Product Support Notice

PSN #	PSN005866u

Original publication date: 25-Jun-2021. This is Issue #2, published date: 05-Dec-2022.	Severity/risk level	Medium	Urgency	Immediately

Name of problem

Last SAL Gateway 3.x release

Products affected

All SAL Gateway 3.x releases

Problem description

As specified at the End of Sale notice, SAL Gateway 3.x is now End of Support as of 31-Dec-2022. While SAL 3.x will continue to operate, no patches, support or fixes will be available. For customers to continue with the uninterrupted send of alarms to Avaya / Business Partners, and for same to have reliable remote access to provide proactive and reactive maintenance, it is strongly encouraged to upgrade to ADS/SAL version 4.x. Please consider these relevant points:

- Older versions of SAL GW 3.x are on CENTOS 7.x / ESXi 6.x platform, and both are end-of-life/support from their respective vendors.
- ADS/SAL 4.x provides a new OS Platform of RHEL 8.x via the ADS 4.x OVA, with a new technology stack and security features. Avaya provides the licensed OS with regular security patches.
- The ION platform is no longer supported as of February 28th, 2023, as well Those customers will need to migrate to a new ADS/SAL4.x supported platform
- The SAL Gateway has a new GUI look and usage experience, with an advanced Session failover sMotion feature.
- The Policy Manager (PM) is also on RHEL8.x platform compatible with 4.x Gateway, supports GW/PM compatibility check.
- The ADS 4.x release also introduces SLAMon (Service Level Agreement Monitor) enhancements to support network monitoring for remote workers (96x1 and J-series phones) to proactively provide alerts if the cloud connectivity develops network impairments.

SAL Gateway 3.3 launched in October 2021 was the final release of SAL Gateway on the 3.x major release line. Any future updates, including security updates, will be delivered to the SAL Gateway 4.x release line. Critical updates will be delivered to release 3.3 until the End of Manufacturer Support date (31-Dec-2022) specified the End of Sale notice.

See related PSNs:

- PSN005641u – SAL Gateway 3.0.x and 3.1.x on Services Virtual Machine (SVM)
- PSN005744u – SAL Gateways on version 3.0.4 are causing an issue with message processing on SAL Core
- PSN006073u – End of Support of ESXi 6.5 and ESXi 6.7 for Avaya Diagnostic Server

Resolution

Significant differences with release 4.x:

- Due to the manufacturer discontinuing CentOS and ending support for existing releases of CentOS, SAL Gateway 4.x will run on RHEL 7.x and 8.x only.
  - SAL Gateway 3.x deployments running on RHEL 7.x can upgrade without changing the OS.
  - SAL Gateway 3.x deployments running on RHEL 6.x or CentOS will need to change the OS.
- The Avaya Diagnostic Server OVA (sized for both SAL Gateway and SLA Mon) and the small SAL OVA will be built with RHEL 8.x instead of CentOS.
  - Note: Policy Manager 4.x may continue to be installed on a separate instance of the ADS OVA, not co-resident with the SAL Gateway.
- With Oracle charging a fee for their Java Runtime Environment, OpenJDK JRE has become more prominent. SAL Gateway 4.x will be tested and supported with OpenJDK JRE only.

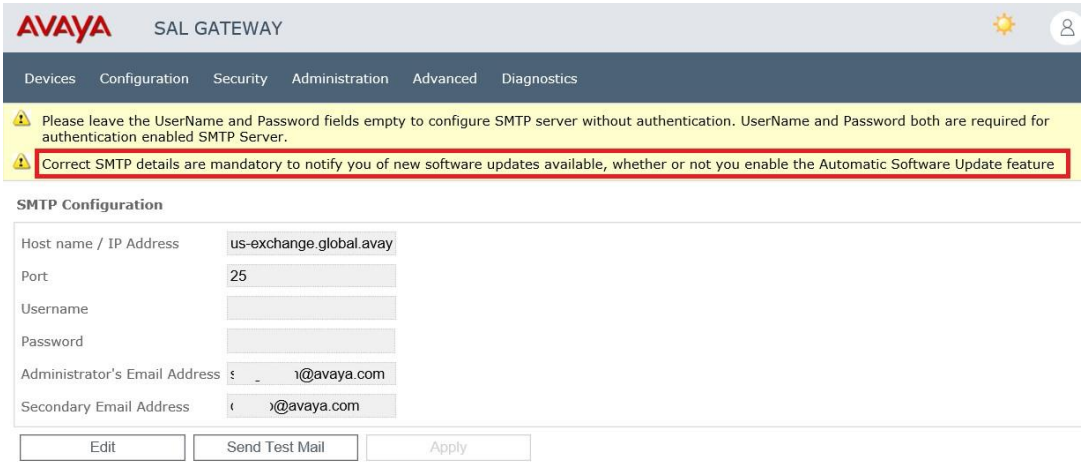
Customers should properly configure the Automatic Software Update feature to get to SAL Gateway release 3.3, then make plans to upgrade or migrate to release 4.0 by the end of 2022.

Deployment type	From release	To release	Method
Software	3.2	3.3	Automatic Software Update feature, following stepwise upgrade path
ADS 3.x OVA (full-size)	3.2	3.3	

Small SAL 3.x OVA	3.2	3.3	
Services Virtual Machine (SVM)	3.0	3.0.5 or 3.1.1	See PSN005641u
Deployment type	From release	To release	Method
Software	3.3	4.0	Automatic Software Update feature – requires RHEL 7.x or 8.x with OpenJDK JRE 1.8
ADS 3.x OVA (full-size)	3.x	4.0	Requires new ADS 4.x OVA
Small SAL 3.x OVA	3.x	4.0	Requires new Small SAL 4.x OVA
Services Virtual Machine (SVM)	3.x	4.0	Not supported

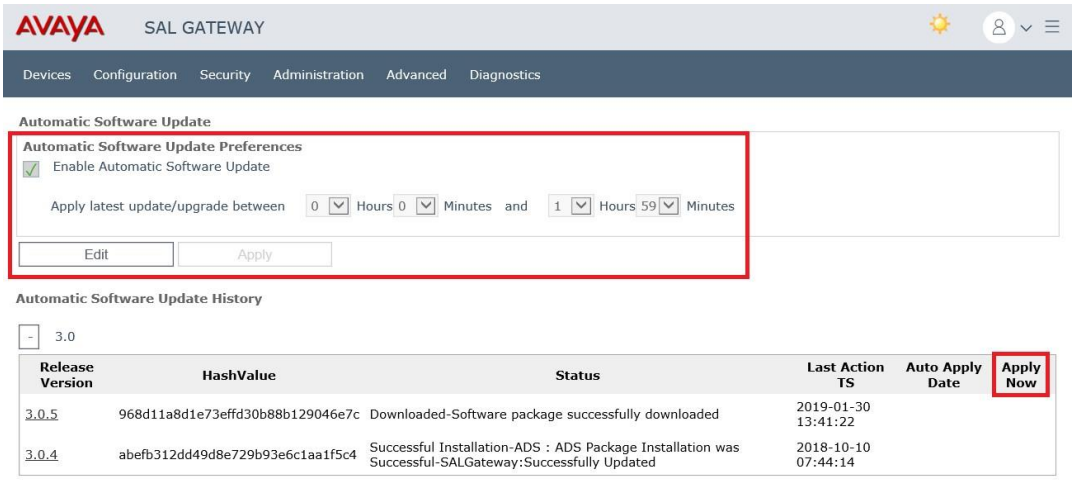
Automatic Software Update: When new SAL Gateway software – service pack (update) or new release (upgrade) – is available, the SAL Concentrator pushes the new software to the SAL Gateway over the secure encrypted channel.

On the SAL Gateway web UI Configuration ❼ SMTP Configuration page, the customer email information must be configured.



Whenever new software is available on the SAL Gateway, a notification email is sent once a day to these email addresses until the software is applied.

On the Advanced ❼ Automatic Software Update page, when the "Enable Automatic Software Update" box is checked, the emails continue to be sent, but the SAL Gateway automatically applies the **update** after 30 days from release, or the **upgrade** after 60 days from release, in the time window specified. The daily emails count down how many days are left before the auto-application.



When the "Enable Automatic Software Update" box is not checked, the administrator must manually apply the software.

The "Apply" button – not shown here but appears under the "Apply Now" column when new software has not yet been applied – may be pressed at any time to manually apply the software.

Workaround or alternative remediation

None

Remarks

n/a

Patch Notes

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

Backup 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

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, the Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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