



Avaya Diagnostic Server 3.1 Service Pack 1 – Release Notes

Introduction

This document provides support information about the Avaya Diagnostic Server 3.1 Service Pack 1 release and supplements other Avaya Diagnostic Server 3.1 documentation. For updated documentation, product support notices, and service pack information, go to the Avaya Support website at <https://support.avaya.com/ads>.

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Installation

Required Release

Avaya Diagnostic Server	Avaya Diagnostic Server 3.1.0.0
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To verify the Avaya Diagnostic Server version:

1. Log on to the command line interface of the Avaya Diagnostic Server host.
2. Use the following command to view the `inventory.xml` file:
`cat /opt/avaya/ads/installdata/inventory.xml`
3. Search the tag named `ADS`, and check the `version` attribute. It should be 3.1.0.0

Installing the release

After successful download of Avaya Diagnostic Server 3.1 Service Pack 1, you can install the service pack in two modes: attended or unattended.



Installing the service pack in the unattended mode (supported on Services-VM, OVA platforms, systems with SSH access only)

1. Log in as **root** on the system where Avaya Diagnostic Server is installed.
2. Create a new directory in your home directory. Download the service pack from PLDS or the Avaya Support website to the new directory.
3. Extract the installer as:

```
tar -xvf ADS-ServicePack-3.1.1.0-724.tar.gz
```

4. Change the directory to `ADS-ServicePack-3.1.1.0-724`.

Note: This is an updated load-724 of ADS 3.1 SP1 replacing load-720. It corrects an alarm forwarding issue experienced by some BPs with alarm forwarding entitlement. Those who have already applied SP1 load-720 need not do anything. Those who have downloaded and cached load-720 should discard that load and use this load-724 instead.

5. Open the `ADS_Response.properties` file in a text editor, and agree to the end user license agreement by changing the value of `ADS_AGREELICENSE` to **y**.
6. Run the following command:

```
./install.sh -unattended
```

After successful installation of the service pack, the system sends an email indicating the installation status to the SAL Gateway Administrator.

Installing the service pack in the attended mode (supported on GUI based systems)

1. Log in as **root** on the system where Avaya Diagnostic Server is installed.
2. Create a new directory in your home directory. Download the service pack from PLDS or the Avaya Support website to the new directory.
3. Extract the installer as:

```
tar -xvf ADS-ServicePack-3.1.1.0-724.tar.gz
```

4. Change the directory to `ADS-ServicePack-3.1.1.0-724`.

Note: This is an updated load-724 of ADS 3.1 SP1 replacing load-720. It corrects an alarm forwarding issue experienced by some BPs with alarm forwarding entitlement. Those who have already applied SP1 load-720 need not do anything. Those who have downloaded and cached load-720 should discard that load and use this load-724 instead.

5. Run the following command to start the installation:

```
./install.sh -attended
```

6. When the installer displays the End User License Agreement (EULA) text for Avaya Diagnostic Server, type **y** to agree to the license, and press **Enter**.

If you type **n**, the installer ends the installation. The installer runs the prerequisite checks and displays the results. If the host meets the prerequisites, the installer prompts you to install the SAL Gateway component through a GUI-based installer.

Installing the SAL Gateway Service Pack

1. On the Welcome to the installation panel, click **Next**.
The system displays the Target Selection panel indicating the path to SAL Gateway.
2. Click **Next**.



A pop-up warning message indicating that the directory already exists and the action might override the existing file is displayed.

3. Click **YES**.
The system displays the selection panel.
4. Select the **AgentGateway** checkbox, and click **Next**.
The system displays the results summary panel indicating the installation status.
5. Click **Done** to complete the installation.

Installing the SLA Mon Service Pack

1. If the SLA Mon component of Avaya Diagnostic Server 3.1 is present on the server, the installer automatically installs the service pack.

After successful installation of the service pack, the system displays a message indicating the installation status on the CLI. It also sends an email to the SAL Gateway Administrator indicating the installation status.

Using Automatic Software Update

SAL Gateway will automatically download and apply the service pack when Automatic Software Update is enabled. After SAL Gateway downloads the update, you can manually install the update instead of waiting till the scheduled time.

1. Log in to the SAL Gateway UI.
2. Navigate to the Automatic Software Update page.
3. Click the **Apply Now** button next to the update that corresponds to ADS 3.1 Service Pack 1.

Note: If SLA Mon is installed as a co-resident with SAL Gateway, the automatic update will also apply to the SLA Mon Server. If SLA Mon is installed on a separate server, use the attended or unattended mode to apply the service pack.

For information about patches and product updates, see the Avaya Technical Support website <http://support.avaya.com>.

Enhancements

SAL Gateway

- SAL Gateway provides support for Flex devices
- Included new Digicertv8 hierarchy in SAL Gateway.
- SAL Gateway UI has set a valid Content-Security-Policy (CSP) to enhance the security.
- Import Client Certificate page will function as expected to connect and import the certificates for a SAL Gateway behind proxy also.
- System displays a note for the user to delete vpnuser while disabling APCS mode for SAL Gateway or during APCS-SAL Gateway uninstallation.

SLA Mon Server

- Provides support for J189 phone model.
- Provides support for the remote worker endpoints i.e., endpoints which are outside of the enterprise network.
- In remote control module, added support to the secondary display of the J159 phone model.

Fixes

The Avaya Diagnostic Server 3.1 Service Pack 1 software update includes the following fixes:

SAL Gateway



- Fixed a security bug "High severity file inclusion bug discovered in AJP connector in all versions of Apache Tomcat, Jboss EAP, etc" on SAL Gateway UI.
- Fixed the issue of Auto Apply date getting populated for SAL Gateway Auto Upgrade failed scenarios.
- Fixed the issue related to adding of APCS devices from SAL Gateway UI in non APCS mode.

SLA Mon Server

- None

Known issues and resolutions

Component	Description	Resolution
SAL Gateway	After upgrading from ADS/SAL Gateway 3.0.5 to 3.1, the SAL Gateway web UI certificate will be different than the certificate prior to the upgrade. When accessing the web UI, the user will see a warning on the web browser that the certificate is not recognized. <u>More importantly</u> , the SAL watchdog that periodically checks the web UI service also will not recognize the certificate, which will be interpreted as a down condition, and the watchdog will periodically restart the web UI. During one of these restarts, the SAL Gateway web UI will not be accessible by a human user, and <u>if the user is already in the UI he/she will get kicked out.</u>	1. From the Linux CLI with root privileges, restore the UI certificate that was in use prior to the upgrade. cp /opt/avaya/SAL/gateway/backup/GatewayUI/cert/SALGateway.jks /opt/avaya/SAL/gateway/GatewayUI/cert/SALGateway.jks 2. Restart the Gateway UI service. service gatewayUI restart (for Linux 6) systemctl restart gatewayUI (for Linux 7)

SLA Mon Server

- None

Contacting support

Contact Support Checklist

If you are having trouble with Avaya Diagnostic Server, you must:

1. Retry the action. Carefully follow the instructions in the installation section of this documentation.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.

If you continue to have a problem, log on to the Avaya Technical Support website <https://support.avaya.com/ads> to:

1. Note the sequence of events that led to the problem and the exact messages displayed. Use the noted sequence to create a service request.
2. Use the online service request system to create a service request.
3. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Contact Support Tasks

You might be asked to email one or more files to Technical Support for analysis of your application and its environment.