Product Correction Notice (PCN)

Issue Date:	**10-June-2019**
Supplement Date:	**15-May-2023**
Expiration Date:	**NA**
PCN Number:	**2098S**

SECTION 1 - CUSTOMER NOTICE

Products affected by this PCN:	Avaya Aura® Appliance Virtualization Platform 8.1 running on Avaya S8300E, Common Servers R2 and R3 (Dell® PowerEdge R620, Dell® PowerEdge R630, HP® ProLiant DL 360p G8, HP® ProLiant DL 360 G9) and Avaya Converged Platform 120 (ACP 120 - Dell® PowerEdge R640). **WARNING:** Beginning with AVP 8.1, the hypervisor utilizes VMware ESXi 6.5. ESXi 6.5 uses approximately 0.6 GB more memory than was necessary on AVP 7.1.2 - AVP 8.0.x (ESXi 6.0) and approximately 1.6 GB more memory than AVP versions earlier than 7.1.2 (ESXi 5.5). Prior to planning your upgrade to AVP 8.1, you need to determine if additional memory is required. Please reference the Avaya Aura® 8.1 Release Notes and **PSN027060u** for specific information on how to perform the memory check and if necessary, how to order and insert additional memory. Attempts to upgrade without sufficient memory will fail or result in an unsupported configuration requiring redeployment or rollback **NOTE**: If utilizing the SDM client for patching AVP, always use a corresponding or later version of the SDM client. SDM client supports backward compatibility for AVP patching and remote upgrades.
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 previous Service Pack.* **15 May 2023 –** Supplement 13 of this PCN introduces the following update for AVP Utilities Service Pack 8.1.3.8 (*util_patch_8.1.3.8.0.01.zip*, **PLDS ID: AVPU0000044**). • AVP Utilities 8.1.3.8 is a Service Pack delivered as an upgrade bundle (*util_patch_8.1.3.8.0.01.zip*) to upgrade a previous AVPU installation to AVPU 8.1.3.8 Note that there was no need for an 8.1.3.6 and 8.1.3.7 AVPU update previous cycle, so AVPU service pack jumps from 8.1.3.5 to 8.1.3.8 to align with the overall 8.1.3.8 Aura release. • **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 AVPU service 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 AVPU. Note that there was no need for an update to AVP this cycle or previous cycle. • A mandatory pre-upgrade patch is required for upgrading to AVP Utilities 8.1.3.2 if upgrading from a release earlier than 8.1.2.1. (util_preupgrade_001-02.zip, **PLDS ID: AVPU0000017**) o If the upgrade is from any 8.1.x release to 8.1.3, apply the pre-upgrade patch and then upgrade to 8.1.3 using Solution Deployment Manager (SDM). Refer to *Deploying Avaya Aura® AVP Utilities in a virtual appliance,* section: Installing patches and service packs using CLI for instructions to install the pre-upgrade patch.

PCN Template Rev.121216
© 2019-2023 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 14
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.

- o If upgrading from a version earlier than AVP Utilities 8.1 (AVP Utilities 8.0, Utility Services 7.x or Utility Services running on System Platform), utilize Solution Deployment Manager (SDM) to upgrade to the AVP Utilities 8.1 release. After upgrading to AVPU 8.1, a pre-upgrade patch is required before installing any Feature Pack, Service Pack or Security Service Pack. If the Feature Pack is being applied using SDM, the pre-upgrade patch is automatically applied by the SDM if is not already installed.
- AVP Utilities Security Service Pack (SSP) #17 launches coincident with AVP Utilities 8.1.3.8. AVP Utilities 8.1.3.8 contains all of the security updates in AVP Utilities SSP #17. Therefore, AVP Utilities SSP #17 does not need to be applied to AVP Utilities 8.1.3.8. Refer to PCN2123S for AVPU Security Service Pack details.

21 February 2023 – Supplement 12 of this PCN introduces an updated AVP Utilities 8.1 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 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.

- **AVP Utilities 8.1 OVAs (updated)**
  - o **AVPU 8.1 OVA**
    (AVPU-8.1.0.0.0.06-e65-128_OVF10-02.ova; **PLDS ID AVPU000009**).
  - o **AVPU 8.1E OVA (updated)**
    (AVPU-8.1.0.0.0.09-e65-2E_OVF10-02.ova; **PLDS ID AVPU0000034).**
  Reference *PSN020586u - Avaya Aura® OVA Certificate Expiry February 2023* for important information.

21 June 2022 – Supplement 11 of this PCN introduces the following update for AVP Utilities Service Pack 8.1.3.5 (*util_patch_8.1.3.5.0.02.zip*, **PLDS ID: AVPU0000038**).

- AVP Utilities 8.1.3.5 is a Service Pack delivered as an upgrade bundle (*util_patch_8.1.3.5.0.02.zip*) to upgrade a previous AVPU installation to AVPU 8.1.3.5 Note that there was no need for an 8.1.3.4 AVPU update previous cycle, so AVPU service pack jumps from 8.1.3.3 to 8.1.3.5 to align with the overall 8.1.3.5 Aura release.
- **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 AVPU service 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 AVPU. Note that there was no need for an update to AVP this cycle or previous cycle.
- A mandatory pre-upgrade patch is required for upgrading to AVP Utilities 8.1.3.2 if upgrading from a release earlier than 8.1.2.1. (util_preupgrade_001-02.zip, **PLDS ID: AVPU0000017**)
  - o If the upgrade is from any 8.1.x release to 8.1.3, apply the pre-upgrade patch and then upgrade to 8.1.3 using Solution Deployment Manager (SDM). Refer to *Deploying Avaya Aura® AVP Utilities in a virtual appliance,* section: Installing patches and service packs using CLI for instructions to install the pre-upgrade patch.
  - o If upgrading from a version earlier than AVP Utilities 8.1 (AVP Utilities 8.0, Utility Services 7.x or Utility Services running on System Platform), utilize Solution Deployment Manager (SDM) to upgrade to the AVP Utilities 8.1 release. After upgrading to AVPU 8.1, a pre-upgrade patch is required before installing any Feature Pack, Service Pack or Security Service Pack. If the Feature Pack is being

PCN Template Rev.121216
© 2019-2023 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 14
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.

applied using SDM, the pre-upgrade patch is automatically applied by the SDM if is not already installed.

- AVP Utilities Security Service Pack (SSP) #12 launched June 13, 2022. AVP Utilities 8.1.3.5 contains all of the security updates in AVP Utilities SSP #12. Therefore, AVP Utilities SSP #12 does not need to be applied to AVP Utilities 8.1.3.5. Refer to PCN2123S for AVPU Security Service Pack details.

11 October 2021 - Supplement 10 0f this PCN introduces AVP Utilities (AVPU) Service Pack 8.1.3.3 and a new 8.1E OVA to address an issue where upgrades performed by System Manager Solution Deployment Manager (SDM) from AVPU 7.x to 8.1 using the 8.1E OVA results in the customer root account not working after the final restore is performed by SDM. This issue is not present if using the 8.1 OVA that does not allow for encryption. Existing customers on 8.1.x do not need to redeploy with this new 8.1E OVA. Existing customers on 8.1.X can apply the 8.1.3.3 Service Pack on their existing 8.1.x.x system. Reference PSN027099u – AVP Utilities customer root account not working.

- **AVP Utilities 8.1E OVA (**~~AVPU-8.1.0.0.0.09-e65-2E_OVF10.ova~~**, PLDS ID AVPU0000034).** *Updated – see Supplement 12 above*.
- **AVP Utilities 8.1.3.3 Service Pack** is delivered as an upgrade bundle (*util_patch_8.1.3.3.0.01.zip*, **PLDS ID AVPU0000033**) to upgrade a previous AVPU installation to AVPU 8.1.3.3.
- This AVP Utilities Service Pack was verified and is compatible with AVP release 8.1.3.3. See PCN2097S for more information. AVP must be upgraded to the compatible release before upgrading AVP Utilities.
- A mandatory pre-upgrade patch is required for upgrading to AVP Utilities 8.1.3.3 if upgrading from a release earlier than 8.1.2.1. (*util_preupgrade_001-02.zip*, **PLDS ID: AVPU0000017**)
  - If the upgrade is from any 8.1.x release to 8.1.3, apply the pre-upgrade patch and then upgrade to 8.1.3 using Solution Deployment Manager (SDM). Refer to *Deploying Avaya Aura® AVP Utilities in a virtual appliance*, section: Installing patches and service packs using CLI for instructions to install the pre-upgrade patch.
  - If upgrading from a version earlier than AVP Utilities 8.1 (AVP Utilities 8.0, Utility Services 7.x or Utility Services running on System Platform), utilize Solution Deployment Manager (SDM) to upgrade to the AVP Utilities 8.1 release. After upgrading to AVPU 8.1, a pre-upgrade patch is required before installing any Feature Pack, Service Pack or Security Service Pack. If the Feature Pack is being applied using SDM, the pre-upgrade patch is automatically applied by the SDM if is not already installed.
- AVP Utilities Security Service Pack (SSP) #8 launches coincident with AVP Utilities 8.1.3.3. AVP Utilities 8.1.3.3 contains all of the security updates in AVP Utilities SSP #8. Therefore, AVP Utilities SSP #8 does not need to be applied to AVP Utilities 8.1.3.3. Refer to PCN2123S for AVPU Security Service Pack details.

21 June 2021 – Supplement 9 of this PCN introduces the following update for AVP Utilities Service Pack 8.1.3.1 (*util_patch_8.1.3.2.0.01.zip*, **PLDS ID: AVPU0000030**).
- AVP Utilities 8.1.3.2 is a Service Pack delivered as an upgrade bundle (*util_patch_8.1.3.2.0.01.zip*) to upgrade a previous AVPU installation to AVPU 8.1.3.2
- This Service Pack should be applied after Appliance Virtualization Platform (AVP) is updated with the Feature Pack 8.1.3.2 (Please see PCN2097S for details of AVP 8.1.3.2 Service Pack).

PCN Template Rev.121216
© 2019-2023 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 14
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.

2098S

- A mandatory pre-upgrade patch is required for upgrading to AVP Utilities 8.1.3.2 if upgrading from a release earlier than 8.1.2.1. (util_preupgrade_001-02.zip, **PLDS ID: AVPU0000017**)
    - o If the upgrade is from any 8.1.x release to 8.1.3, apply the pre-upgrade patch and then upgrade to 8.1.3 using Solution Deployment Manager (SDM). Refer to *Deploying Avaya Aura® AVP Utilities in a virtual appliance*, section: Installing patches and service packs using CLI for instructions to install the pre-upgrade patch.
    - o If upgrading from a version earlier than AVP Utilities 8.1 (AVP Utilities 8.0, Utility Services 7.x or Utility Services running on System Platform), utilize Solution Deployment Manager (SDM) to upgrade to the AVP Utilities 8.1 release. After upgrading to AVPU 8.1, a pre-upgrade patch is required before installing any Feature Pack, Service Pack or Security Service Pack. If the Feature Pack is being applied using SDM, the pre-upgrade patch is automatically applied by the SDM if is not already installed.
- AVP Utilities Security Service Pack (SSP) #6 launched June 14, 2021. AVP Utilities 8.1.3.2 contains all of the security updates in AVP Utilities SSP #6. Therefore, AVP Utilities SSP #6 does not need to be applied to AVP Utilities 8.1.3.2. Refer to PCN2123S for AVPU Security Service Pack details.

08 February 2021 – Supplement 8 of this PCN introduces the following update for AVP Utilities Service Pack 8.1.3.1 (*util_patch_8.1.3.1.0.01.zip*, **PLDS ID: AVPU0000026**).
- AVP Utilities 8.1.3.1 is a Service Pack delivered as an upgrade bundle (util_patch_8.1.3.1.0.01.zip) to upgrade a previous AVPU installation to AVPU 8.1.3.1
- This Service Pack should be applied after Appliance Virtualization Platform (AVP) is updated with the Feature Pack 8.1.3.1 (Please see PCN2097S for details of AVP 8.1.3.1 Service Pack).
- A mandatory pre-upgrade patch is required for upgrading to AVP Utilities 8.1.3.1 if upgrading from a release earlier than 8.1.2.1. (util_preupgrade_001-02.zip, **PLDS ID: AVPU0000017**)
    - o If the upgrade is from any 8.1.x release to 8.1.3, apply the pre-upgrade patch and then upgrade to 8.1.3 using Solution Deployment Manager (SDM). Refer to *Deploying Avaya Aura® AVP Utilities in a virtual appliance*, section: Installing patches and service packs using CLI for instructions to install the pre-upgrade patch.
    - o If upgrading from a version earlier than AVP Utilities 8.1 (AVP Utilities 8.0, Utility Services 7.x or Utility Services running on System Platform), utilize Solution Deployment Manager (SDM) to upgrade to the AVP Utilities 8.1 release. After upgrading to AVPU 8.1, a pre-upgrade patch is required before installing any Feature Pack, Service Pack or Security Service Pack. If the Feature Pack is being applied using SDM, the pre-upgrade patch is automatically applied by the SDM if is not already installed.
- The corresponding AVP Utilities Security Service Pack is now available. Please refer to PCN2123S for more details.
- AVP Utilities Service Pack has all security updates that are included in the Security Service Pack mentioned above. Hence if this Service Pack is installed, the installation of the Security Service Pack is not necessary.

The patch includes the security fixes of 3rd party packages mentioned in the AVP Utilities Security Service Pack PCN2123S. Please refer to list of vulnerabilities resolved in Security Service Pack #4 in Section 1B (Security information) of PCN2123S.

12 October 2020 – Supplement 7 of this PCN introduces the following update (Feature Pack) for AVP Utilities 8.1.3 (util_patch_8.1.3.0.0.12.zip, **PLDS ID: AVPU0000020**).

PCN Template Rev.121216
© 2019-2023 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 14
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.

- AVP Utilities 8.1.3 is a Feature Pack delivered as an upgrade bundle (util_patch_8.1.3.0.0.12.zip) to upgrade a previous AVPU installation to AVPU 8.1.3.
- This Feature Pack should be applied after Appliance Virtualization Platform (AVP) is updated with the Feature Pack 8.1.3 (Please see PCN2097S for details of AVP 8.1.3 Service Pack).
- A mandatory pre-upgrade patch is required for upgrading to AVP Utilities 8.1.3 if upgrading from a release earlier than 8.1.2.1. (util_preupgrade_001-02.zip, **PLDS ID: AVPU0000017**)
  - o If the upgrade is from any 8.1.x release to 8.1.3, apply the pre-upgrade patch and then upgrade to 8.1.3 using Solution Deployment Manager (SDM). Refer to *Deploying Avaya Aura® AVP Utilities in a virtual appliance*, section: Installing patches and service packs using CLI for instructions to install the pre-upgrade patch.
  - o If upgrading from a version earlier than AVP Utilities 8.1 (AVP Utilities 8.0, Utility Services 7.x or Utility Services running on System Platform), utilize Solution Deployment Manager (SDM) to upgrade to the AVP Utilities 8.1 release. After upgrading to AVPU 8.1, a pre-upgrade patch is required before installing any Feature Pack, Service Pack or Security Service Pack. If the Feature Pack is being applied using SDM, the pre-upgrade patch is automatically applied by the SDM if is not already installed.
- The corresponding AVP Utilities Security Service Pack is now available. Please refer to PCN2123S for more details.
- AVP Utilities Service Pack has all security updates that are included in the Security Service Pack mentioned above. Hence if this Service Pack is installed, the installation of the Security Service Pack is not necessary.

The patch includes the security fixes of 3rd party packages mentioned in the AVP Utilities Security Service Pack PCN2123S. Please refer to list of vulnerabilities resolved in Security Service Pack #2 in Section 1B (Security information) of PCN2123S.

8 June 2020 – Supplement 6 of this PCN introduces the following update (Service Pack) for AVP Utilities 8.1.2.1 (util_patch_8.1.2.1.0.01.zip, **PLDS ID: AVPU0000018**).

- AVP Utilities 8.1.2.1 is a Service Pack delivered as an upgrade bundle (util_patch_8.1.2.1.0.01.zip) to upgrade a previous AVPU installation to AVPU 8.1.2.1.0.01.
- This Service Pack should be applied after Appliance Virtualization Platform (AVP) is updated with the Service Pack 8.1.2.1 (Please see PCN2097S for details of AVP 8.1.2.1 Service Pack).
- A mandatory pre-upgrade patch is required for upgrading to AVP Utilities 8.1.2.1. (util_preupgrade_001-02.zip, **PLDS ID: AVPU0000017**)
- If the upgrade is from any 8.1.x release to 8.1.2.1, apply the pre-upgrade patch and then upgrade to 8.1.2.1 using Solution Deployment Manager (SDM). Refer to *Deploying Avaya Aura® AVP Utilities in a virtual appliance*, section: Installing patches and service packs using CLI for instructions to install the pre-upgrade patch.
- If upgrading from a version earlier than AVP Utilities 8.1 (AVP Utilities 8.0, Utility Services 7.x or Utility Services running on System Platform), utilize Solution Deployment Manager (SDM) to upgrade to the AVP Utilities 8.1 release. Post upgrade to 8.1 release, apply the pre-upgrade patch. Refer to *Deploying Avaya Aura® AVP Utilities in a virtual appliance*, section: Installing patches and service packs using CLI for instructions to deploy the pre-upgrade patch. After the pre-upgrade patch is applied, the upgrade to AVP Utilities 8.1.2.1 can be done from the SDM.

PCN Template Rev.121216
© 2019-2023 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 14
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.

- The corresponding AVP Utilities Security Service Pack is now available. Please refer to PCN2123S for more details.
- AVP Utilities Service Pack has all security updates that are included in the Security Service Pack mentioned above. Hence if this Service Pack is installed, the installation of the Security Service Pack is not necessary.

The patch includes the operating system components, security patches of 3rd party packages and bug fixes.

- RHSA-2020:1512 – Important: java-1.8.0-openjdk-1:1.8.0.252.b09-2.el7_8.x86_64
- RHSA-2020:1190 – Moderate: libxml2-2.9.1-6.el7.4.x86_64
- RHSA-2020:1181 – Low: unzip-6.0-21.el7.x86_64
- RHSA-2020:1180 – Moderate: emacs-filesystem-1:24.3-23.el7.noarch
- RHSA-2020:1176 – Low: avahi-libs-0.6.31-20.el7.x86_64
- RHSA-2020:1138 – Low: gettext-0.19.8.1-3.el7.x86_64
- RHSA-2020:1135 – Low: polkit-0.112-26.el7.x86_64
- RHSA-2020:1131 – Moderate: python-2.7.5-88.el7.x86_64
- RHSA-2020:1112 – Moderate: php-5.4.16-48.el7.x86_64
- RHSA-2020:1100 – Moderate: mariadb-libs-1:5.5.65-1.el7.x86_64
- RHSA-2020:1080 – Moderate: atk-2.28.1-2.el7.x86_64
- RHSA-2020:1061 – Moderate: bind-32:9.11.4-16.P2.el7.x86_64
- RHSA-2020:1050 – Moderate: cups-libs-1:1.6.3-43.el7.x86_64
- RHSA-2020:1022 – Low: file-5.11-36.el7.x86_64
- RHSA-2020:1021 – Moderate: gsettings-desktop-schemas-3.28.0-3.el7.x86_64
- RHSA-2020:1020 – Low: curl-7.29.0-57.el7.x86_64
- RHSA-2020:1016 – Moderate: kernel-3.10.0-1127.el7.x86_64
- RHSA-2020:1011 – Moderate: expat-2.1.0-11.el7.x86_64
- RHSA-2020:1000 – Moderate: rsyslog-8.24.0-52.el7.x86_64
- RHSA-2020:0630 – Important: ppp-2.4.5-34.el7_7.x86_64
- RHSA-2020:0834 – Important: kernel-3.10.0-1062.18.1.el7.x86_64
- RHSA-2020:0897 – Important: libicu-50.2-4.el7_7.x86_64

07 April 2020 – Supplement 5 of this PCN introduces an updated AVP Utilities (AVPU) 8.1 OVA to address the expiration of the Avaya signing certificate used for Avaya Aura® OVAs.
Reference PSN020463u - Avaya Aura® OVA Certificate Expiry.
The PLDS download ID 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.

- **AVP Utilities 8.1 OVA** (AVPU-8.1.0.0.0.06-e65-128_OVF10.ova, **PLDS ID** AVPU000009). *Updated – see Supplement 12 above.*

01 April 2020 – Supplement 4 of this PCN introduces an updated AVP Utilities (AVPU) 8.1E 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.

PCN Template Rev.121216
© 2019-2023 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 14
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.

- **AVP Utilities 8.1E OVA** (AVPU-8.1.0.0.0.09-e65-1E_OVF10.ova, **PLDS ID** AVPU0000015) *(Updated, see supplement 10 above)*.

2 March 2020 – Supplement 3 0f this PCN introduces AVP Utilities (AVPU) 8.1.2 (8.1.0.0 Feature Pack 2) and a new 8.1 E 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.X can apply the 8.1.2.0 Feature Pack if they do not require encryption.

- **AVP Utilities 8.1E OVA** (AVPU-8.1.0.0.0.09-e65-1E_OVF10.ova, **PLDS ID** AVPU0000015) *(Updated, see supplement 4 above)*. As of Avaya Aura 8.1.2, customers utilizing AVP or VMware based systems are able to 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. The 8.1E OVA can be deployed with Data Encryption enabled or disabled.
- **AVP Utilities 8.1.2.0 Feature Pack** delivered as an upgrade bundle (util_patch_8.1.2.0.0.10.zip, **PLDS ID** AVPU0000016) to upgrade a previous AVPU installation to AVPU 8.1.2.0.0.10 and can be applied on the original 8.1 OVA as well as the new OVA 8.1E OVA.
    - o AVPU 8.1.2 should be applied after Appliance Virtualization Platform (AVP) is updated with the Feature Pack 8.1.2 (Please see PCN2097S for details of AVP 8.1.2 Feature Pack).
    - o AVPU 8.1.2 should be applied after removing any existing Feature Pack, Service Pack or patch. If encryption capabilities are required, redeployment of AVPU 8.1 with the new AVPU 8.1E OVA is necessary prior to installing the 8.1.2 Feature Pack.
    - o If upgrading from a version earlier than AVPU 8.1 (AVPU 8.0, US 7.x or Utility Services running on System Platform), utilize Solution Deployment Manager (SDM) and place both the AVPU 8.1E OVA (AVPU-8.1.0.0.0.09-e65-1E_OVF10.ova) and AVPU 8.1.2 upgrade bundle (util_patch_8.1.2.0.0.10.zip) in the same location and SDM will handle the multi-step upgrade process.

AVPU 8.1.2 supports the configuration of the maximum duration of retention of sensitive logs. This feature is available regardless of disk encryption being enabled or disabled.

AVPU 8.1.2 includes the operating system components, security patches of 3rd party packages and bug fixes.
- RHSA-2019:3055 - Important: kernel security update
- RHSA-2019-3128 - Important: java-1.8.0-openjdk security update
- RHSA-2019:3834 - Important: kernel security update
- RHSA-2019:3976 - Low: tcpdump security update
- RHSA-2019:3197 - Important: sudo security update
- RHSA-2019:4326 - Important: fribidi security update
- RHSA-2019:2829 - Important: kernel security update
- RHSA-2019:3872 - Important: kernel security update
- RHSA-2019:3979 - Important: kernel security and bug fix update
- RHSA-2019:4190 - Important: nss, nss-softokn, nss-util security update
- RHSA-2020:0227 - Important: sqlite update
- RHSA-2020:0196 - Important: java update
- RHSA-2020:0540 - Important: sudo update

PCN Template Rev.121216
© 2019-2023 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 14
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.

- RHSA-2020:0374 - Important: kernel update

28 October 2019 – Supplement 2 of this PCN introduces the following update (Service Pack) for AVP Utilities 8.1.1 (util_patch_8.1.1.0.0.06.zip, PLDS ID: AVPU0000014).

- AVP Utilities 8.1.1 is a Feature Pack delivered as an upgrade bundle (util_patch_8.1.1.0.0.06.zip) to upgrade a previous AVPU installation to AVPU 8.1.1.0.0.06.
- This Feature Pack should be applied after Appliance Virtualization Platform (AVP) is updated with the Feature Pack 8.1.1 (Please see PCN2097S for details of AVP 8.1.1 Feature Pack).
- This 8.1.1 Feature Pack should be applied after removing any existing Service Pack or a patch.
- If upgrading from a version earlier than AVPU 8.1 (AVPU 8.0, US 7.x or Utility Services running on System Platform), utilize Solution Deployment Manager (SDM) and place both the AVPU 8.1 OVA (AVPU-8.1.0.0.0.06-e65-127_OVF10.ova) and AVPU 8.1.1 upgrade bundle (util_patch_8.1.1.0.0.06.zip) in the same location and SDM will handle the multi-step upgrade process.

The patch includes the operating system components, security patches of 3rd party packages and bug fixes.

- RHSA-2019:1619 vim update
- RHSA-2019:1481 kernel update
- RHSA-2019:1815 java-1.8.0-openjdk-1:1.8.0.222.b10-0.el7_6.x86_64
- RHSA-2019:1884 libssh2-1.4.3-12.el7_6.3.x86_64
- RHSA-2019:2030 python-2.7.5-86.el7.x86_64
- RHSA-2019:2046 polkit-0.112-22.el7.x86_64
- RHSA-2019:2049 libmspack-0.5-0.7.alpha.el7.x86_64
- RHSA-2019:2052 libjpeg-turbo-1.2.90-8.el7.x86_64
- RHSA-2019:2053 libtiff-4.0.3-32.el7.x86_64
- RHSA-2019:2057 bind-libs-32:9.11.4-9.P2.el7.x86_64
- RHSA-2019:2060 dhclient-12:4.2.5-77.el7.x86_64
- RHSA-2019:2075 binutils-2.27-41.base.el7.x86_64
- RHSA-2019:2077 ntp-4.2.6p5-29.el7.x86_64
- RHSA-2019:2079 libX11-1.6.7-2.el7.x86_64
- RHSA-2019:2091 systemd-219-67.el7.x86_64
- RHSA-2019:2110 rsyslog-8.24.0-38.el7.x86_64
- RHSA-2019:2118 glibc-2.17-292.el7.x86_64
- RHSA-2019:2136 libssh2-1.8.0-3.el7.x86_64
- RHSA-2019:2143 openssh-7.4p1-21.el7.x86_64
- RHSA-2019:2159 unzip-6.0-20.el7.x86_64
- RHSA-2019:2162 blktrace-1.0.5-9.el7.x86_64
- RHSA-2019:2169 linux-firmware-20190429-72.gitddde598.el7.noarch
- RHSA-2019:2177 libsss_idmap-1.16.4-21.el7.x86_64
- RHSA-2019:2181 curl-7.29.0-54.el7.x86_64
- RHSA-2019:2189 procps-ng-3.3.10-26.el7.x86_64
- RHSA-2019:2197 elfutils-0.176-2.el7.x86_64
- RHSA-2019:2237 nspr-4.21.0-1.el7.x86_64
- RHSA-2019:2304 openssl-1:1.0.2k-19.el7.x86_64

PCN Template Rev.121216
© 2019-2023 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 14
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.

- RHSA-2019:2327 mariadb-libs-1:5.5.64-1.el7.x86_64
- RHSA-2019:2571 pango-1.42.4-4.el7_7.x86_64
- RHSA-2019:2600 kernel-3.10.0-1062.1.1.el7.x86_64

15 July 2019 – Supplement 1 of this PCN introduces the following update (Service Pack) for AVP Utilities 8.1.0.1 (util_patch_8.1.0.1.0.02.zip, PLDS ID: AVPU0000012).

- AVP Utilities 8.1.0.1 is a Service Pack delivered as an upgrade bundle (util_patch_8.1.0.1.0.02.zip) to upgrade a previous AVPU installation to AVPU 8.1.0.1.0.02.

The patch includes the operating system components, security patches of 3rd party packages and bug fixes.

- RHSA-2019:1587 Important/Sec. python.x86_64
- RHSA-2019:0368 Important/Sec. systemd-219-62.el7_6.5.x86_64
- RHSA-2019:1228-01 Important: wget security update
- RHSA-2019:1481 Update kernel for RHEL7

10 June 2019 – This PCN introduces Avaya Aura® AVP Utilities 8.1 OVA (AVPU-8.1.0.0.0.06-e65-127_OVF10.ova, PLDS ID AVPU000009).
AVP Utilities 8.1 vAppliance is for deployment on Appliance Virtualization Platform (AVP) on Avaya provided servers (Please see PCN2097S for details of AVP).
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) or SDM Client.
It includes all files in the .OVA format necessary to install AVP Utilities 8.1 and includes predefinition of VMware resources required for the product to meet documented performance and capacities.

WARNING: Beginning with AVP 7.1.2, the hypervisor utilizes VMware ESXi 6.0. ESXi 6.0 uses approximately 1 GB more memory than ESXi 5.5 which was used on AVP 7.0-7.1.0.1. Some servers will require a physical memory upgrade prior to upgrading to AVP 7.1.2 and higher. Prior to planning your upgrade to AVP 8.0, you need to determine if additional memory is required. Please reference the Avaya Aura® 8.0 Release Notes and **PSN027060u** for specific information on how to perform the memory check and if necessary, how to order and insert additional memory.
Attempts to upgrade without sufficient memory will fail or result in an unsupported configuration requiring redeployment or rollback.
It is important and a key requirement to a successful upgrade to perform the memory check in advance of scheduling the upgrade.

NOTE: AVP Utilities 8.1 includes Enhanced Access Security Gateway (EASG) for robust product access security. EASG provides a secure method for Avaya services personnel to access the Avaya Aura® Application remotely and onsite. Access is under the control of the customer and can be enabled or disabled at any time. EASG must be enabled for Avaya Services to perform tasks necessary for the ongoing support, management and optimization of the solution. EASG is also required to enable remote proactive support tools such as Avaya Expert Systems® and Avaya Healthcheck

PCN Template Rev.121216
© 2019-2023 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 14
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.

Level of Risk/Severity Class 1=High Class 2=Medium Class 3=Low	Class 2
Is it required that this PCN be applied to my system?	This PCN is required for AVP Utilities 8.1 Virtual Machines running on the Appliance Virtualization Platform (AVP).
The risk if this PCN is not installed:	AVP Utilities is a prerequisite for deploying additional virtual machines on AVP.
Is this PCN for US customers, non-US customers, or both?	This PCN applies to both US and non-US customers.
Does applying this PCN disrupt my service during installation?	Activation of this PCN is service disrupting.
Installation of this PCN is required by:	Customer or Avaya Authorized Service Provider. This installation/upgrade is customer installable and remotely installable.
Release notes and workarounds are located:	The AVP Utilities 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: 1. Go to http://support.avaya.com then enter your **Username** and **Password** and select **LOG IN.** 2. Mouse over **Support by Product** at the top of the page, select **Documents** in the menu. 3. Begin to type **AVP** in the **Enter Your Product Here** box and when Avaya Aura® Appliance Virtualization Platform appears as a selection below, select it. 4. Select 8.1.x from the **Choose Release** pull down menu to the right. 5. Scroll down (if necessary) and check the box for **Release & Software Update Notes**. 6. Select **ENTER**. Available documents are displayed. Select the document titled **Avaya Aura® 8.1 Release Notes**. A link to the Release Notes can also be found on the **Avaya Aura® Appliance Virtualization Platform 8.1 Service Packs, 8.1.x** download page (see section **How do I order this PCN** in this PCN)**.**

PCN Template Rev.121216
© 2019-2023 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 14
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.

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 AVP Utilities 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 AVP Utilities 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 **Support by Product** at the top of the page, select **Downloads** in the menu. 3. Begin to type **AVP** in the **Enter Product Name** box and when Avaya Aura® Appliance Virtualization Platform appears as a selection below, select it. 4. Select 8.0.x from the **Choose Release** pull down menu to the right. 5. Scroll down if necessary and select **Avaya Aura® Appliance Virtualization Platform 8.1 Software, 8.1.x.** 6. Scroll down the page to find the download link for the appropriate OVA. This link will take you to the PLDS system with the **Download pub ID** already entered. 7. This page also includes a link to this PCN and the Release Notes. Software updates can also be downloaded directly from the PLDS system at http://plds.avaya.com. 1. Enter your login ID and password. You may have to search for and enter your company name and/or accept the one time EULA to gain access to software downloads. 2. Select **View Downloads.** 3. In the **Search by Download** tab enter the appropriate PLDS Download ID in the **Download pub ID** search field to access the download. Select the **Download** link to begin the download. **PLDS Hints:** 1. In the PLDS **View Downloads** section under the **Suggested Downloads** tab, select **Appliance Virtualization Platform** in the **Product Line** search field to display frequently downloaded AVP Utilities software, including recent Service Packs and updates. 2. Previous AVP Utilities Services 8.0 Service Packs are also available on PLDS. In the PLDS **View Downloads** section under the **Search by Download** tab, select **Appliance Virtualization Platform** in the **Application** search field and 8.1 in the **Version** search field to display all available AVP Utilities 8.1 software downloads The MD5 sums are included in the Avaya Support and PLDS descriptions for the download files. **NOTE:** Since AVP Utilities must be deployed on AVP the compatible AVP software is also required.

Finding the installation instructions	The instructions for installing or upgrading AVP Utilities software on Appliance Virtualization Platform (AVP) can be obtained by performing the following steps from a browser:

PCN Template Rev.121216
© 2019-2023 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 14
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.

(If PCN can be customer installed):	1. Go to http://support.avaya.com then enter your **Username** and **Password** and select **LOG IN.**
	2. Mouse over **Support by Product** at the top of the page, select **Documents** in the menu.
	3. Begin to type **AVP** in the **Enter Your Product Here** box and when Avaya Aura® Appliance Virtualization Platform appears as a selection below, select it.
	4. Select **8.1.x** from the **Choose Release** pull down menu to the right.
	5. Check the box for **Installation, Upgrades & Config**.
	6. Select **ENTER**. Available documents are displayed. Select the appropriate document (e.g., select **Deploying Avaya Aura® AVP Utilities in a virtual appliance**.

SECTION 1A – SOFTWARE SERVICE PACK INFORMATION

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

How to verify the installation of the Service Pack has been successful:	For AVP Virtualized Environments you can verify that a Service Pack/Feature Pack is activated using the Avaya Aura® Solution Deployment Manager (SDM).
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:	For AVP Virtualized Environments deactivate the Service Pack/Feature Pack using the Command-Line tools documented in the Administration Guide. Contact Avaya Services.

SECTION 1B – SECURITY INFORMATION

Are there any security risks involved?	No.
Avaya Security Vulnerability Classification:	Refer to PCN2123S for AVPU Security Service Pack details.
Mitigation:	N/A

SECTION 1C – ENTITLEMENTS AND CONTACTS

PCN Template Rev.121216
© 2019-2023 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 14
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.

Material Coverage Entitlements:	AVP Utilities 8.1 OVAs and Service Packs/Feature Packs are available free of charge to customers with a valid support contract for AVP Utilities 8.1.

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.

PCN Template Rev.121216
© 2019-2023 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 14
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.

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

Avaya Authorized Partner Service Coverage Entitlements:

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
© 2019-2023 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 14
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.