



Avaya Messaging™ v11.0 Release Notes

Includes: Service Pack 3

Release 11.0.0.4020 SP 3

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Release Notes Change history

Issue	Date	Description
5	31-Mar-2025	Introduction of Avaya Messaging v11.0.0.4030 SP 3 on Avaya Solutions Platform (ASP) 130 R6.0.x
4	1-Oct-2024	Avaya Messaging v11.0.0.4020 Service Pack 3
3	9-Feb-2022	Avaya Messaging v11.0.0.3204 Service Pack 2
2	7-Oct-2021	Avaya Messaging v11.0.0.1901 Service Pack 1
1.3	30-Aug-2021	Added Secondary Consolidated to processes
1.2	24-Aug-2021	Service Update 1
1.1	15-Jun-2021	Avaya Messaging v11.0.0.1609
1.0	27-Apr-2021	Avaya Messaging v11.0.0.1414 Initial Release

Introduction

Overview

This document provides release notes, important notices, and describes known issues for the Avaya Messaging v11.0.0.4020 Service Pack 3 solution. Reference [Section 1](#).

It also includes detailed information for Avaya Messaging v11.0.0.4020 Service Pack 3 deployments on Avaya Solutions Platform (ASP) 130 R6.0.x. Reference [Section 2](#).

Requirements for deployment of Avaya Messaging on ASP R6.0.x

The only version of Avaya Messaging supported on ASP is Avaya Messaging v11.0.0.4020 Service Pack 3 and only on ASP 130 R6.0.x. Avaya Messaging is not officially supported on earlier versions of ASP. Therefore, it is important for any customers with Messaging on ASP R5.x to move to ASP R6.0.x as soon as possible.

There are required rules in place for deployment of Avaya Messaging on ASP 130 R6.0.x. Please review these carefully:

- The application sizing rules in the Avaya OneSource Configurator (A1SC) for Avaya Messaging on ASP 130 R6.0.x are currently in process with a target date of mid-summer. In the interim, all orders will process through as a manual review by Product Management to ensure the required rules are met. The approximate 100GB required for the Windows Server OS will be included in sizing rules.
- Once rules are available in A1SC, A1SC is **required** to be utilized for ordering for new installs, migrations, additions of applications. If A1SC results in multiple servers, applications must be deployed based on the configurator output.
- It is possible that in a migration scenario, additional hardware may be needed to support application performance. Note that only Avaya ASP certified applications can be deployed on ASP servers. No third-party applications can be deployed.
- Avaya Messaging v11.0.0.4020 Service Pack 3 on ASP 130 R6.0.x is ONLY supported on RAID 6. That means that ASP 130 Dell R640 profile P2 and ASP 130 Dell R660xs profile A1 are not supported for Messaging.
- Both Primary and Secondary Voice Servers must be at the same full resource size requirements.
- Since Messaging does not have different footprints based on agent/seat/session counts, assessment of the call-rate is crucial when ordering. As can be seen in the tables below, it will be imperative to assess the required call rate for deployment. If it is expected for the call-rate to grow over time, best practice would be to size for the long term expected call-rate to minimize disruption in the future when additional hardware might be required.

Call-rate 900 calls/hour:

IXM Type (v11.0 SP3)	Virtual Application	ASP Server Profile Minimum (R660xs)	ASP Server Profile Minimum (R640)
Single	IXM Single (<i>Profile SA2</i>)	A2	P3
HA	IXM Primary Voice server (<i>Profile HA1</i>)	A2	P3
	IXM Secondary Voice server (<i>Profile HA1</i>)	A2	P3
	IXM Primary Consolidated server (<i>Profile HA1</i>)	A2	P3
	IXM Secondary Consolidated server (<i>Profile HA1</i>)	A2	P3

Call-rate 1500 calls/hour:

IXM Type (v11.0 SP3)	Virtual Application	ASP Server Profile Minimum (R660xs)	ASP Server Profile Minimum (R640)
Single	IXM Single (<i>Profile SA2</i>)	A2	P3
HA	IXM Primary Voice server (<i>Profile HA1</i>)	A3	P5
	IXM Secondary Voice server (<i>Profile HA1</i>)	A3	P5
	IXM Primary Consolidated server (<i>Profile HA1</i>)	A2	P3
	IXM Secondary Consolidated server (<i>Profile HA1</i>)	A2	P3

Call rate 3000 calls/hour:

IXM Type (v11.0 SP3)	Virtual Application	ASP Server Profile Minimum (R660xs)	ASP Server Profile Minimum (R640)
Single	IXM Single (<i>Profile SA2</i>)	A2	P3
HA	IXM Primary Voice server (<i>Profile HA1</i>) (Only VM on server due to high resource/usage requirements)	A31	P51
	IXM Secondary Voice server (<i>Profile HA1</i>) (Only VM on server due to high resource/usage requirements)	A31	P51
	IXM Primary Consolidated server (<i>Profile HA1</i>)	A2	P3
	IXM Secondary Consolidated server (<i>Profile HA1</i>)	A2	P3

Section 1: Updates, Fixes and Features for Avaya Messaging v11.0.0.4020 Service Pack 3.

The following are summaries of all of the fixes and changes included in 11.0.0.4020, Service Pack 3.

Service Packs are cumulative and when a new Service Pack is released, the previous Service Pack is removed from support.avaya.com.

NUMBER	SUMMARY
12144	11.0sp1 Time stamp in body of SMTP message with HTML content does not reflect mailbox's time zone
12195	11.0SP1 – Tolee crash when ASR is used
12214	11.0SP1 - admin issue when assigning to specific company
12222	DTMF# not always recognized when recording greeting; responds with 'sorry I did not get that'
12257	ACFD: 11sp1 – Getting 486 busy on all the calls; getting resolved by restarting Voice server – The number of failed ports has reached defined limit.
12286	IXM 10.8 & 11 do not follow the operator schedule in the Language tab
12358	ACFD: 11 Sp2 report server not syncing to consolidated if you add 2 nd company
12482	IXM – 11.0 – Problem with some German translations
12484	11.0SP2 – web access playback of forwarded message with comments does not play
12492	Web client – display issue for location greeting
12499	ACFD: R11 – Files in \UC\Recources\Vserver have “invalid digital signature”
12506	IXM 11 SP2 – Bug with templates being applied
12517	UC Admin inconsistent in applying number in name rules
12518	Web Admin requires additional field entry compared to UC Admin for Message Options>Print to Server Default Printer
12525	10.6 – web client click on messages, pop up windows is blank when browser is minimized
12531	Web report for Voice Menu Summary does not populate available Voice Menus for selection
12542	ACFD: R11sp2 UCWEBAPI – Allowing to assign mailbox to a department that does not exist
12548	IXM 11.0 – MS Graph service is leaking memory and stops synchronizing emails with the user's inbox
12552	ACFD: R11sp2 UCWEBAPI – Able to create mailbox 444 twice
12567	11.0SP2 – creating company in web admin with single quotes as name, saves as double quotes.
12635	IXM 11.0 SP1 stops recognizing DTMF
12746	ACFD: R11sp2 – Imap User name only taking 50 character Max
16338	11.0 SP2 – dbwatcher crashing on dedicated cse server
16340	ACFD: R11sp2 – Mobilink listener unable to start
16369	11.0SP2 – DNIS multiple companies issue
16401	ACFD: R11sp2JITIC – Self service Password Reset url incomplete/broken
16402	ACFD: R11sp2 – SingleServerToHAMigration_UTILITY stuck on exit code of dbisql(starting dbeng17):9

16421	UC Port on the Voicemail web client has no Avaya branding - AEC
16428	ACFD: R11sp2 HA – Voice messages (type 4) are not purged per feature group storage setting with O365 sync enabled
16435	11.0 SP2 – Email notification for fax call does not add country code in the caller ID in from header
16446	REPORT TOOL: General Information Report->chose the select radio button for company, chose a company->chose the select radio button for Organizational Unit and select and Organizational Unit will return a “404 File or directory not found”
16471	ACFD: 11 sp2 – ASR on TUI sending a message dials out the destination mailbox
16475	ACFD: 11sp2 – Russian Language pack changes WebReport pages to Russian
16515	ACFD: 11sp2 – Deactivate MWI if is enabled and still sending MWI
16546	R11 webreports in Japanese show weird characters
16548	11.0SP2 system logging Port was not released properly in UC event log and port becomes hung
16737	11.0SP2 – Users are NOT receiving the Urgent in the header of the voicemail transcription in their email
16758	11.0sp2 – Weblinks are not working on Dedicated Web Server
16779	R11sp2: AM incorrect path when looking for greeting – [IsRemoteFileExists], On Consolidated server
16780	IXM 11 – FIPS-JITC – SIP service is not running when set the parameter FIPS=1 in ETSIPService.ini file
16781	IXM 11 – FIPS-JITC – Unable to add .docx, .jpg and .png file formats as attachments when composing a FAZ via WebClient
16791	11.0SP2 – visual voicemail not working
16793	11.0SP2 – Graph API for CSE need setting to change hardcoded default to graph URL
16798	11.0SP2 – free format dialing max length setting is not working
16799	IXM 11 – FIPS- The new greeting is not replayed automatically after being recorded by new user
16801	IXM – FIPS Build – 11.00.4001 – Web report: General Information template doesn’t show list of the Companies
16847	R11sp2 – Webreport when you click on individual for “Logged in on phone” shows nothing
16852	11.0SP2 – port locking up
16854	R11Sp2 – Vulnerability – Vmware Tools VMSA-2023-0019/CVE-2023-20900
16857	11.0SP2 – web access – web tutorial issue
16859	R11sp2 – Web report not sending to multiple emails
16893	IXM 11SP3 – Cannot download attachments in message on web client and get 500 error due to incorrect physical path in the virtual directory
16901	11.0SP2 – Rest Api questions
16909	IXM 11SP3 – with IXM HA server, the Password Reset webpage doesn’t show the text information
16922	R11sp2 – Web access keeps playing voice messages even if you close it
16941	11.0SP2 – web report – voice menu summary report date range filter does not work
16942	11.0SP2 – voice menu summary download csv issue

Details

The following are details of all fixes and changes included in 11.0.0.4020, Service Pack 3.

NUMBER	DETAILS
12144	Timestamp in the html portion of the email notification is not following the timezone set for the mailbox, it's following the server time
12195	Tolee crash when ASR is used.
12214	Administrator user that is part of company 1 can create administrative users and assign them to company 2
12222	Intermittently when recording greetings, the server does not detect the # to terminate recoding & prompts with 'I am sorry, I did not get that'
12257	Single Server, started to have an issue getting 486 busy on all calls every day
12286	Configured operator in schedule is not recognized at the company level
12358	From = Von , To = An: , Page = Seite , From = 001 von 001 and In Germany we do not use am and pm, we have a 24h time counting, so 2:00 pm is 14:00.
12482	Customer would like to have the following translations corrected so they show properly when sending and receiving faxes
12484	web access playback of forwarded message with comments does not play
12492	in web client for location greeting that the display name is wrong. Current when playing default greeting it shows play internal greeting but actually it is playing external greeting. The wording needs to be change to reflect that
12499	Voice server resource files were not digitally signed correctly
12506	Mailbox template values assigned even if we click cancel while applying templates
12517	Mailboxes COULD be created with numbers in the Last Name Field, but were denied in the first name field
12518	When creating Message Options > Pint to Server Default Printer options, the Destination can be created with no entry in this field
12525	if the browser window is not in full screen when click on messages, pop up windows is blank
12531	UCWebapi allowing to assign mailbox to a department that does not exist
12542	UCWebapi allowing to assign mailbox to a department that does not exist.
12548	MS Graph service is leaking memory and stops synchronizing emails
12552	able to create mailbox 444 twice using webapi
12567	web admin seems to have a bug where if you create a company and have single quotes in the name
12635	it should be removed from release note , It was a network issue.
12746	If the new imap username is longer than 50 characters, the imap username will not be updated
16338	dbwatcher is crashing frequently on a dedicated cse server
16340	Unable to start Mobilink listener
16369	when using DNI for multiple companies, there's issue if DNIS length is set to 10 and does not work.
16401	When a user doing password reset the email that they are receiving has incomplete url
16402	Cannot connect to database when running SingleServerToHAMigration_Utility
16421	The UC sign in is not Avaya or customer branded. This is leading the user to suspect a phishing attach and raise a ticket to customer IT.
16428	Voice messages are not purged per feature group storage setting with O365 sync enabled
16435	E-mail notification for fax call does not add country code
16446	General Information Report, when filtering by Operational Unit return 404 error
16471	When the user logs in to his mailbox and selects the option to send a message, AM will ask for the destination and if the user presses #, he will hear a prompt that says "...to dial by name. ..." then the AM transfers the call to the recipient instead of recording a message
16475	Russian Language pack changes WebReport pages to Russian. and no way to revert afterward

NUMBER	DETAILS
16515	MWI should not be sent when the recipients of a message are greater than the value of "the number of internal recipients more than " and "Diactivated MWI" is enabled
16546	webreports in Japanese shows weird characters
16548	Ports are not releasing properly
16737	Urgent Flag is not being showed at messages with Email Synchronization over O365
16758	Weblinks give the below error on dedicated Web Server. 500 Internal Server error - "LoadLibrary Failed"
16779	When user A from company 1 logs in and listens to a message from user B from company 2, the system cannot find the message.
16780	JITC - SIP service is not running when set the parameter FIPS=1 in ETSIPService.ini file
16781	Unable to add .docx, .jpg, and .png file formats as attachments when composing a FAX via WebClient.
16791	customer is using the visual voicemail button and when they click on it, it does not work
16793	Graph API for CSE need setting to change hardcoded default graph URL, investigation was stopped by customer
16798	When the maximum length is set, it should not allow the user to free format more than the maximum length set.
16799	The new greeting is not replayed automatically after being recorded by new user
16801	General Information template doesn't show list of the Companies
16847	Webreport when you click on individual for "Logged in on phone" nothing shows
16852	dbwatcher causes ports to be locked.
16854	it should be removed from release note,VMWare tools are not part of Avaya Messaging
16857	End the end of web access tutorial, it shows some reference links to URLs don't exist a. youtube channel down , b. web access page not available
16859	API is getting inconsistent results getting the message counts in a mailbox
16893	Web Access users are unable to download message attachments
16901	API is getting inconsistent results getting the message counts in a mailbox
16909	the Password Reset webpage doesn't show the text information
16922	when playing back voice message from web client, if you close the player, the message continues to play.
16941	When selecting date range it just ignores the date range filter and pulls all data for the report ignoring the date range
16942	CSV download link doesn't work because it adds tags </td> in the url

Section 2: Deploying Avaya Messaging v11.0.0.4020 Service Pack 3 on ASP 130 R6.0.x.

This section covers deployment of Windows Server as a virtual machine on ASP 130 R6.0.x and installation of Avaya Messaging 11.0 SP3 on the Windows Server.

Avaya Solutions Platform 130 R6.0.x

- 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 ASP R6.0.x program introduced *KVM on Red Hat Enterprise Linux (RHEL) 8.10*. ASP 130 R6.0.x and ASP S8300 R6.0.x are turnkey, pre-configured hardware solutions. Avaya Messaging is ONLY supported on the ASP 130 R6.0.x (Dell R660xs and Dell R640).
- ASP R6.0.x introduced the Dell R660xs server as a replacement for the Dell R640.
- Reference ASP R6.0.x documentation on support.avaya.com for additional information.

Important Notes:

- Avaya Messaging is installed on a Windows Virtual Machine that is deployed on ASP 130 R6.0.x. The Windows software and license is the responsibility of the end customer. *The customer is responsible for the creation/deployment and maintenance of the Windows Virtual Machine. This is applicable not only in a new installation, but also in a recovery process.* Avaya provides detailed guidelines for installation of Windows on ASP 130 R6.0.x but is not responsible for troubleshooting Windows issues.
- It is imperative that customers stay current with the latest Avaya certified ASP R6.0.x release to ensure a robust security environment as new ASP R6.0.x releases are made available.
- **Unless otherwise stated by Avaya, DO NOT change any settings on the hypervisor.**
- It is imperative that only Avaya ASP certified applications be deployed on ASP servers. A1SC is required to be utilized for ordering for new installs, migrations, additions of applications. If A1SC results in multiple servers, applications must be deployed based on the configurator output.

Procedures for deploying Windows Server as a virtual machine on ASP R6.0.x

Note: Best practice is to always be on the latest version of ASP R6.0.x. In ASP R6.0.0.1, a new version of **av-asp-tools** rpm required for the update to ASP R6.0.0.1 is introduced. Once installed, this provides the **asp-update-os** command to be used to update ASP R6.0.0.0 to R6.0.0.1 and later. In addition, it creates the /var/lib/libvirt/staging directory with correct permissions to facilitate the direct transfer of images to the staging folder.

1. Download Windows Server installation ISO file from Microsoft to your PC.
Note: The Windows software and license is the responsibility of the end customer. Avaya Messaging 11.0 SP3 supports both Windows Server 2019 or 2022. Reference [download-windows-server-2019](#) to download Windows Server 2019 ISO file. Reference [download-windows-server-2022](#) to download Windows Server 2022 ISO file.

2. Download to your PC the virtio-win driver ISO file for ASP R6.0 from plds.avaya.com. (*virtio-win-1.9.39.iso*; PLDS ID: ASP000000043)

Note: This driver is only for use with Avaya Messaging V11SP3 on ASP R6.0.x.

It CANNOT be distributed or deployed in any other scenario due to licensing requirements.

3. Login to the ASP R6.0.x CLI with *custadm* credentials.

4. Ensure that the staging folder exists:

```
sudo ls -ld /var/lib/libvirt/staging
```

5. Ensure to remove any older images from the staging folder.

6. Ensure sufficient space is available in the staging folder to copy the KVM image.

7. If the staging folder does not exist, create it using the following commands:

```
sudo mkdir /var/lib/libvirt/staging
sudo chown custadm:wheel /var/lib/libvirt/staging
```

8. The chown command now allows custadm to write into the staging directory. The permissions should look as follows:

```
drwxr-x---. 2 custadm wheel 6 Oct 23 14:32 /var/lib/libvirt/staging
```

9. Copy the Windows Server ISO image and virtio-win driver to the ASP R6.0.x host in /var/lib/libvirt/staging using the winscp tool and *custadm* credentials

10. Run the following command to verify the Windows Server ISO image and virtio-win driver are available in the staging folder:

```
sudo ls -lr /var/lib/libvirt/staging
```

11. Go to /var/lib/libvirt/staging folder and run the following command to copy the Windows Server ISO image and virtio-win driver to the /var/lib/libvirt/images directory:

```
sudo cp <Windows Server ISO name> /var/lib/libvirt/images
sudo cp <virtio-win driver name> /var/lib/libvirt/images
```

12. Change directory to /var/lib/libvirt/images directory and run the following command to verify the Windows Server ISO image and virtio-win driver are present:

```
sudo ls -lrt
```

13. Modify the file ownership for these files to ensure it is qemu:qemu
`chown qemu:qemu <Windows OS installation ISO file>`
`chown qemu:qemu <virtio-win driver file>`
14. Change directory to /var/lib/libvirt/staging directory and remove the Windows Server ISO image and virtio-win driver from the staging directory. This is important to ensure that there is sufficient space for future deployments of images. Do NOT remove files from the “images” directory.
15. Execute the following command to create the Windows Virtual Machine. The “os-variant” required in this field will depend on the Windows OS version being deployed.

Example for Windows Server 2019:

```
sudo virt-install --name <Win-VM-Name> --memory 16384 \  
--vcpus sockets=8,cores=1,threads=1,maxvcpus=8 --cpu host-model \  
--cdrom /var/lib/libvirt/images/<WindowsOS ISO filename> \  
--os-variant win2k19 \  
--disk size=400,sparse=no,bus=scsi,cache=directsync \  
--disk path=/var/lib/libvirt/images/virtio-win-1.9.39.iso,device=cdrom \  
--network bridge=bridge0 \  
--graphics vnc,listen=127.0.0.1 --noautoconsole \  
--channel type=unix,source.mode=bind,target.type=virtio,name=org.qemu.guest_agent.0 \  
--boot uefi
```

Example for Windows Server 2022:

```
sudo virt-install --name <Win-VM-Name> --memory 16384 \  
--vcpus sockets=8,cores=1,threads=1,maxvcpus=8 --cpu host-model \  
--cdrom /var/lib/libvirt/images/<WindowsOS ISO filename> \  
--os-variant win2k22 \  
--disk size=400,sparse=no,bus=scsi,cache=directsync \  
--disk path=/var/lib/libvirt/images/virtio-win-1.9.39.iso,device=cdrom \  
--network bridge=bridge0 \  
--graphics vnc,listen=127.0.0.1 --noautoconsole \  
--channel type=unix,source.mode=bind,target.type=virtio,name=org.qemu.guest_agent.0 \  
--boot uefi
```

Note: explanation for some parameters used in the command:

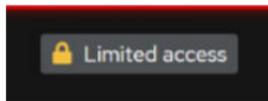
- “--name”: This is the VM name.
- “--cdrom”: File path of the Windows OS installation DVD ISO.
- “--os-variant”: Enter the corresponding short ID of the Windows OS to install (Example: ‘win2k19’ for Windows Server 2019 or ‘win2k22’ for Windows Server 2022)
- “--network”: The value after the sub-parameter “bridge=” is the bridge name. *Note: bridge0 is the default network access for management and application traffic.*
- “--boot uefi”: (Enable UEFI BIOS). Recommend to enable UEFI BIOS for more secure & faster boot speed and support of large driver (more than 2TB). If do not specify --boot parameter, it will default to legacy BIOS.
-

The following values must be set based upon the referenced Messaging documentation and comments below:

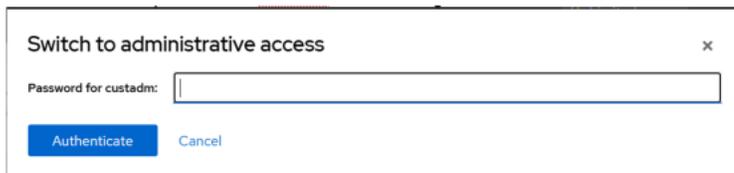
--memory 16384 (VM memory in MB). Refer to [Avaya Messaging Server](#)

[Installation Guide](#), page 40 to set suitable value of RAM for targeted deployment profile of Avaya Messaging server (SA1-2, HA1-7)
--vcpus sockets=8,cores=1,threads=1,maxvcpus=8 (vCPUs attached to VM).
Refer to [Avaya Messaging Server Installation Guide](#), page 40 to set suitable value of CPU for targeted deployment profile of Avaya Messaging server (SA1-2, HA1-7)
--disk size=400 (The number after the sub-parameter “size=” is the size in GB).
Refer to [Avaya Messaging Server Installation Guide](#), page 40 to set suitable value of Storage for targeted deployment profile of Avaya Messaging server (SA1-2, HA1-7)

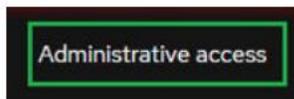
16. Log in to the KVM Cockpit web console as *custadm* in the following form:
`https://<server_ip>:9090`
17. For administration actions, on the top-right of the window, click on the **Limited access** button to change to **Administrator access**. If this is not performed, Virtual Machines will not be visible. Administrator access is similar to root access. Ensure care is taken when making updates.



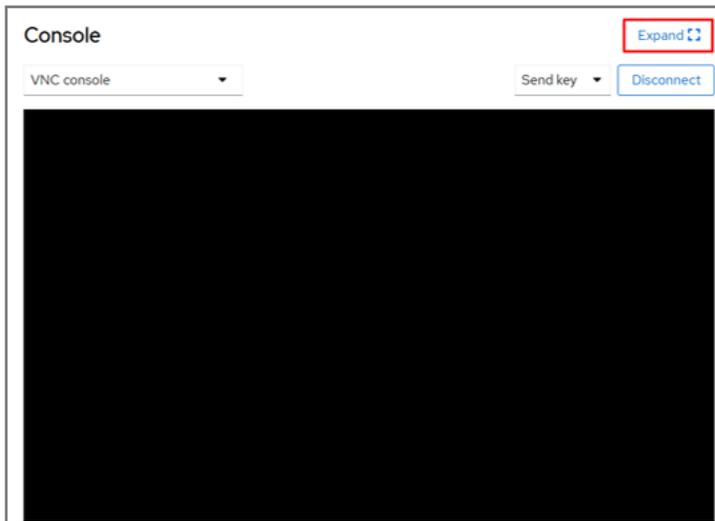
18. In the **Switch to administrative access** window, enter the password for *custadm*.



The Limited access button on the top-right of the window changes to Administrative access.



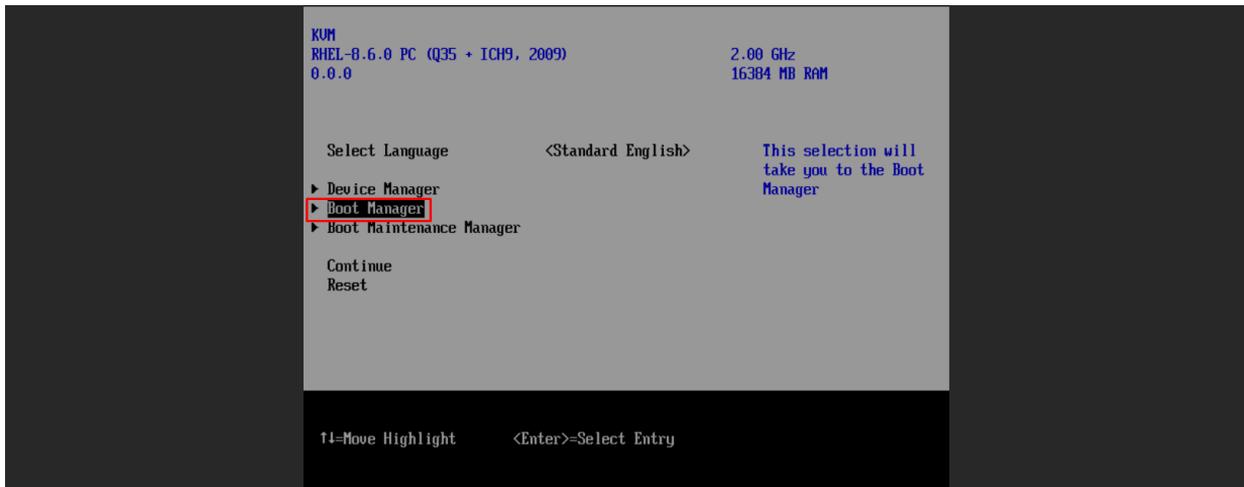
19. On the VM screen, go to the Console section and click on **Expand** to see a bigger view. Click inside the console screen.



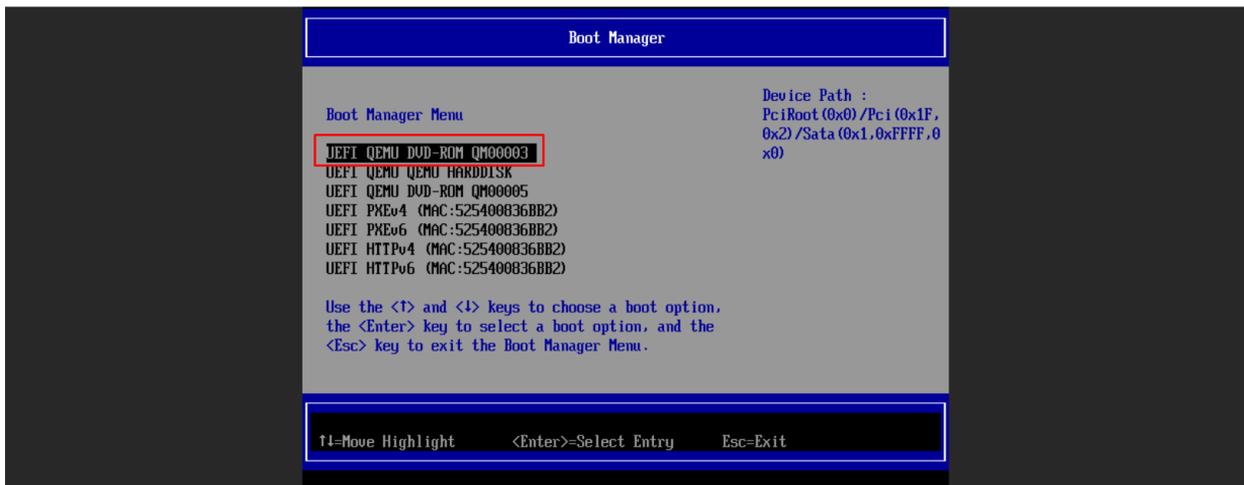
20. The following screen will appear. Press any key to continue the bootup process.



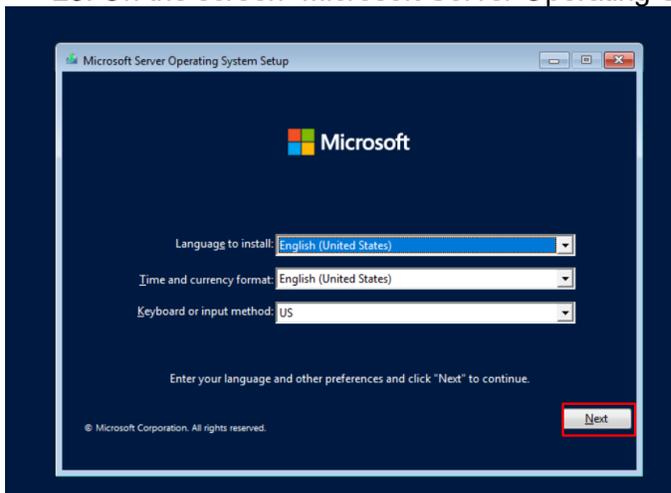
21. If too much time has elapsed before accessing the console, then the prompt to continue booting will have timed out and the VM will return to the BIOS screen where the following will be displayed. Click on the **Boot Manager** option.



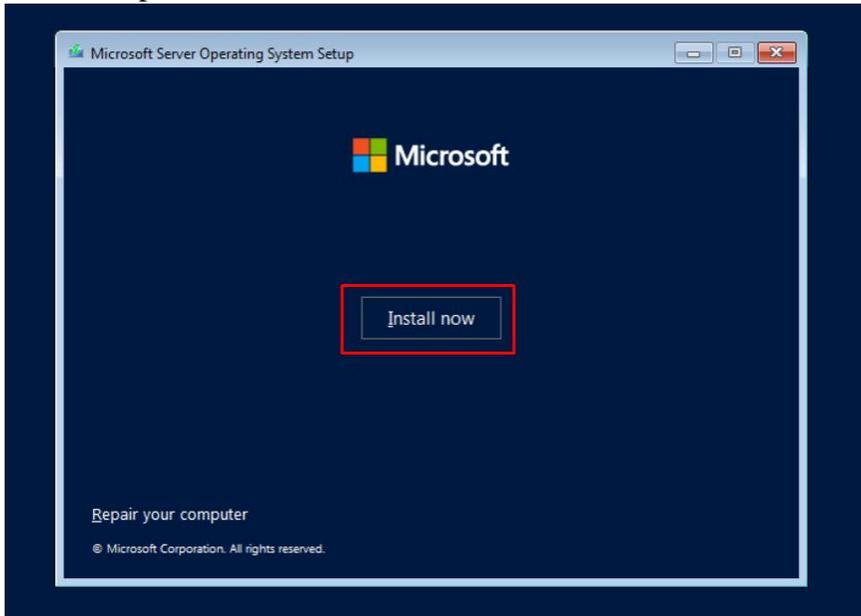
22. After selecting the **Boot Manager** option above, the following will be displayed. Click on the “**UEFI QEM DVD ROM QM00....**” Selection.



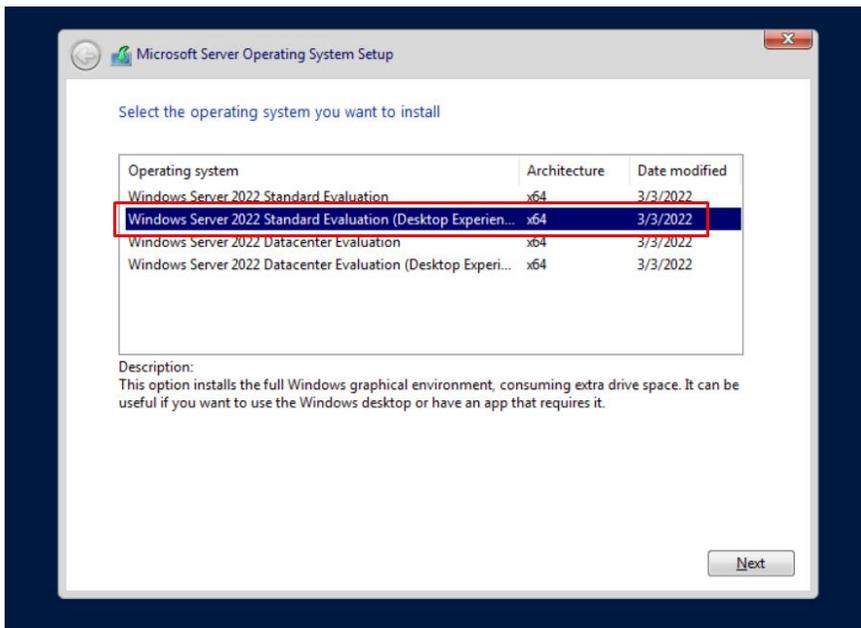
23. On the screen “Microsoft Server Operating System Setup”, click **Next**.



24. In OS setup, click **Install now**.

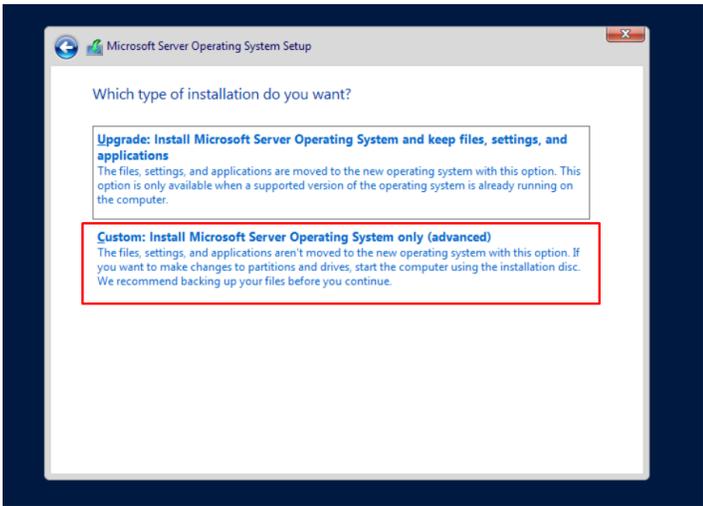


25. Choose OS setup is Windows Server 2022 Standard Evaluation (Desktop Experience) x64 and then click **Next**.

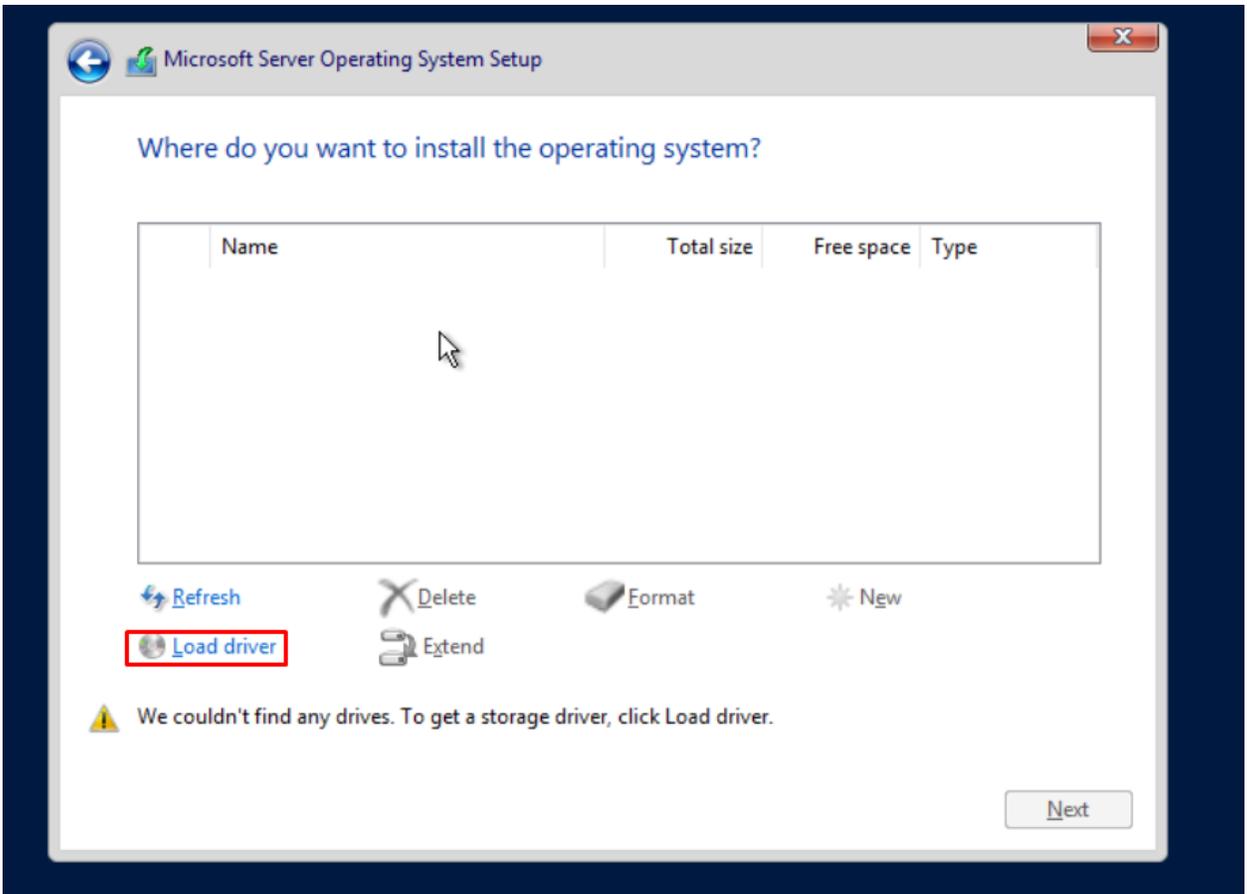


26. Accept the License.

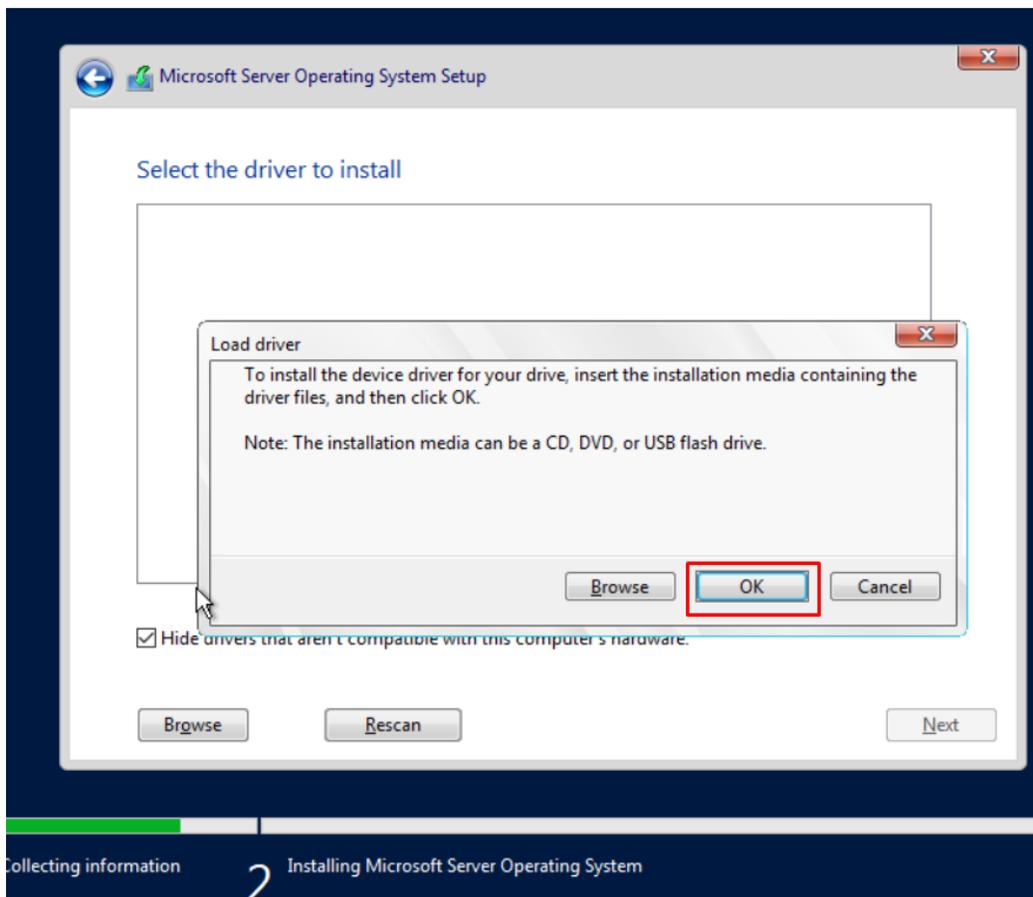
27. On the screen "**Which type of installation do you want?**", choose **Custom**.



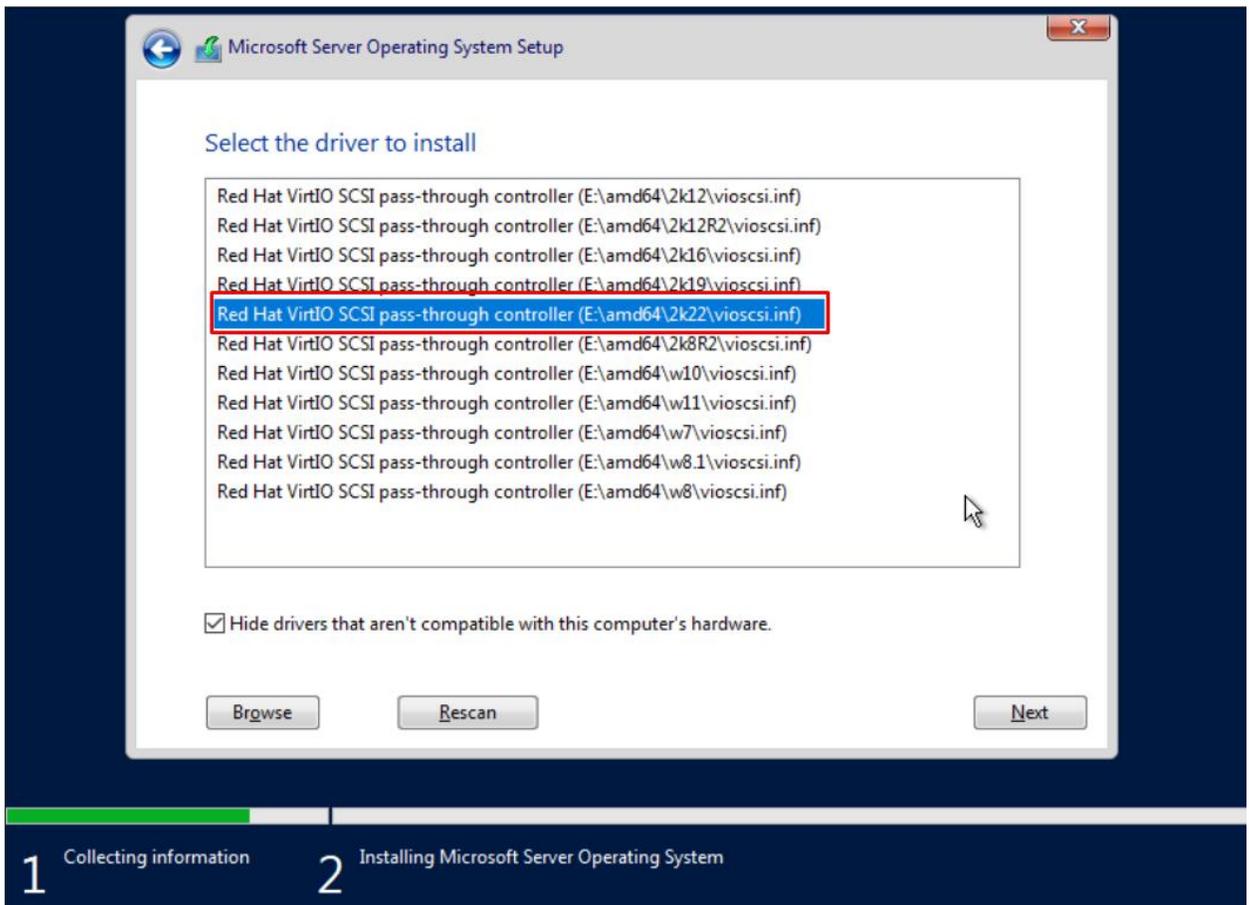
28. Click on **Load driver** in the screen “Where to you want to install the operating system?”. Browse to the CD drive which has the virtio-win driver CD mounted. Go to the required directory and sub-directory for the virtio-win driver.



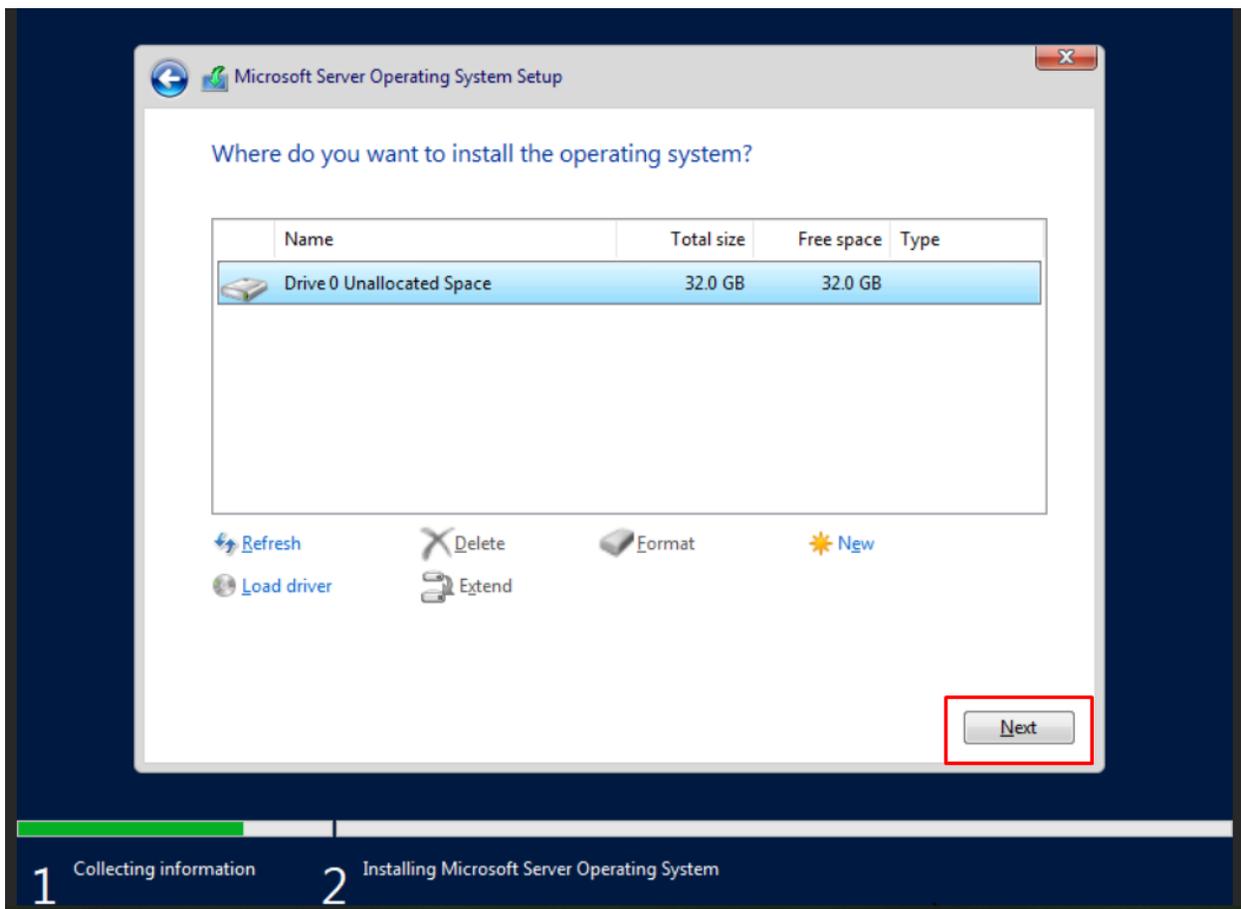
29. Select **OK** to proceed.



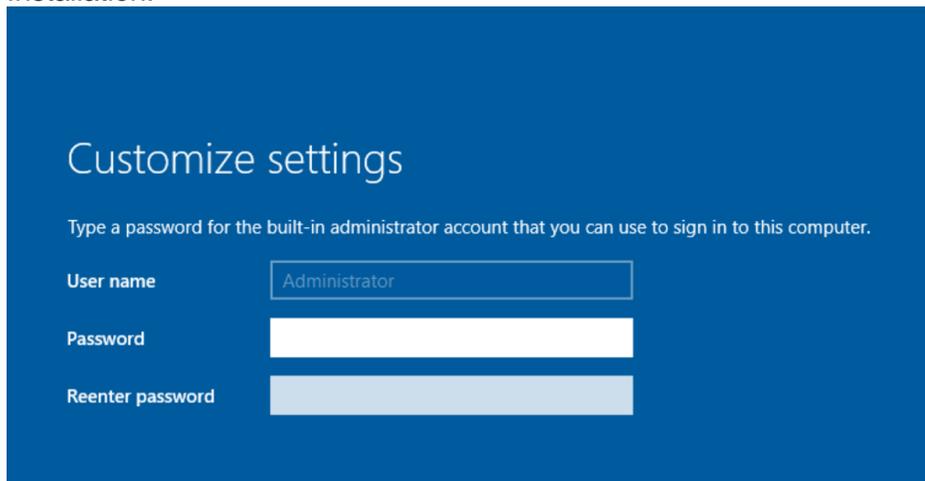
30. On the "**Select the driver to install**" screen, you should select the driver corresponding to the version of Windows server that is being installed, based on the sub-directory. For example, for Windows Server 2022, choose driver associated with path 'win2k22' as highlighted below. Then select **Next**.



31. After selecting Next above, it returns to the screen “**Where do you want to install the operating system?**” where Drive 0 is now visible. Select **Next** to continue.



32. Enter the password for Windows Administrator account to complete Windows Installation.



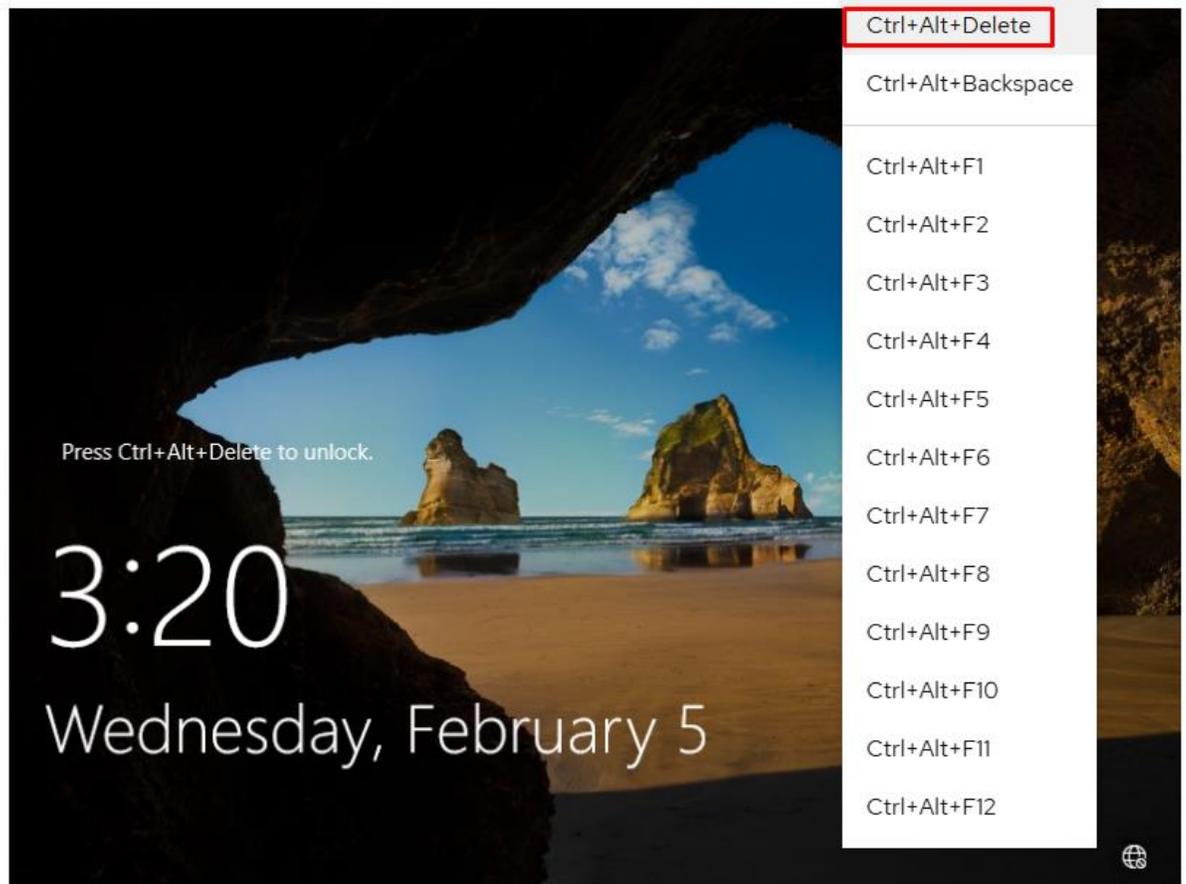
33. Use the "Send key" option of console (top right) to send **Ctrl-Alt-Del** to the VM to login. Example shown below:

Console

Expand 

VNC console ▼

Send key ▼ Disconnect



Ctrl+Alt+Delete

Ctrl+Alt+Backspace

Ctrl+Alt+F1

Ctrl+Alt+F2

Ctrl+Alt+F3

Ctrl+Alt+F4

Ctrl+Alt+F5

Ctrl+Alt+F6

Ctrl+Alt+F7

Ctrl+Alt+F8

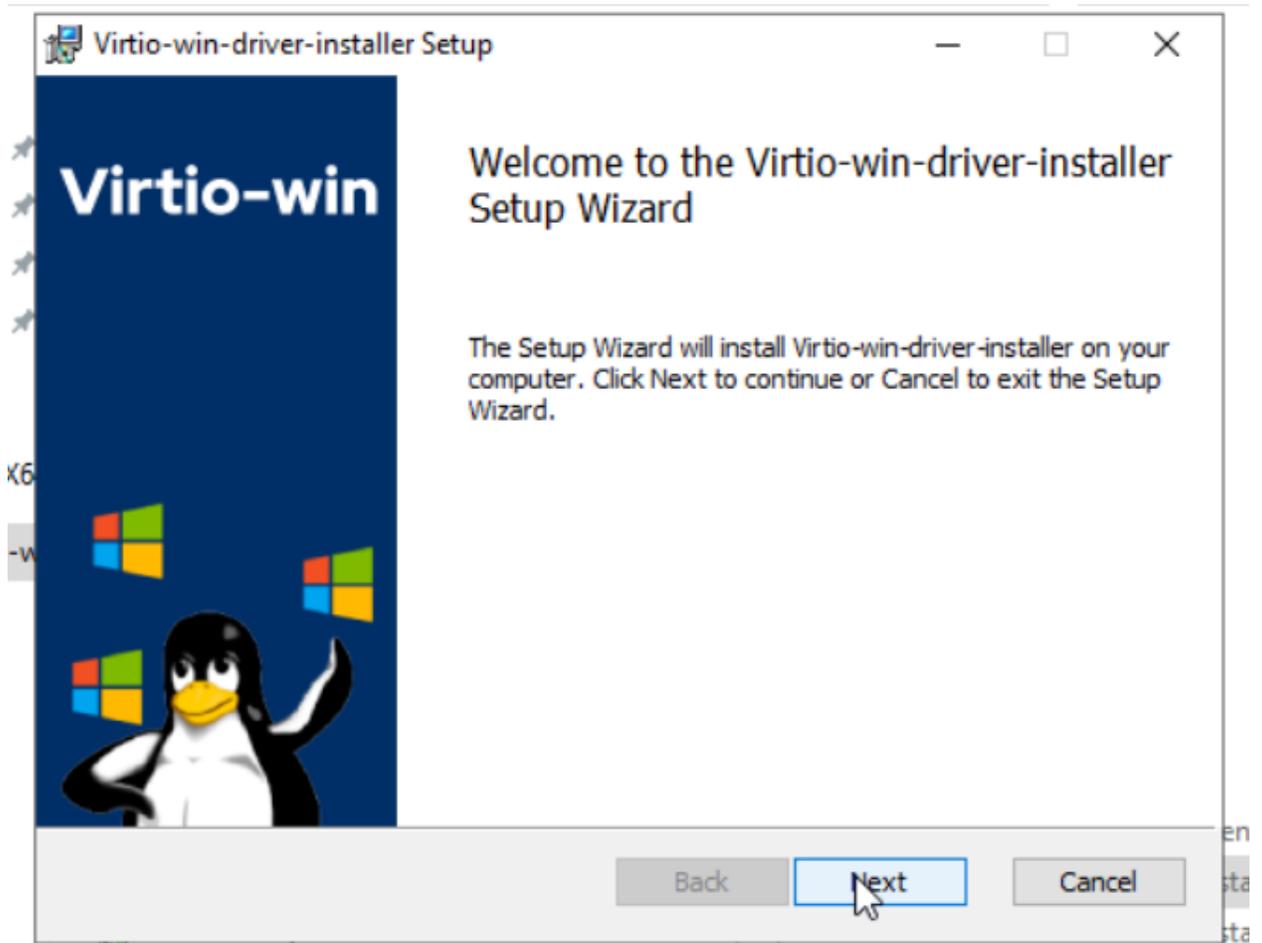
Ctrl+Alt+F9

Ctrl+Alt+F10

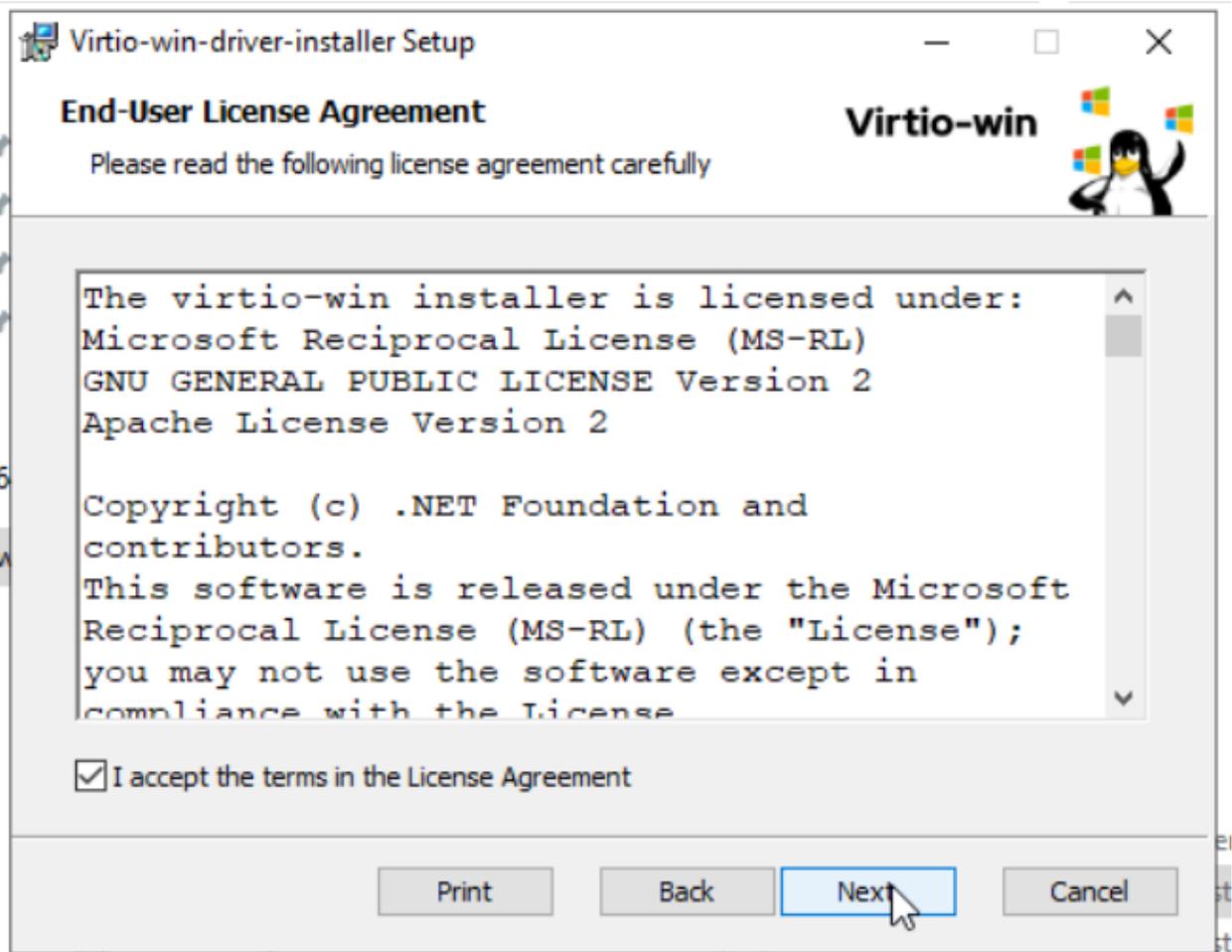
Ctrl+Alt+F11

Ctrl+Alt+F12

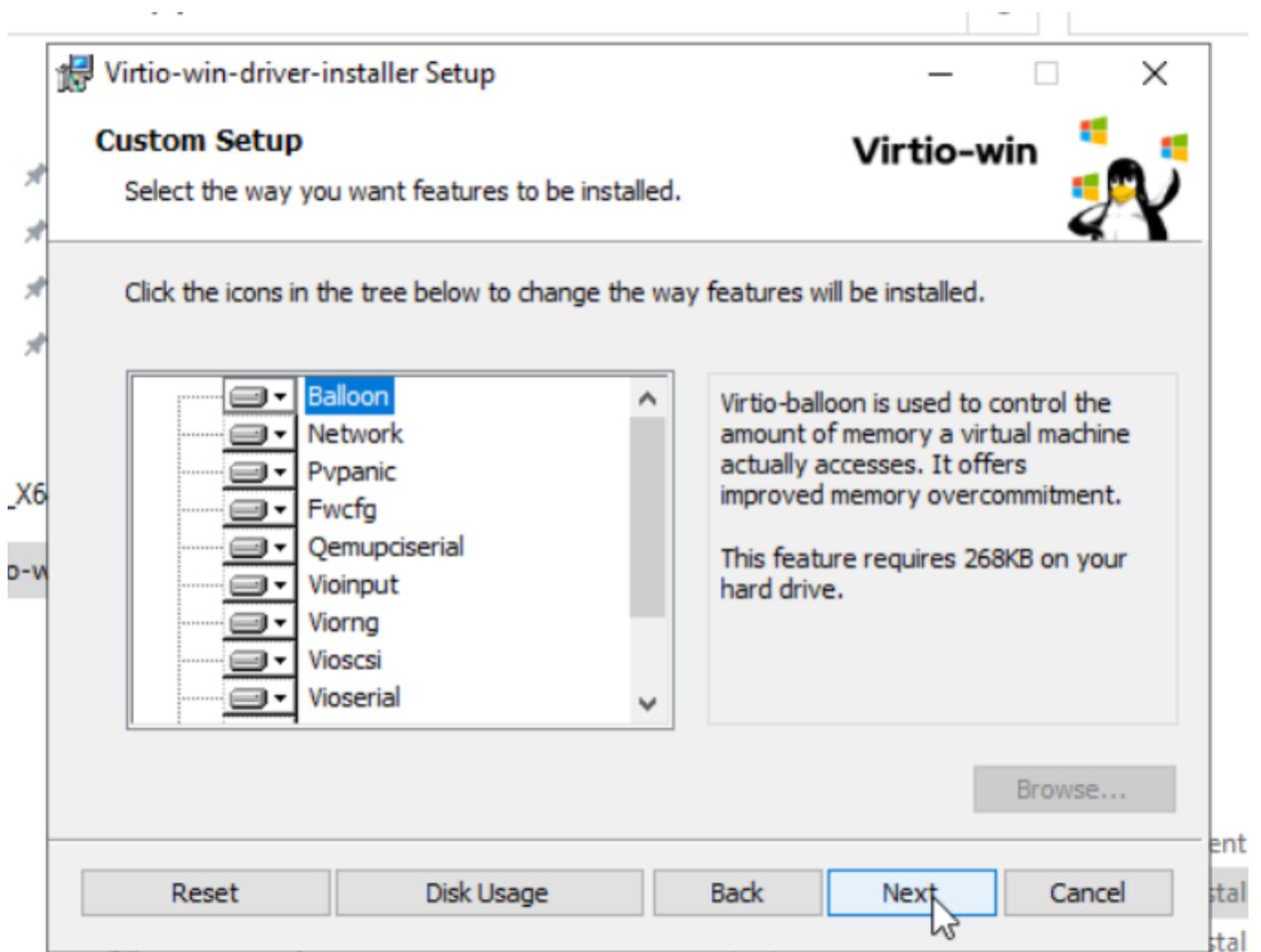
34. Open Windows Explorer, navigate to the drive containing the virtio-win drivers. Run **virtio-win-gt-x64** file.
35. Click **Next**.



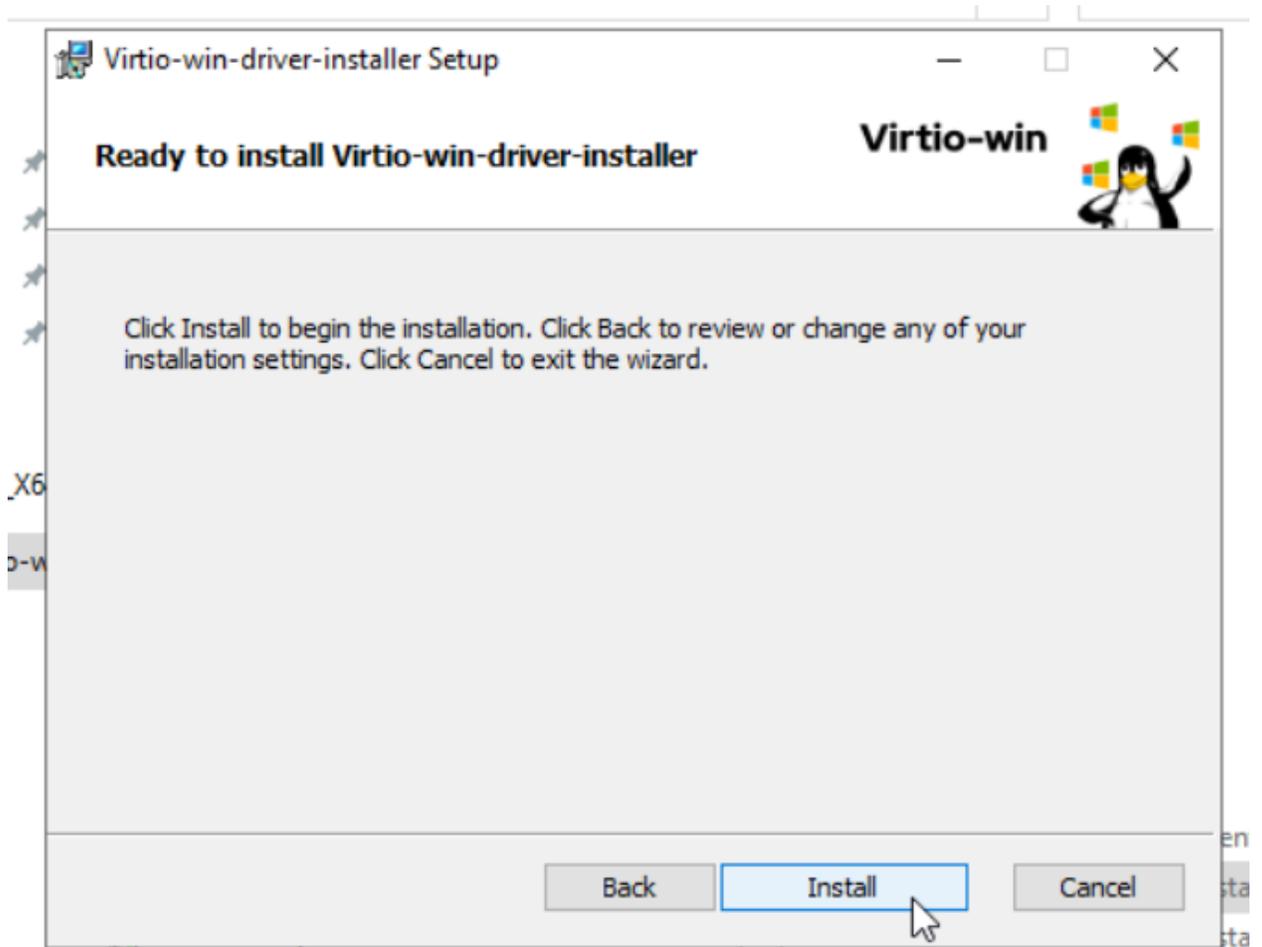
36. Accept the License and click **Next**.



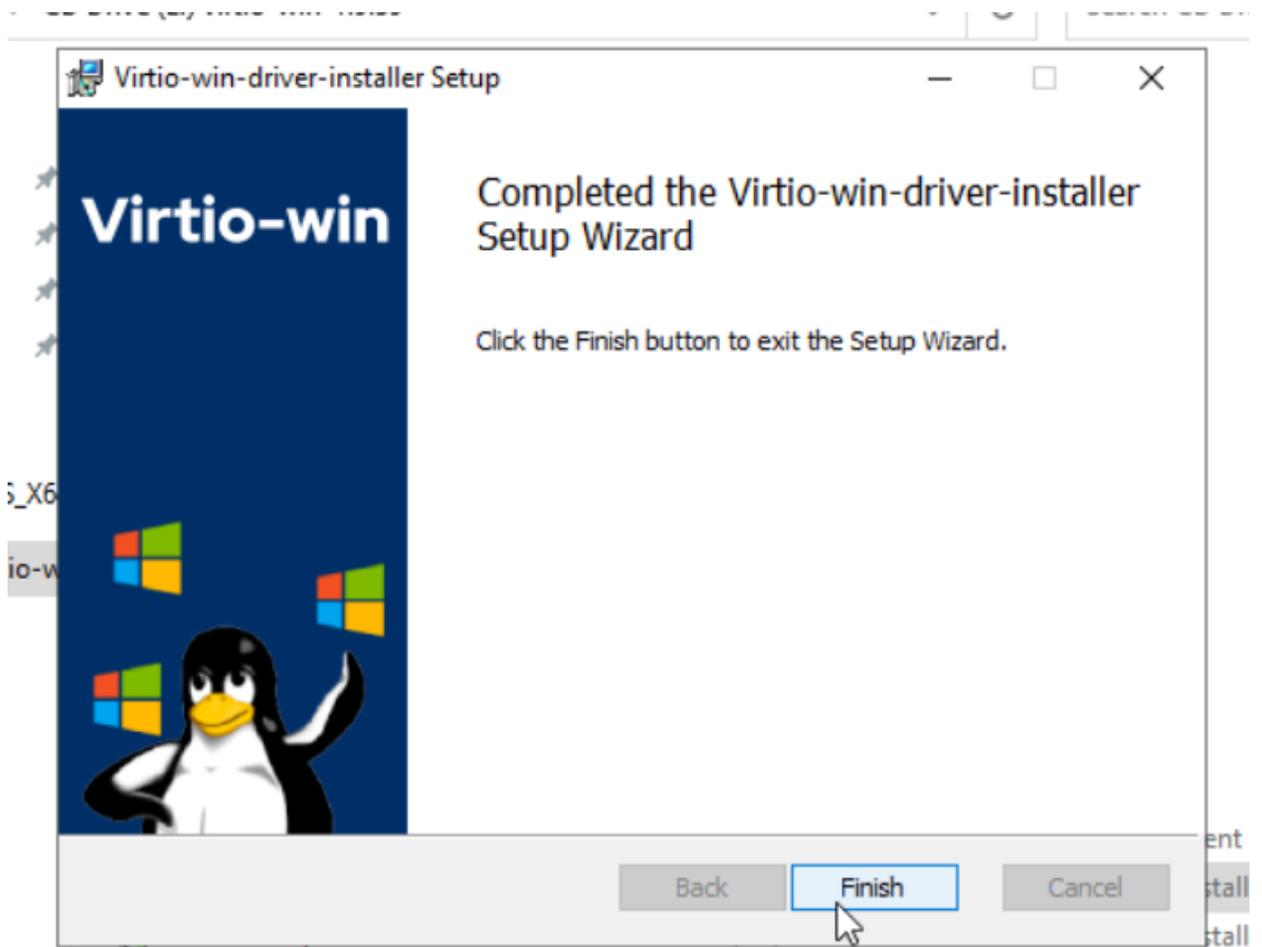
37. Click **Next**



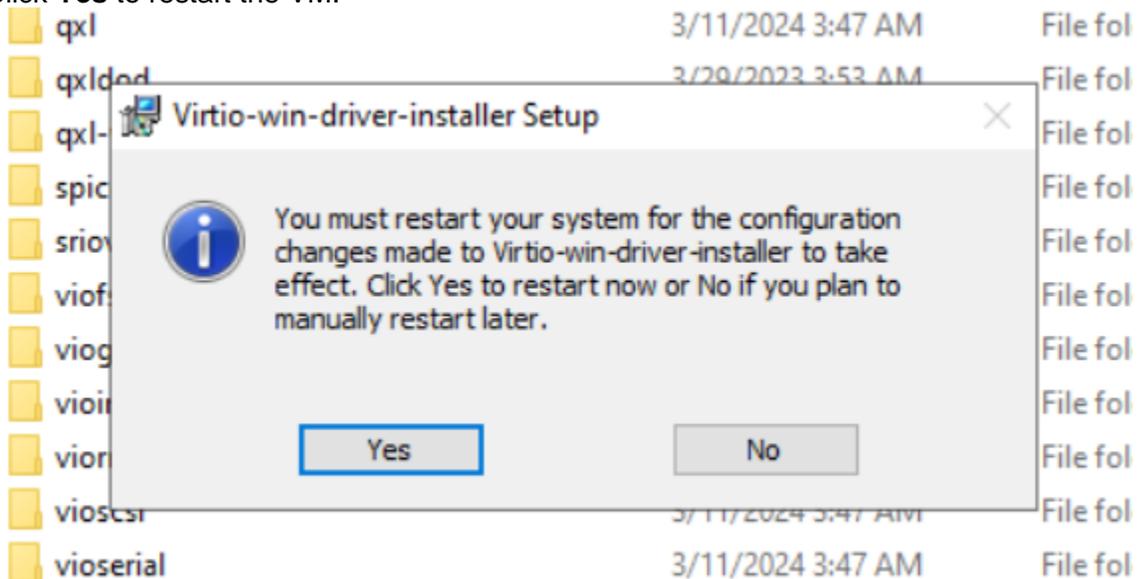
38. Click **Install**.



39. Click **Finish**.



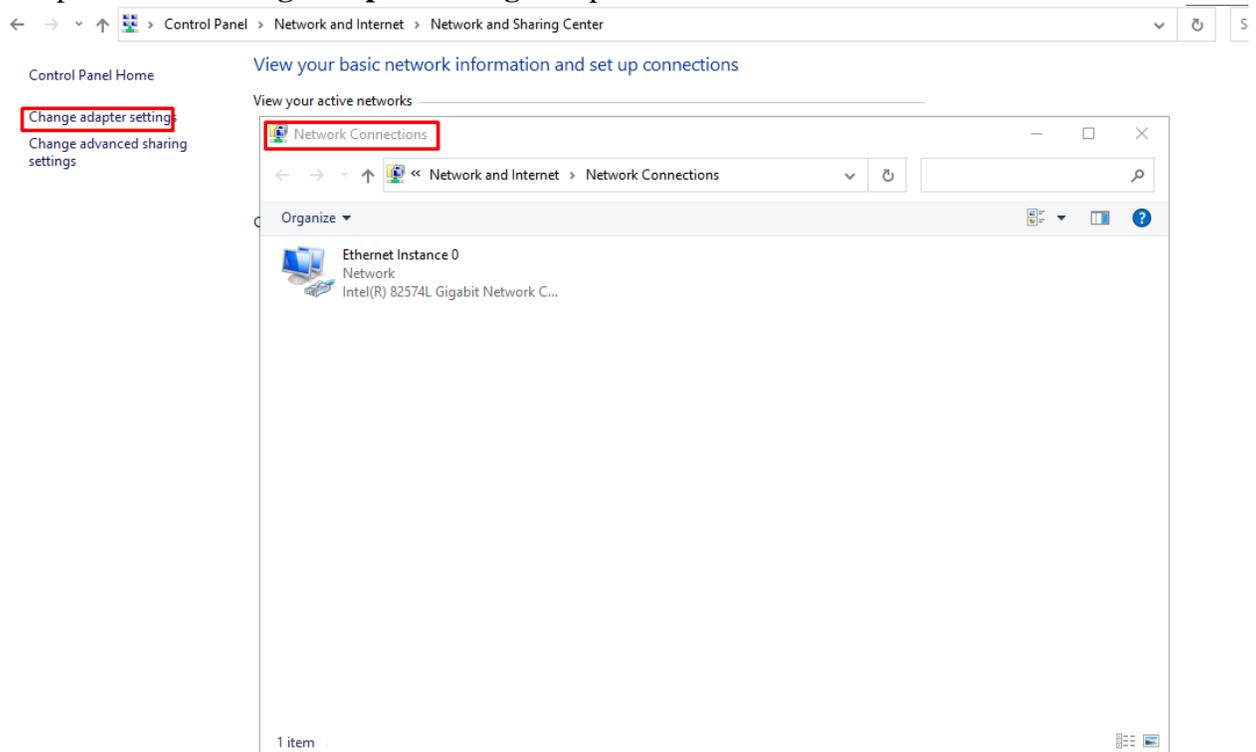
40. Click **Yes** to restart the VM.



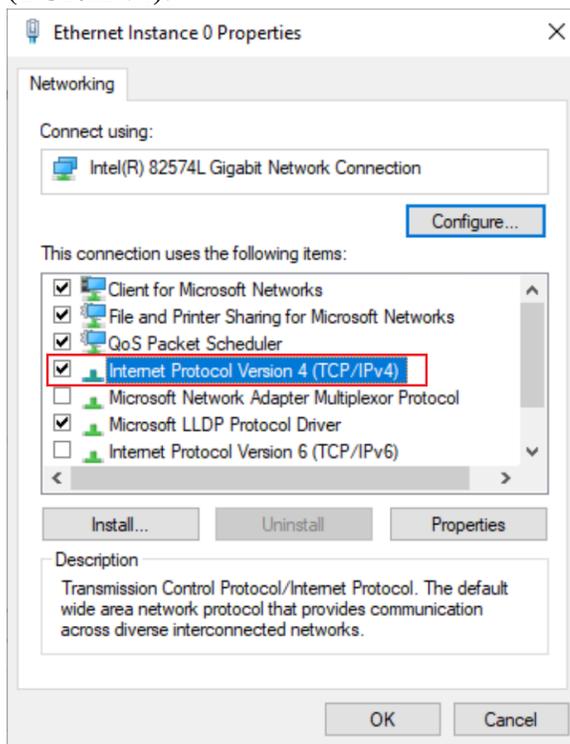
41. Open **Windows Explorer**, navigate to the drive containing the virtio-win drivers. And open **guest-agent** folder.

42. Double click to run **qemu-ga-x86_64** file.

43. Open **Control Panel > Network and Internet > Network and Sharing Center**, in the left panel click **Change adapter settings** to open Network Connections.



44. Double click to **Ethernet Instance 0** and then click **Properties**.
45. In Ethernet Instance 0 Properties, double click to **Internet Protocol Version 4 (TCP/IPv4)**.



46. Choose **Use the following IP address**.
47. Enter **IP address, Subnet mask, Default gateway** and **Preferred DNS server**.
48. Click **OK** to apply configuration.
49. Go back to the Virtual Machine screen within the Cockpit UI and click on Windows Server recently deployed, scroll down to the Network Interfaces section. Verify that the IP address column shows the correct IP set in the above step.

Disks										
Device	Used	Capacity	Bus	Access	Source	Additional				
disk	150 GiB	400 GiB	scsi	Writeable	File	/var/lib/libvirt/images/IXM-11sp3-2019-163.194.qcow2	Cache	directsync	Format	qcow2
cdrom	0 GiB	4.6 GiB	sata	Read-only	File	/var/lib/libvirt/images/SERVER_EVAL_x64-FRE_en-us.iso	Format	raw		
cdrom	0 GiB	0.49 GiB	sata	Read-only	File	/var/lib/libvirt/images/virtio-win-1.9.39.iso	Format	raw		

Network interfaces						
Type	Model type	MAC address	IP address	Source	State	
bridge	e1000e	52:54:00:6e:3e:23	inet 10.102.163.194/24	Bridge bridge0	up	
				TAP device vnet272		

Procedures for deploying Avaya Messaging R11 SP3 on the Windows Server Virtual Machine on ASP R6.0.x

1. Sign into support.avaya.com and download **Avaya Messaging Release 11.0 SP3** file from Avaya Support - [AM-11.0.0.4020.exe](#)
2. Copy the Avaya Messaging 11.0 SP3 installation file to the Windows Server machine. Remotely access the Windows Server machine and use **Ctrl + C** to copy a file and **Ctrl + V** to paste the Avaya Messaging 11.0 SP3 installation file.
3. Follow the Installation Preparation section on pages 51 to 66 in the [Avaya Messaging Server Installation Guide](#). If the Microsoft .Net Framework 4.8+ is not installed by default, follow the instructions on page 95 "Install Microsoft .Net Framework 4.8+".
4. Follow the Installation section on pages 67 to 76 in the [Avaya Messaging Server Installation Guide](#).

Known issues & workarounds for deploying Avaya Messaging R11 SP3 on ASP 130 R6.0.x

For awareness:

- System Manager Solution Deployment Manager (SDM) and SDM client are not supported in ASP

R6.0.x.

- As noted on page 265 of the [Avaya Messaging Server Configuration Guide](#), depending on the size of the system (e.g., number of users), the time it takes for Reorg (backup) to complete its tasks will vary. *All services are stopped during this time.*

Known issues and workarounds:

ID	Minimum conditions	Visible symptoms	Workaround/Fix
ACP1XX-1519	ASP R6.0.0.0	Memory usage for Windows VM will show 100% or greater in Cockpit UI	Cosmetic issue only. Red Hat is aware and has agreed this is a bug in the Cockpit UI.
ACP1XX-1540	ASP R6.0.0.0	Cockpit UI shows unknown for Windows VM IP address	Requires deployment of virtio-win driver on the Windows Server as documented in the steps above.