



Product Support Notice

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PSN # PSN005633u

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Original publication date: 02-Jun-2020. This is Issue #01, published date: 02-Jun-2020. Severity/risk level Medium Urgency When convenient

Name of problem

Clarify support for VMware configurations – single Avaya Oceana® / Avaya Analytics™ cluster and thin provisioned storage.

Products affected

Avaya Oceana® Release 3.7.0.1 & Avaya Analytics™ 4.0.0.1

Problem description

Customer documentation does not make clear that thin provisioning is supported, and Avaya Oceana® / Avaya Analytics™ are required to be deployed in separate clusters.

Resolution

1. Deploying Avaya Oceana® and Avaya Analytics™ in the same VMware cluster

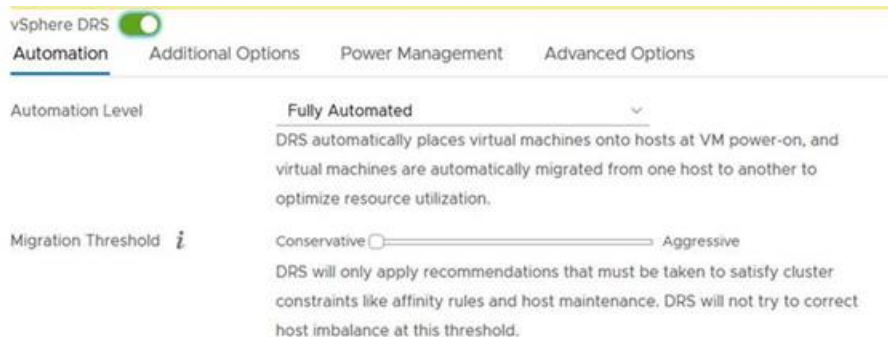
The following restriction in the *Deploying Avaya Analytics™ 4.0 for Oceana®* Guide is being removed to allow Avaya Analytics™ and Avaya Oceana® to be deployed in the same VMware cluster.

You cannot deploy your Avaya Analytics™ solution on the same VMware cluster as Avaya Oceana® Solution. Avaya Analytics™ and Avaya Oceana® Solution have different VMware requirements.

The *Deploying Avaya Analytics™ 4.0 for Oceana®* Guide has the following requirements which need to be observed.

- DRS enabled at the cluster level and set to fully automatic.
- VMware HA is required to be enabled at the VMware cluster level.

Set the DRS migration threshold for the cluster containing Avaya Analytics™ 4.0.0.1 to **Conservative**.



Notes:

- Avaya Oceana® does not support VMware HA. Use the **VM Overrides** option to disable VMware HA for each Oceana® VM.
- Use the **VM Overrides** option to disable DRS for Oceana VMs; alternatively, DRS for Oceana® VMs may be configured according to the requirements in the *Deploying Oceana® Solution R3.7* Guide and PSN005416u (*DRS Affinity Rules for Oceana® applications in a Pod/ACP solution*).

2. Thin provisioning of disk storage within VMware for the Avaya Analytics™ 4.0.0.1 application

This PSN advises customers and partners that thin provisioning of disk storage within VMware for the Avaya Analytics™ 4.0.0.1 application is supported for all agent configurations.

Thus, even though the Deploying guide specifies the required disk storage space for each agent configuration, all of this disk space is not required to be provisioned on day 1, but can be added as and when needed. No maintenance window is required.

Avaya advises that it is the customer's responsibility to actively manage their VMWare disk space and to add more disk space well in advance of the application running out of space.

- NB: If there is insufficient disk space provided to the system when operating with thin provisioning then there would be disk write errors in the logs and a loss of data. Avaya bears no responsibility for this.
- Avaya recommends that additional disk space be provisioned whenever the remaining diskspace is less than 0.25 TB.
 - o This is assuming that the customer can provision additional storage within an hour or less – otherwise the customer may wish to be more proactive in adding additional storage. It is the responsibility of the customer to account for the time required to provision additional disk storage prior to the system reaching its current limit.
- Avaya recommends that alarms are configured in VMware to monitor disk space usage approaching this limit. (Avaya does not provide instructions on how to monitor storage usage or to setup alarms, as these are standard VMware operations).

Avaya recommends that a minimum of 1TB be provisioned initially for all agent configurations.

The additional disk space can be added during operation. No maintenance window is required.

Adding additional disk space is a standard VMware operation and there are no specific actions beyond the standard VMware actions for Analytics 4.0.0.1.

Workaround or alternative remediation

n/a

Remarks

n/a

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Back up before applying the patch

n/a

Download

n/a

Patch install instructions

Service-interrupting?

n/a

No

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

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