



Policies for technical support of the Avaya Solutions Platform (ASP) 130 and S8300 R4.0, R5.0 & R5.1

This document is for ASP 130's and ASP S8300's that are either under warranty or covered by an active maintenance agreement.

Change History:

Date	Issue	Notes
December 9, 2019	10.	Initial version
August 27, 2021	1.1	Addition of R5.0
March 14, 2022	1.2	Addition of R5.1
November 04, 2022	1.3	Revision of vCenter monitoring due to R5.X license key type
November 11, 2022	1.4	Additional update around vCenter monitoring (Feature table)
August 8, 2023	1.5	Feature table updated – secure boot is not currently supported at the platform level and Audit Quality Logging is not considered a “feature”. It is simply the existing logging infrastructure. Note added to clarify servers may not be repurposed.
August 1, 2024	1.6	Updated to reflect license key changes for NEW orders only.

The latest issue supersedes content in earlier issues.

Scope

This document and statements related to support are only with respect to Avaya Services support of the software and hardware of the Avaya Solutions Platform (ASP) 130 and S8300 R5.1 servers based on supported and tested configurations. This document will identify features that are and are not supported by **Avaya Services** for the ASP 130 and S8300 R5.1 hosts, and where the demarcation points for technical support responsibility lie if issues were to arise.

General

The ASP 130 server is a server staged and loaded with VMware vSphere Hypervisor (AKA ESXi) and shipped to an Avaya customer for installation of applications in a virtual environment. The ASP S8300 is a blade server that may be provided as a pre-loaded / licensed product or shipped as bare metal and then loaded and licensed in the field. This also includes S8300's that were previously sold and used with System Platform or Avaya Virtualization Platform (AVP).

Avaya does not support shared storage on the ASP 130 and S8300.

The ASP 130 ships with a VMware vSphere Standard license. The ASP S8300 uses a VMware vSphere Foundation license. Those license for ASP R5.X are a part of the customer entitlement record on PLDS.



Avaya Solutions Platform 130 Dell® R640 servers are supplied under OEM relationship and managed differently than commercially available servers from the vendor. Support, warranty and repair are through Avaya's processes, not through the OEM vendor's support process. ASP 130 and ASP S8300 Server configurations are engineered for specific application needs. No hardware substitutions or additions are allowed. Servers cannot be repurposed.

Policies for limited vCenter Support of the ASP 130 and S8300

Integration of the ASP 130 or ASP S8300 into an existing vSphere environment is not supported for most features and capabilities of the vCenter environment. vCenter can be used for limited basic centralized monitoring of the ASP 130 and S8300 servers. Note that **the version of vCenter must be the same or higher than the version of vSphere in use on the host.**

The ASP 130 / S8300 can be added into vCenter given the following requirements:

- 1) Avaya will not provide any instruction on vCenter integration.
- 2) The ASP 130 and ASP S8300 servers **can only be added to vCenter as standalone hosts**. Due to the type of license key used, only one ASP 130 plus one ASP S8300 may be tied to a specific vCenter instance at a time. vCenter can be still used for basic centralized monitoring of one ASP 130 and S8300 tied to a specific vCenter. *Due to changes in our third-party vendor agreement, all NEW orders for ASP 5.1.x will no longer have the ESXi license key posted in PLDS. A unique standard license key will be provided on a label on the ASP 130 server lid. A unique foundations license key will be provided on a label on the ASP S8300 HDD/SDD.*
- 3) The ASP 130 and S8300 servers do not support deployment of OVAs/applications through vCenter or vCenter added in SDM. Only deployment via the embedded host client (ESXi host UI) or SDM (with no vCenter) is supported.
- 4) vSphere Lifecycle Manager (VLM) **cannot be used** on ASP 130 or ASP S8300 servers.
- 5) Due to the necessity of certifying the ESXi images on both the ASP 130 Hardware and the ASP S8300 hardware, **only Avaya certified ESXi images can be installed on the ASP 130 / S8300 servers**. Updating directly from the vendors' web sites will result in an unsupported configuration that may render the solution inoperable.
- 6) The ASP 130 and S8300 **do not support** connectivity to third party shared storage (NFS, iSCSI, FC), nor does it support vSphere High Availability, vMotion, Storage vMotion, Fault Tolerance, Distributed Resource Scheduler (DRS), and Storage DRS.
- 7) Only vSphere Standard switches are supported at this time. Virtual Distributed Switches (vDS) and NSX are **not** supported.
- 8) In cases where ASP 130 or S8300 servers are integrated into a customer vCenter environment, Avaya services may require a vCenter Support Bundle to be generated from the customer vCenter Server, or access to the customer vCenter environment via a desktop share (LogMeIn, etc.). If this cannot be provided, then the ASP 130's and S8300's will need to be removed from the vCenter before further troubleshooting can take place. As a result of troubleshooting application or ASP 130 / S8300 issues, if the Avaya Engineer believes the issue to be related to the vCenter integration, they will ask that the ASP 130 or S8300 be removed from the vCenter to determine if the issue persists.

Policies for limited vSphere Support of the ASP 130 and S8300

The full list of Avaya supported vSphere features on the ASP 130 platform is shared in the below table. ASP 130 utilizes Standard license, ASP S8300 uses Foundation license, but both are limited to the following:

vSphere 7.0 Components/Features	ASP 130 and S8300 Avaya Services Supported Feature	VMware Standard License Supported feature
ESXi	YES	YES
vCenter	Basic Monitoring of one ASP S8300 and one ASP 130	YES
vSphere Client(Flash)	YES	YES
vSphere WebClient(HTML5)	YES	YES
VMFS 6	YES	YES
HA	NO	YES
DRS (Compute and Memory)	NO	YES
Storage DRS	NO	NO
vSwitch	YES	YES
Distributed Switch	NO	YES
vMotion	NO	YES
Storage vMotion	NO	YES
Fault tolerance	NO	YES
Snapshots	YES	YES
Secure boot	NO	YES
Content Library	YES	YES
Cross-vSwitch vMotion	NO	YES
Long-Distance vMotion	NO	NO
Cross-Cloud Cold Migration	NO	NO
Network I/O Controls	NO	NO

Storage I/O Controls	NO	NO
vSphere Replication	NO	YES
vSphere Data Protection	NO	YES
Proactive HA	NO	NO
Virtual Volumes	NO	YES
Storage Policy-Based Management	NO	YES
vSphere Security & Hardening Compliance	NO	YES
Virtual Machine Encryption	NO	NO
Hot Pluggable Virtual Hardware	YES	YES

Policies for Avaya Linux/Unix based Application Support of the ASP 130 and S8300

The ASP S8300 only supports specific profiles for Avaya Aura® Communication Manager, Avaya Aura® Branch Session Manager and Secure Access Link. No other applications are currently supported on ASP S8300

Installation of applications on the ASP 130 requires utilization of the A1S configurator for determining sizing “fit” – for initial installs as well as upgrades and additions.

If any Avaya certified Linux/Unix based applications are to be installed on an ASP 130 server, the individual product documentation should be consulted to ensure remote backups of the system configuration are scheduled and run periodically. These backups may be required in the event of a server failure, to minimize any down time associated with a server hypervisor or hardware failure. It is the responsibility of the customer to ensure that these backups are running as scheduled and are recent. In the event of a server failure, Avaya will restore the configuration of the ASP 130 to its factory installation state, and then redeploy any Avaya OVA (appliance) based applications and assist with the application restoration of the customer backup to get the applications back in service.

Installation of Avaya non-OVA application software on ASP 130 Virtual Machines (VMs) is not supported with the exception listed below.

Policies for Avaya Windows Application Support of the ASP 130

No Windows-based applications can be installed on an ASP S8300.



If any Avaya certified Microsoft Windows based applications are to be installed on an ASP 130 server, the Windows Operating System, and its license, are the responsibility of the customer. In the case of a server or hardware failure, Avaya will only restore the ASP 130 server to its original factory installation state and, based on application requirements, assist the customer in re-creating the virtual machine that will contain the Windows Server OS layer for the Windows based application. After that, the customer will be responsible for installing the Windows OS and license. After the Windows OS is installed and configured per the specific application deployment guide, Avaya can assist with the re-installation of the Avaya Application and any restore of a previously taken backup. It is the responsibility of the customer to ensure backups are taken from Windows Based application VMs periodically and stored in an off-server location in case of a server hardware failure. It is also the responsibility of the customer to ensure the Windows OS is patched and updated according to the individual application guidelines and documentation.

Policies for Third Party Application Support of the ASP 130

No third party applications may be installed on an ASP S8300

Only Avaya certified applications installed on ASP 130 are supported.

Customization of the ASP 130's ESXi administration parameters or use of non-Avaya add-ins (VIBs) are not permitted.

Policies for Lost Login/Login Recovery

It is the responsibility of the customer to ensure the login/password information to the ESXi and iDRAC are retained in a safe place. Starting with ASP R5.1, EASG is enabled by default on both the ASP 130 and S8300. If EASG is disabled, and the customer login/password is lost or corrupted, the ASP 130 / S8300 server will need to be re-loaded to an appropriate state by Avaya Services. It will be the responsibility of the customer to ensure that all VMs that run on the ASP 130 / S8300 have been properly remotely backed up prior to this re-install of ESXi software. Since it involves a re-install of the ESXi software, this will require the re-install of all application OVAs and application software and require restores of the previously backed up data. Avaya Services will assist the customer with getting the applications re-installed, restored, and the solution back into service (billable charges will apply).