Product Correction Notice (PCN)

Issue Date:	**10-June-2019**
Supplement Date:	**23-December-2024**
Expiration Date:	**Not Applicable**
PCN Number:	**2099S**

SECTION 1 - CUSTOMER NOTICE

Products affected by this PCN:	Avaya Aura® Session Manager 8.1.3 vAppliance running on Avaya Aura® Appliance Virtualization Platform (AVP) on Avaya provided servers, VMware® vSphere® ESXi infrastructures on VMware® certified hardware, vAppliance running on Amazon Web Services (AWS), vAppliance running on Kernel-based Virtual Machine (KVM), Session Manager 8.1 running on Software Only deployment on RedHat Enterprise Linux. Avaya Aura® Session Manager 8.1KVM image running on Avaya provided servers: Avaya Solutions Platform 130 R6.0.x (Dell® PowerEdge R640, S8300).
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 Session Manager 8.1.x KVM images that are to be utilized **on ASP R6.0.x only**. These new Session Manager 8.1 KVM images are NOT applicable to any other environment. These are 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 Session Manager 8.1.x Service Pack, 8.1.3.9, must be installed after deployment of these OVAs that are supported on ASP R6.0.x. These new Session Manager 8.1 KVM images for ASP R6.0.x require deployment via the CLI using the documented installation script.

Reference the Session Manager 8.1.x Upgrade and Installation Documents and Avaya Aura® Release Notes 8.1.x for detailed instructions, available on support.avaya.com. The 8.1 KVM images for ASP R6.0.x are ONLY for existing customers. As noted above, Aura 8.1.x.x is EOMS, therefore there is no Product House support. Avaya highly recommends existing customers upgrade to a fully supported load (Aura 10.1.x, 10.2.x) as soon as feasible.

- **Session Manager 8.1.0.0.0 KVM OVA for ASP R6.0.x only (SM-8.1.3.9.813932-kvm-03.ova; PLDS ID SM000000319).**
- **Branch Session Manager 8.1.0.0.0 KVM OVA for ASP R6.0.x only (BSM-8.1.3.9.813932-kvm-03.ova; PLDS ID SM000000318).**
- **Required** – the latest Service Pack introduced in Supplement 16 below, 8.1.3.9, must be installed after deployment of these OVAs.

30-September-2024 Supplement 16 of this PCN introduces Session Manager 8.1.3.9 (Service Pack 9 on Feature Pack 3, new 8.1.3.9 OVA and 8.1.3.9 ISO. This is an exception to the EOMS policy.

PCN Template Rev.121216
©2019- 2024 Avaya Inc. All Rights Reserved.

Avaya – Proprietary & Confidential.
Use pursuant to the terms of signed agreements or Avaya policy. All other trademarks are the property of their owners.

Page 1 of 15
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.

Filename	PLDS ID
SM-8.1.3.9.813932-e70-1E.ova	SM000000310
BSM-8.1.3.9.813932-e70-1E.ova	SM000000311
Session_Manager_8.1.3.9.813932.bin	SM000000312
Session_Manager_8.1.3.9.813932.iso	SM000000313

- Session Manager Release 8.1.3.9 supports a major new third-party software version as existing version cannot provide additional security updates to Avaya for Session Manager/Branch Session Manager. In the unlikely event there is an industry wide critical security vulnerability that needs to be addressed on SM/BSM 8.1.3.x, this provides the framework for a future update if necessary. There is no impact on existing versions of systems installed, and customers can continue without any interruption. This new release of SM 8.1.3.9 is only applicable for expansions and new deployments scheduled after September 2nd, 2024. Reference **PSN020636u - Avaya Aura® Session Manager, Avaya Breeze® Platform and Avaya Oceana Solution expansion limitations** and the **Aura 8.1.x Release Notes** for additional important information.
- Only new additions will utilize the 8.1.3.9 OVAs or ISO. Existing customers on Session Manager/Branch Session Manager 8.1.3.x do not need to reinstall the new OVA or ISO. Existing deployments on 8.1.3.x can utilize the Service Pack to update to 8.1.3.9 if desired.
- **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**).** This Session Manager service pack 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 SM. Note that there was no need for an update to AVP 8.1.3.3 this cycle or previous cycle.
- **Critical Notes:**
    - **Session Manager Release 8.1.3.9 does NOT contain any Red Hat security updates. Therefore, it is NOT cumulative with respect to Red Hat security updates that were present in earlier 8.1.3.x Service Packs. SSP#30 must be installed** after applying the 8.1.3.9 Service Pack or installing the 8.1.3.9 OVA to ensure robust security protection.
    - Any 8.1.x customer that needs additions of Session Manager/Branch Session Manager (SM/BSM) systems (e.g., new node in existing deployments) **MUST** either update Aura to 10.2 or ensure that System Manager is on 8.1.3.8 and **ALL** of the SMs/BSMs will need to be on 8.1.3.8 or 8.1.3.9. This is an exception to the required order of upgrade where System Manager version must always be greater than or equal to the version of other components. This is only applicable for System Manager and Session Manager/Branch Session Manager. System Manager version must still always be greater than or equal to the version of the other components in the solution.

08-May-2023 Supplement 15 of this PCN introduces Session Manager 8.1.3.8 (Service Pack 8 on Feature Pack 3).

- Session Manager Release 8.1.3.8 (**Session_Manager_8.1.3.8.813807.bin, PLDS ID: SM000000266**). This feature pack only applies to SM 8.1.x and is not applicable to any other SM software loads/releases.
- **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**).** This Session Manager service pack was verified and is

PCN Template Rev.121216
©2019- 2024 Avaya Inc. All Rights Reserved.

Avaya – Proprietary & Confidential.
Use pursuant to the terms of signed agreements or Avaya
policy. All other trademarks are the property of their owners.

Page 2 of 15
All trademarks identified by the ® or TM are
registered trademarks or trademarks,
respectively, of Avaya Inc.

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 SM. Note that there was no need for an update to AVP 8.1.3.3 this cycle or previous cycle.

- **Critical Note: Session Manager Release 8.1.3.8 does NOT contain any Red Hat security updates. Therefore, it is NOT cumulative with respect to Red Hat security updates that were present in earlier 8.1.3.x Service Packs.** Due to the size of the IBM WebSphere update, it was necessary to leave out the previous Red Hat security updates. **SSP#30 must be installed** after applying the 8.1.3.8 Service Pack to ensure robust security protection.
- **Session Manager 8.1 SSP#30** launches coincident with **SM 8.1.3.8.** See **PCN 2112S** for information. This is NOT applicable to the Software Only Offer. Beginning December 2020, Security Service Packs (SSPs) are released on a more frequent cadence. This means that SSPs may also be available between application Service Packs/Feature Packs.

21 February 2023 – Supplement 14 of this PCN introduces Session Manager 8.1.3.7 (Service Pack 7 on Feature Pack 3) and updated 8.1 Session Manager OVAs to address the expiration (February 20, 2023) of the Avaya signing certificate used for Avaya Aura OVAs.
The PLDS download IDs will be the same for the OVAs, but the OVAs are updated.
No changes to software or functionality have occurred in these new OVAs.
Existing 8.1 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.

- **Session Manager 8.1 OVAs (updated)**
  - **Session Manager OVA** (SM-8.1.0.0.810007-e70-2E.ova; **PLDS ID SM000000176**)
  - **Branch Session Manager** (BSM-8.1.0.0.810007-e70-2E.ova; **PLDS ID SM000000177**)

  Reference **PSN020586u - Avaya Aura® OVA Certificate Expiry February 2023** for important information.
- Session Manager Release 8.1.3.6 (**Session_Manager_8.1.3.7.813703.bin, PLDS ID: SM000000258**). This feature pack only applies to SM 8.1.x and is not applicable to any other SM software loads/releases.
- **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**).** This Session Manager service pack 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 SM. Note that there was no need for an update to AVP 8.1.3.3 this cycle or previous cycle.
- **Critical Note: Session Manager Release 8.1.3.7 does NOT contain any Red Hat security updates. Therefore, it is NOT cumulative with respect to Red Hat security updates that were present in earlier 8.1.3.x Service Packs.** Due to the size of the IBM WebSphere update, it was necessary to leave out the previous Red Hat security updates. **SSP#29 must be installed** after applying the 8.1.3.7 Service Pack to ensure robust security protection. **Session Manager 8.1 SSP#29** launches coincident with **SM 8.1.3.7.** See **PCN 2112S** for information. This is NOT applicable to the Software Only Offer. Beginning December 2020, Security Service Packs (SSPs) are released on a more frequent cadence. This means that SSPs may also be available between application Service Packs/Feature Packs

24-October-2022 Supplement 13 of this PCN introduces Session Manager 8.1.3.6 (Service Pack 6 on Feature Pack 3).

- Session Manager Release 8.1.3.6 (**Session Manager_ 8.1.3.6.813618.bin, PLDS ID:**

PCN Template Rev.121216
©2019- 2024 Avaya Inc. All Rights Reserved.

Avaya – Proprietary & Confidential.
Use pursuant to the terms of signed agreements or Avaya
policy. All other trademarks are the property of their owners.

Page 3 of 15
All trademarks identified by the ® or TM are
registered trademarks or trademarks,
respectively, of Avaya Inc.

SM000000242). This feature pack only applies to SM 8.1.x and is not applicable to any other SM software loads/releases.

- **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**).** This Session Manager service pack 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 SM. Note that there was no need for an update to AVP 8.1.3.3 this cycle or previous cycle.

- **Critical Note:** **Session Manager Release 8.1.3.6 does NOT contain any Red Hat security updates. Therefore, it is NOT cumulative with respect to Red Hat security updates that were present in earlier 8.1.3.x Service Packs.** Due to the size of the IBM WebSphere update, it was necessary to leave out the previous Red Hat security updates. **SSP#25 must be installed** after applying the 8.1.3.6 Service Pack to ensure robust security protection.

- **Session Manager 8.1 SSP#25** launches coincident with **SM 8.1.3.6.** See **PCN 2112S** for information. This is NOT applicable to the Software Only Offer. Beginning December 2020, Security Service Packs (SSPs) are released on a more frequent cadence. This means that SSPs may also be available between application Service Packs/Feature Packs.

21-June-2022 Supplement 12 of this PCN introduces Session Manager 8.1.3.5 (Service Pack 5 on Feature Pack 3).

- Session Manager Release 8.1.3.5 (Session_Manager_8.1.3.5.813506.bin**, PLDS ID: SM000000235**). This feature pack only applies to SM 8.1.x and is not applicable to any other SM software loads/releases.

- **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.)** This Session Manager feature pack was verified and is compatible with AVP release 8.1.3.3.0.02. See PCN2097S for more information on AVP. AVP must be upgraded to the compatible release before upgrading SM. Note that there was no need for an update to AVP this cycle or previous cycle. There is an updated AVPU 8.1.3.5. Reference PCN 2098S for AVPU information.

- **Critical Note:** **Session Manager Release 8.1.3.5 does NOT contain any Red Hat security updates. Therefore, it is NOT cumulative with respect to Red Hat security updates that were present in earlier 8.1.3.x Service Packs.** Due to the size of the IBM WebSphere update, it was necessary to leave out the previous Red Hat security updates. **SSP#21 must be installed** after applying the 8.1.3.5 Service Pack to ensure robust security protection.
  - **Session Manager 8.1 SSP#21** launched June 13, 2022. See **PCN 2112S** for information. This is NOT applicable to the Software Only Offer. Beginning December 2020, Security Service Packs (SSPs) are released on a more frequent cadence. This means that SSPs may also be available between application Service Packs/Feature Packs.

14-Mar-2022 Supplement 11 of this PCN introduces an updated Session Manager/Branch Session Manager (SM/BSM) 8.1 ISO image utilized in Software Only deployments. In rare cases, attempts to deploy the original SM/BSM 8.1 ISO image may result in an installation failure. The new SM/BSM ISO file name has changed to reflect a new version number, the checksum is updated and a new PLDS ID is associated with the new ISO.

- Session Manager/Branch Session Manager 8.1 ISO (**Session_Manager_8.1.0.0.810031.iso** PLDS ID: **SM000000226**)

- Successful Software Only installations utilizing the original ISO do not need to take any action. The new ISO image should be used for any new deployments.

- Always refresh the System Manager SUM Version XML file list if using Solution Deployment Manager. PLDS Download ID: **SMGRSUM0001**

PCN Template Rev.121216
©2019- 2024 Avaya Inc. All Rights Reserved.

Avaya – Proprietary & Confidential.
Use pursuant to the terms of signed agreements or Avaya policy. All other trademarks are the property of their owners.

Page 4 of 15
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.

22-February-2022 Supplement 10 of this PCN introduces Session Manager 8.1.3.4 (Service Pack 4 on Feature Pack 3).

- Session Manager Release 8.1.3.4 (**Session_Manager_8.1.3.4.813401.bin, PLDS ID: SM000000225**). This feature pack only applies to SM 8.1.x and is not applicable to any other SM software loads/releases.
- **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.**) This Session Manager feature pack 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 SM. Note that there was no need for an update to AVP/AVPU 8.1.3.3 this cycle.
- **8.1.3.4 contains remediation fixes for log4j 2.x vulnerabilities, see PSN020550u for more information.**
- **Critical Note: Session Manager Release 8.1.3.4 does NOT contain any Red Hat security updates. Therefore, it is NOT cumulative with respect to Red Hat security updates that were present in earlier 8.1.3.x Service Packs.** Due to the size of the IBM WebSphere update, it was necessary to leave out the previous Red Hat security updates. **SSP#17 must be installed** after applying the 8.1.3.4 Service Pack to ensure robust security protection.
  - Session Manager 8.1 SSP#17 launched Feb 21, 2022. See **PCN 2112S** for information. This is NOT applicable to the Software Only Offer. Beginning December 2020, Security Service Packs (SSPs) are released on a more frequent cadence. This means that SSPs may also be available between application Service Packs/Feature Packs.

11-October-2021 Supplement 9 of this PCN introduces Session Manager 8.1.3.3 (Service Pack 3 on Feature Pack 3).

- Session Manager Release 8.1.3.3 (**Session_Manager_8.1.3.3.813310.bin, PLDS ID: SM000000206**) This feature pack only applies to SM 8.1.x and is not applicable to any other SM software loads/releases.
- **Session Manager 8.1.3.3** has a significant difference in Service Pack size due to inclusion of an IBM WebSphere update. **(Patch size increased from ~700MB to ~1.7GB.)**
- **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.**) This Session Manager feature pack 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 SM.
- **Critical Note: Session Manager Release 8.1.3.3 does NOT contain any security updates. Therefore it is NOT cumulative with respect to Red Hat security updates that were present in earlier 8.1.3.x Service Packs.** Due to the size of the IBM WebSphere update, it was necessary to leave out the previous Red Hat security updates. **SSP#13 must be installed** after applying the 8.1.3.3 Service Pack to ensure robust security protection.
  - Session Manager 8.1 SSP#13 launched Oct 11, 2021. See **PCN 2112S** for information. This is NOT applicable to the Software Only Offer. Beginning December 2020, Security Service Packs (SSPs) are released on a more frequent cadence. This means that SSPs may also be available between application Service Packs/Feature Packs.

21 June 2021 Supplement 8 of this PCN introduces Session Manager 8.1.3.2 (Service Pack 2 on Feature Pack 3).

PCN Template Rev.121216
©2019- 2024 Avaya Inc. All Rights Reserved.

Avaya – Proprietary & Confidential.
Use pursuant to the terms of signed agreements or Avaya policy. All other trademarks are the property of their owners.

Page 5 of 15
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.

- Session Manager Release 8.1.3.2 (**Session_Manager_8.1.3.2.813207.bin, PLDS ID: SM000000202**) Existing customers on 8.1.x do not need to redeploy with the 8.1E OVA unless they desire disk encryption. This feature pack only applies to SM 8.1.x and is not applicable to any other SM software loads/releases.
- **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.)** This Session Manager feature pack 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 SM.
- **Session Manager Release 8.1.3.2** only contains the security updates in Session Manager 8.1 SSP#8.
    - Session Manager 8.1 SSP#9 was launched June 14, 2021. Reference PCN 2112S for details. This is NOT applicable to the Software Only Offer. Beginning December 2020, Security Service Packs (SSPs) are released on a more frequent cadence. This means that SSPs may also be available between application Service Packs/Feature Packs.
    - Session Manager 8.1 SSP#9 should be installed on SM 8.1.3.2 to ensure robust security protection. SSP#9 can be installed on any SM 8.1.0 through 8.1.3.2 system.

08 February 2021 Supplement 7 of this PCN introduces Session Manager 8.1.3.1 (Service Pack 1 on Feature Pack 3).

- Session Manager Release 8.1.3.1 (**Session_Manager_8.1.3.1.813113.bin, PLDS ID: SM000000194**) Existing customers on 8.1.x do not need to redeploy with the 8.1E OVA unless they desire disk encryption. This feature pack only applies to SM 8.1.x and is not applicable to any other SM software loads/releases.
- **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.**)** This Session Manager feature pack 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 SM.
- **Session Manager 8.1 Security Service Pack #6 launches coincident with SM 8.1.3.1.** Reference PCN 2112S for details. This is NOT applicable to the Software Only Offer. Beginning December 2020, Security Service Packs (SSPs) are released on a more frequent cadence. This means that SSPs may also be available between application Service Packs/Feature Packs.
  This security service pack should NOT be installed on a SM 8.1.3.1 or later system. SSP#6 should only be installed on an SM 8.1.0 through 8.1.3.0 system.

12 October 2020 Supplement 6 of this PCN introduces the following updates:

- Session Manager Release 8.1.3.0 (**Session_Manager_8.1.3.0.813014.bin, PLDS ID: SM000000187**) Existing customers on 8.1.x do not need to redeploy with the 8.1E OVA unless they desire disk encryption. This feature pack only applies to SM 8.1.x and is not applicable to any other SM software loads/releases.
- **Appliance Virtualization Platform (AVP) 8.1.3.0.0.15 (**avaya-avp-8.1.3.0.0.15.iso **or** upgrade-upgrade-avaya-avp-8.1.3.0.0.15.zip.**)** This Session Manager feature pack 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 SM.
- **Session Manager 8.1 Security Service Pack #4 launches coincident with SM 8.1.3.0.** Reference PCN 2112S for details. This is NOT applicable to the Software Only Offer. This security service pack should NOT be installed on a SM 8.1.3.0 or later system. SSP#4

PCN Template Rev.121216
©2019- 2024 Avaya Inc. All Rights Reserved.

Avaya – Proprietary & Confidential. Use pursuant to the terms of signed agreements or Avaya policy. All other trademarks are the property of their owners.

Page 6 of 15
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.

should only be installed on an SM 8.1.0 through 8.1.2.1 system.
- **Update/reissue of Session Manager 8.1E Session Manager OVA:** The Session Manager 8.1E OVA has been reissued to support ESXi 7.0. It replaces the previous 8.1E OVA. The new 8.1E OVA MUST be used if Avaya Aura System Manager Solution Deployment Manager (SDM) is utilized to deploy to a 7.0 ESXi host. If the old 8.1E OVA is used, the deployment will fail on boot. If the non-8.1E OVA is used on 7.0 EXSi, it will fail after the first reboot.
There are no changes to BSM encrypted OVA.
Session Manager 8.1E OVA (~~SM-8.1.0.0.810007-e70-1E;~~ PLDS ID: ~~SM000000176~~)
*Updated: see **Supplement 14** above*

8 June 2020 Supplement 5 of this PCN introduces the following updates:
- Session Manager Release 8.1.2.1 (**Session_Manager_8.1.2.1.812101.bin, PLDS ID: SM000000182**) Existing customers on 8.1.x do not need to redeploy with the 8.1E OVA unless they desire disk encryption. This feature pack only applies to SM 8.1.x and is not applicable to any other SM software loads/releases.
- **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**.)** This Session Manager feature pack 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 SM.
- **Session Manager 8.1 Security Service Pack #3 launches coincident with SM 8.1.2.1.** Reference PCN 2112S for details. This is NOT applicable to the Software Only Offer.
This security service pack should NOT be installed on a SM 8.1.2.1 or later system. SSP#3 should only be installed on an SM 8.1.0 through 8.1.2.0 system.

07 April 2020 – Supplement 4 of this PCN introduces an updated 8.1 Session Manager 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 OVAs. 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.
- Session Manager 8.1 OVA (**SM-8.1.0.0.810007-e67-02.ova;** PLDS ID: **SM000000152**)
- Branch Session Manager 8.1E OVA (~~BSM-8.1.0.0.810007-e67-01.ova;~~ PLDS ID~~:~~ ~~SM000000153~~)
*Updated: see **Supplement 14** above*
-

03-Apr-2020 Supplement 3 of this PCN introduces the following updates:

- **Update/reissue of Session Manager 8.1E Session Manager OVA** to address a potential disk corruption issue and 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. 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.
Session Manager 8.1E OVA (~~SM-8.1.0.0.810007-e67-2E.ova;~~ PLDS ID: **SM000000176**)
*Updated: see **Supplement 6** above*

PCN Template Rev.121216
©2019- 2024 Avaya Inc. All Rights Reserved.

Avaya – Proprietary & Confidential.
Use pursuant to the terms of signed agreements or Avaya policy. All other trademarks are the property of their owners.

Page 7 of 15
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.

- **Update/reissue of Session Manager 8.1E Branch Session Manager 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 OVAs. The OVA file name has changed to reflect a new version number and the checksum is updated. (*The disk corruption issue identified in the Session Manager 8.1E OVA was not present in the Branch Session Manager 8.1E OVA.)*
  Branch Session Manager 8.1E OVA (~~BSM-8.1.0.0.810007-e70-1E.ova;~~ PLDS ID: ~~SM000000177~~)
  Updated: *see* ***Supplement 14*** *above*

- **Update/reissue of Session Manager 8.1.2.0** to address a potential disk corruption issue. The PLDS download ID will be the same, but the bin file is updated. The bin file name has changed to reflect a new version number and the checksum is updated.
  Session Manager Release 8.1.2.0 (**Session_Manager_8.1.2.0.812039.bin;** PLDS ID**: SM000000173**)

02-Mar-2020- Supplement 2 of this PCN introduces the following updates:
- Session Manager Release 8.1.2.0 (~~Session_Manager_8.1.2.0.812033.bin~~, **PLDS ID: SM000000173**) and new 8.1E OVA required for disk encryption functionality. Existing customers on 8.1.x do not need to redeploy with the 8.1E OVA unless they desire disk encryption. Existing customers on 8.1.1 can apply the 8.1.2.0 Feature Pack if they do not require encryption. This feature pack only applies to SM 8.1.x and is not applicable to any other SM software loads/releases.
  Updated: *see* ***Supplement 3*** *above*

- **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**.)** This Session Manager feature pack 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 SM.
- **Session Manager 8.1 Security Service Pack #2 launches coincident with SM 8.1.2.**
  Reference PCN 2112S for details. This is NOT applicable to the Software Only Offer.
  This security service pack should NOT be installed on a SM 8.1.2.0 or later system. SSP#2 should only be installed on an SM 8.1.0 through 8.1.1.0 system.

VMware
Session Manager 8.1E OVA   (~~SM-8.1.0.0.810007-e67-0E.ova~~ **PLDS ID**: SM000000176)
Branch Session Manager 8.1E OVA (~~BSM-8.1.0.0.810007-e67-0E.ova~~ **PLDS ID**: SM000000177)
Updated: *see* ***Supplement 3*** *above.*

- As of Avaya Aura 8.1.2, customers utilizing AVP or VMware based systems can activate disk encryption **during OVA installation**. This requires both the 8.1E OVA and the 8.1.2 Feature Pack. Existing customers on 8.1.x can apply the 8.1.2.0 Feature Pack if they do not require encryption.

PCN Template Rev.121216
©2019- 2024 Avaya Inc. All Rights Reserved.

Avaya – Proprietary & Confidential.
Use pursuant to the terms of signed agreements or Avaya policy. All other trademarks are the property of their owners.

Page 8 of 15
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.

28-Oct-2019 – Supplement 1 of this PCN introduces the following updates:

- Session Manager Release 8.1.1.0 (**Session_Manager_8.1.1.0.811021.bin, PLDS ID: SM000000167**). This feature pack only applies to SM 8.1.0.x and is not applicable to any other SM software loads/releases.
- **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**.)** This Session Manager feature pack 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 SM.
- **Session Manager 8.1 Security Service Pack #1 launches coincident with SM 8.1.1.** Reference PCN 2112S for details. This is NOT applicable to the Software Only Offer. This security service pack should NOT be installed on a SM 8.1.1.0 or later system. SSP#1 should only be installed on an SM 8.1.0.0 system.

10-June-2019 – This PCN introduces the general availability of Session Manager and Branch Session Manager Release 8.1.

VMware
~~Session Manager 8.1 OVA (SM-8.1.0.0.810007-e67-01.ova~~ **PLDS ID**: SM000000152)
~~Branch Session Manager 8.1 OVA (BSM-8.1.0.0.810007-e67-01.ova~~ **PLDS ID**: SM000000153)
Updated: see **Supplement 4** above.

KVM *Customer provided RHEL server only.*
Session Manager 8.1 OVA (SM-8.1.0.0.810007-kvm-01.ova **PLDS ID**: SM000000154)
Branch Session Manager 8.1 OVA (BSM-8.1.0.0.810007-kvm-01.ova **PLDS ID**: SM000000155)

AWS
Session Manager 8.1 OVA (SM-8.1.0.0.810007-aws-01.ova **PLDS ID**: SM000000156)

Software Only (SM and BSM)
Session Manager 8.1 OVA (Session_Manager_8.1.0.0.810007.iso **PLDS ID**: SM000000157)

The Session Manager software specified in this PCN was verified and is compatible with AVP release 8.1.0.0.0.13. See AVP_2097S for more information. AVP must be upgraded to the compatible release before upgrading Session Manager.

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).

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

PCN Template Rev.121216
©2019- 2024 Avaya Inc. All Rights Reserved.

Avaya – Proprietary & Confidential.
Use pursuant to the terms of signed agreements or Avaya policy. All other trademarks are the property of their owners.

Page 9 of 15
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.

Is it required that this PCN be applied to my system?	This PCN is required for servers running Session Manager and Branch Session Manager 8.0 GA or earlier software releases.
The risk if this PCN is not installed:	It is possible that service disruptions could occur on the Server, as well as some features not working as expected.
Is this PCN for US customers, non-US customers, or both?	This applies to both US and non-US customers.
Does applying this PCN disrupt my service during installation?	This software will disrupt service in that it requires a system reboot to take effect. Since Session Manager runs in an active-active environment, when multiple Session Manager instances are in a network, the servers should be updated one at a time to minimize any service impact. If only one Session Manager server is in the configuration, service will be impacted during the upgrade time, and should be planned for accordingly.
Installation of this PCN is required by:	Customer and/or (Avaya Remote or On-Site Services) and/or Avaya Authorized Business Partner.
Release notes and workarounds are located:	The **Avaya Aura® Session Manager Release 8.1 Release Notes** contain the specific software updates included in the Service Pack and can be obtained by performing the following steps from a browser: 1. Go to http://support.avaya.com 2. Search for the document titled "**Avaya Aura® Session Manager Release 8.1 Release Notes**"
What materials are required to implement this PCN (If PCN can be customer installed):	The Session Manager 8.1.3.9 GA software images are available via Avaya's PLDS software download system. This is the 8.1.3.9 to be installed on top of the 8.1 GA OVA **"Session Manager 8.1 Installation OVA files, 8.1.x"** or **Branch Session Manager 8.1 OVA** for Core Session Manager or Branch Session Manager respectively**.** This PCN is being issued as a customer installable PCN. The specified Session Manager 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 Session Manager software updates, the installation instructions are required. To obtain the installation instructions please refer to the **Finding the installation instructions** section of this PCN. The Session Manager 8.1 GA and Branch Session Manager 8.1 GA software images are available via Avaya's PLDS software download system. PLDS can be reached by performing the following steps from a browser: 1. Go to http://support.avaya.com 2. Click on **Downloads** in the top menu bar 3. In the Enter Your Product Here box, enter "**Session Manager**", select release "**8.1**" in the pull-down list.

PCN Template Rev.121216
©2019- 2024 Avaya Inc. All Rights Reserved.

Avaya – Proprietary & Confidential.
Use pursuant to the terms of signed agreements or Avaya policy. All other trademarks are the property of their owners.

Page 10 of 15
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.

4. Select the "**Session Manager 8.1 Installation OVA files, 8.1".**

5. Following offers are available on the download page

VMware
~~Session Manager 8.1 OVA (SM-8.1.0.0.810007-e67-01.ova~~ **PLDS ID**: SM000000152)
~~Branch Session Manager 8.1 OVA (BSM-8.1.0.0.810007-e67-01.ova~~ PLDS ID: SM000000153)
*Updated: see **Supplement 14** above*

KVM
Session Manager 8.1 OVA (SM-8.1.0.0.810007-kvm-01.ova **PLDS ID**: SM000000154)
Branch Session Manager 8.1 OVA (BSM-8.1.0.0.810007-kvm-01.ova **PLDS ID**: SM000000155)

AWS
Session Manager 8.1 OVA (SM-8.1.0.0.810007-aws-01.ova **PLDS ID**: SM000000156)

Software Only (SM and BSM)
Session Manager 8.1 OVA (Session_Manager_8.1.0.0.810007.iso **PLDS ID**: SM000000157)

The Session Manager feature pack can be downloaded from Avaya support site as shown below:

PLDS can be reached by performing the following steps from a browser:
1. Go to http://support.avaya.com
2. Click on **Downloads** in the top menu bar
3. In the Enter Your Product Here box, enter "**Session Manager**", select release "**8.1.x**" in the pull-down list.
4. Select the "**Session_Manager_8.1.3.9.813932.bin, 8.1.x**" (**Session_Manager_8.1.3.9.813932.bin**).

The Session Manager feature pack can be downloaded directly from Avaya PLDS site as shown below:
1. Go to http://plds.avaya.com
2. 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.
3. Select View Downloads.
4. In the Search by Download tab enter **SM000000266** in the Download pub ID search field to access the download. Select the Download link to begin the download.

How do I order this PCN (If PCN can be customer installed):	Software can be downloaded directly from support.avaya.com. No order is required.
Finding the installation instructions (If PCN can be customer installed):	The Session Manager 8.1.3.9 GA software images are available via Avaya's PLDS software download system. This is the 8.1.3.8 that is to be installed on top of the 8.1 GA OVA "**Session Manager 8.1 Installation OVA files, 8.1.x**" or **Branch Session Manager 8.1 OVA** for Core Session Manager or Branch Session Manager respectively**.** 1. Go to http://support.avaya.com then enter your **Username** and **Password** and select **LOG IN.**

PCN Template Rev.121216
©2019- 2024 Avaya Inc. All Rights Reserved.

Avaya – Proprietary & Confidential.
Use pursuant to the terms of signed agreements or Avaya
policy. All other trademarks are the property of their owners.

Page 11 of 15
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.

2. Mouse over **Search Product** at the top of the page.

3. Begin to type **Session Manager** and when Avaya Aura® Session Manager 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 deployment document based on the deployment platform.

Post install instructions:

SECTION 1A – SOFTWARE SERVICE PACK INFORMATION

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

How to verify the installation of the Software has been successful:

The **Upgrading Avaya Aura Session Manager** and **Installing Service Packs for Avaya Aura Session Manager** documents contain details on how to ensure the update(s) installed correctly. You can also confirm the software was installed correctly by confirming the software version displayed for the Session Manager in the System Manger web interface.

To determine the release of Session Manager software that is being run on a server you can:
- Via a browser, log into the System Manager used to manage the targeted Session Manager server/instance.
- Navigate to **Session Manager -> Dashboard.**

The current Session Manager version can be viewed in the "**Version**" column (e.g. **8.1.3.9.813932** indicates the correct Session Manager 8.1.3.8 load is running on the selected Session Manager).

What you should do if the Software installation fails?

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

How to remove the Software if malfunction of your system occurs:

The **Upgrading Avaya Aura® Session Manager** document contains instructions on how to back out an upgrade, 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 **Product Support** at the top of the page and select **Documents** in the drop-down menu.

3. Mouse over **Search Product.**

4. Begin to type **Session Manager** and when Avaya Aura® Session Manager appears as a selection

PCN Template Rev.121216
©2019- 2024 Avaya Inc. All Rights Reserved.

Avaya – Proprietary & Confidential.
Use pursuant to the terms of signed agreements or Avaya policy. All other trademarks are the property of their owners.

Page 12 of 15
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.

below, select it.

5. Select **8.1.x** from the **Choose Release** pull down menu to the right.

6. Select **Installation, Upgrades & Config** from the **Select Content Type** box on the right.

7. Select the document titled "**Upgrading Avaya Aura® Session Manager**"

Contact Avaya Services for assistance if the system is not operating properly after the upgrade to this release. Alternatively, a rollback can be performed by re-installing all software on the Session Manager server per the server replacement procedures in the Maintenance and Troubleshooting guide.

SECTION 1B – SECURITY INFORMATION

Are there any security risks involved?	Not Applicable
Avaya Security Vulnerability Classification:	Reference PCN2112S for Session Manager Security Service Pack details.
Mitigation:	Not Applicable

SECTION 1C – ENTITLEMENTS AND CONTACTS

Material Coverage Entitlements:	Session Manager 8.1.3.9 service pack is available free of charge to customers with a valid support contract for Session Manager 8.1.x. **The Session Manager feature pack can be downloaded from PLDS as shown below:** PLDS can be reached by performing the following steps from a browser: 1. Go to http://support.avaya.com 2. Click on **Downloads** in the top menu bar 3. In the Enter Your Product Here box, enter "**Session Manager**", select release "**8.1.x**" in the pull-down list. 4. Select the "**Session_Manager_8.1.3.9.813932.bin, 8.1.x**" (**Session_Manager_8.1.3.9.813932.bin**). **The Session Manager feature pack can be downloaded directly from Avaya PLDS site as shown below:** 1. Go to http://plds.avaya.com 2. 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. 3. Select View Downloads. In the Search by Download tab enter **SM000000266** in the Download pub ID search field to access the download. Select the Download link to begin the download.
Avaya Customer Service	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*

PCN Template Rev.121216
©2019- 2024 Avaya Inc. All Rights Reserved.

Avaya – Proprietary & Confidential.
Use pursuant to the terms of signed agreements or Avaya
policy. All other trademarks are the property of their owners.

Page 13 of 15
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.

Coverage Entitlements:

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.

PCN Template Rev.121216
©2019- 2024 Avaya Inc. All Rights Reserved.

Avaya – Proprietary & Confidential. Use pursuant to the terms of signed agreements or Avaya policy. All other trademarks are the property of their owners.

Page 14 of 15
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.

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.

PCN Template Rev.121216
©2019- 2024 Avaya Inc. All Rights Reserved.

Avaya – Proprietary & Confidential.
Use pursuant to the terms of signed agreements or Avaya policy. All other trademarks are the property of their owners.

Page 15 of 15
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.