 (avaya-avp-8.1.1.0.0.17.iso or upgrade-avaya-avp-8.1.1.0.0.17.zip.)** The AE Services software specified in this PCN was verified and is compatible with AVP release 8.1.1.0.0.17. See PCN2097S for more information. AVP must be upgraded to the compatible release before upgrading AE Services.

10 June 2019 –This PCN introduces Avaya Aura® Application Enablement Services 8.1. This includes Software Only, Kernel-based Virtual Machine (KVM), Avaya Aura® Appliance Virtualization Platform (AVP) and Virtualized Environment offer types:

- **Application Enablement Services 8.1 Software Only ISO (swonly-8.1.0.0.9-20190509.iso ; PLDS ID AES00000736).** Application Enablement Services Software Only offer for customers using their own Red Hat Enterprise Linux® 7.6 server. The Linux server must conform to specified hardware requirements as well as utilize the required version of Linux Operating System. The software only offer is supported on the following platforms: VMware, Kernel-based Virtual Machine, Amazon Web Services, Microsoft Azure, Google Cloud, IBM Bluemix. This offer is only supported on RHEL 7.6. Utilizing anything other than RHEL 7.6 is not supported and may result in instability.

The following RPMs need to be present on the base virtual machine before installing Software Only AES 8.1:

```
nspr-4.19.0-1.el7_5.x86_64
nss-3.36.0-7.el7_5.x86_64
nss-softokn-3.36.0-5.el7_5.x86_64
nss-softokn-freebl-3.36.0-5.el7_5.x86_64
nss-util-3.36.0-1.el7_5.x86_64
```

The enhancements related to the DISA Security STIGs and JITC certification are not available on the Software-Only offer of AE Services 8.1.

- **Application Enablement Services 8.1 KVM OVA (AES-8.1.0.0.9.20190509-kvm-001.ova; PLDS ID AES00000738).** Application Enablement Services Kernel-based Virtual Machine (KVM) offer for customers using their own Red Hat Enterprise Linux® 7.6 server. The Linux server must conform to specified hardware requirements as well as utilize the required version of Linux Operating System. This offer is only supported on RHEL 7.6. Utilizing anything other than RHEL 7.6 is not supported and may result in instability.
- **Avaya Aura® Application Enablement Services 8.1 OVA (AES-8.1.0.0.9.20190509-e65-00.ova; PLDS ID AES00000737).** Application Enablement Services vAppliance for deployment on Appliance Virtualization Platform (AVP) on Avaya provided servers or VMware® vSphere™ ESXi 6.0/6.5/6.7 infrastructures. This vAppliance is built to the OVA (Open Virtualization

Appliance) standard including both the guest operating system and the application software for deployment through Solution Deployment Manager (SDM), vCenter or vSphere clients. It includes all files in the OVA format necessary to install Application Enablement Services 8.1 and includes predefinition of VMware resources required for the product to meet documented performance and capacities. *Updated – see Supplement 6 above.*

- **Appliance Virtualization Platform (AVP) 8.1.0.0.13** (avaya-avp-8.1.0.0.13.iso or upgrade-avaya-avp-8.1.0.0.13.zip.) The AE Services software specified in this PCN was verified and is compatible with AVP release 8.1.0.0.13. See PCN2097S for more information. AVP must be upgraded to the compatible release before upgrading AE Services.

NOTE: Upgrading from older AE Services releases to AE Services 8.1 via the RPM-only installer is not supported. All AES 8.1 deployments are required to be fresh installations.

NOTE: Interaction Between McAfee Antivirus and Executables

It has been observed that the following AES SDK files for Windows do not install successfully when McAfee Antivirus is installed on the system:

cmapijava-sdk-8.1.0.0.9.exe
cmapixml-sdk-8.1.0.0.9.exe
dmcc-dotnet-sdk-8.1.0.0.68.exe
smssvc-sdk-8.1.0.0.9.exe
telsvc-sdk-8.1.0.0.9.exe
jtapi-sdk-8.1.0.0.9.exe

Customers may attempt to add these to the exclusion list on the McAfee Application.

NOTE: If upgrading to Application Enablement Services 8.X from Application Enablement Services Releases 6.3.3 Super Patch 3 or earlier/lower, the pre-upgrade patch AES7_PreUpgradePatch.bin is required to be installed before a backup of the 6.3.3 Super Patch 3 or earlier/lower server is taken. The pre-upgrade patch can be downloaded from PLDS via PLDS ID AES00000496. This has only been tested in a manual upgrade process, not with SMGR Solution Deployment Manager (SDM); therefore, the recommendation is to be on 6.3.3.4 or higher before upgrading. Reference the Avaya Aura 8.1 Release Notes.

NOTE: Related Application Enablement Services 8.1.x software downloads are available on PLDS: IP Communications Telephony Services SDK, TSAPI SDKs, JTAPI SDKs, CVLAN Clients and MIBs). Reference PCN2152S for AES Client and SDK software updates.

NOTE: For Amazon Web Services (AWS) deployments the Software Only ISO must be utilized.

NOTE: The Avaya Aura® System Manager release/version must always be greater than or equal to the release/version of the components of the solution (Session Manager, Communication Manager, Application Enablement Services).

WARNING: Review [PSN004561u](#) for important information regarding certificate expiration.

<p>Level of Risk/Severity Class 1=High Class 2=Medium Class 3=Low</p>	<p>Class 2</p>
<p>Is it required that this PCN be applied to my system?</p>	<p>This PCN is required for Application Enablement Services 8.1.x (all offer types). WARNING: Review PSN004561u for important information regarding certificate expiration.</p>
<p>The risk if this PCN is not installed:</p>	<p>It is possible that Application Enablement Services service disruptions could occur, as well as some features not being available or not working as expected.</p>
<p>Is this PCN for US customers, non-US customers, or both?</p>	<p>This PCN applies to both US and non-US customers.</p>
<p>Does applying this PCN disrupt my service during installation?</p>	<p>Activation of this Application Enablement Services upgrade is service disrupting.</p>
<p>Installation of this PCN is required by:</p>	<p>Customer or Avaya Authorized Service Provider. This upgrade is customer installable and remotely installable.</p>
<p>Release notes and workarounds are located:</p>	<p>The Application Enablement Services Release Notes contain the specific software updates and enhancements included in the release and can be obtained by performing the following steps from a browser:</p> <ol style="list-style-type: none"> 1. Go to http://support.avaya.com then enter your Username and Password and select LOG IN. 2. Mouse over Search Product at the top of the page. 3. Begin to type Application Enablement Services and when Avaya Aura® Application Enablement Services appears as a selection below, select it. 4. Select 8.1.x from the Choose Release pull down menu to the right. 5. Select Product Documents on the new page that is displayed. Scroll down (if necessary) and select View All Product Documents. 6. Under Filters, for category TYPE select Manuals and for category SUB TYPE select Release Notes & Software Update Notes

7. Select the document titled **Avaya Aura® 8.1.x.x Release Notes**.

The What's New in 8.1.x document contains information on new features and important product changes for 8.1.x and can be obtained 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 **Search Product** at the top of the page, select **Documents** in the menu.
3. Begin to type **Application Enablement Services** and when Avaya Aura® Application Enablement Services appears as a selection below, select it.
4. Select 8.1.x from the **Choose Release** pull down menu to the right.
5. Select **Product Documents** on the new page that is displayed. Scroll down (if necessary) and select **View All Product Documents**.
6. Under **Filters**, for category **TYPE** select **Manuals** and for category **SUB TYPE** select **Overview**.
7. Select the document titled **What's New in Avaya Aura® Release 8.1.x**.

The deployment documents contain important information on how to deploy the application to different platforms/infrastructures and can be obtained by referring to the **Finding the installation instructions** section of this PCN.

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 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 Application Enablement Services software updates, the installation instructions are required. To obtain the installation instructions please refer to the **Finding the installation instructions** section of this PCN.

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 **Search Product** at the top of the page.
3. Begin to type **Application Enablement Services** and when Avaya Aura® Application Enablement Services appears as a selection below, select it.
4. Select 8.1.x from the **Choose Release** pull down menu to the right.
5. Select **Downloads** on the new page that is displayed. Scroll down (if necessary) and select **View All Downloads**.
6. Select the appropriate download category (e.g., **Avaya Aura AE Services 8.1 Aura OVA Media** or **Avaya Aura Application Enablement Services Software Only 8.1** or **Avaya Aura Application Enablement Services 8.1 KVM Support** or **Avaya Aura AE Services 8.1.x Super Patches and Service Packs**).
7. Select the link for the appropriate deployment file (OVA or ISO or bin installer). The link will take you to the PLDS system with the correct **Download pub ID** already entered.
8. Select the **Download** link to begin the download.

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 correct PLDS ID (corresponding PLDS IDs included in the Description section of this document) 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 **Application Enablement Services** in the **Product Line** search field to display frequently downloaded software, including recent Super Patches and other software updates.
2. All Application Enablement Services 8.1 software downloads are also available on PLDS. In the PLDS **View Downloads** section under the **Search by Download** tab, select **Application Enablement Services** in the **Application** search field and **8.1** in the **Version** search field to display all available Application Enablement Services 8.1 software downloads

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

NOTE: If deploying Application Enablement Services on AVP the compatible AVP software is also required.

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

The instructions for installing or upgrading Application Enablement Services software on Appliance Virtualization Platform (AVP) and VMware® Virtualized Environments (VE) or Software Only can be obtained 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 **Search Product** at the top of the page.
3. Begin to type **Application Enablement Services** and when Avaya Aura® Application Enablement Services appears as a selection below, select it.
4. Select **8.1.x** from the **Choose Release** pull down menu to the right.
5. Select **Product Documents** on the new page that is displayed. Scroll down (if necessary) and select **View All Product Documents**
6. Under **Filters**, for category **TYPE** select **Manuals** and for category **SUB TYPE** select **Installation Migrations Upgrades & Configurations**.
7. Select the appropriate document (e.g., **Deploying Avaya Aura® Application Enablement Services in a Software-Only Environment** or **Deploying Avaya Aura® Application Enablement Services in Virtualized Environment** or **Deploying Avaya Aura® Application Enablement Services on Kernel-based Virtual Machine**).

SECTION 1A – SOFTWARE SERVICE PACK INFORMATION

Note: Customers are required to backup their systems before applying Service Packs/Feature Packs.

How to verify the installation

Use the instructions included in the installation/deploying documentation.

of the Service Pack has been successful:

What you should do if the Service Pack installation fails?

Escalate to Avaya **Global Support Services (GSS)** or an Avaya authorized Business Partner.

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

Use the instructions included in the installation/deploying documentation.

SECTION 1B – SECURITY INFORMATION

Are there any security risks involved?

Reference:
[PSN020434u](#) - Avaya Aura® Application Enablement (AE) Services 8.1 Linux Security Updates
[PSN020452u](#) - Avaya Aura® Application Enablement (AE) Services 8.1.1 Linux Security Updates
[PSN020481u](#) - Avaya Aura® Application Enablement (AE) Services 8.1.2 Linux Security Updates

Security updates are delivered via the LSU. LSUs are not applicable to the Software Only offer.

Avaya Security Vulnerability Classification:

Reference:
[PSN020434u](#) - Avaya Aura® Application Enablement (AE) Services 8.1 Linux Security Updates
[PSN020452u](#) - Avaya Aura® Application Enablement (AE) Services 8.1.1 Linux Security Updates
[PSN020481u](#) - Avaya Aura® Application Enablement (AE) Services 8.1.2 Linux Security Updates

Mitigation:

Reference:
[PSN020434u](#) - Avaya Aura® Application Enablement (AE) Services 8.1 Linux Security Updates
[PSN020452u](#) - Avaya Aura® Application Enablement (AE) Services 8.1.1 Linux Security Updates
[PSN020481u](#) - Avaya Aura® Application Enablement (AE) Services 8.1.2 Linux Security Updates

SECTION 1C – ENTITLEMENTS AND CONTACTS

Material Coverage Entitlements:

Application Enablement Services 8.1.x OVAs and ISOs are available free of charge to customers with a valid support contract for Application Enablement Services 8.1.x.

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](#).