

Product Correction Notice (PCN)

Issue Date: 14-March-2022
Supplement Date: 30-September-2025
Expiration Date: NA
PCN Number: 2145S

SECTION 1 - CUSTOMER NOTICE

Products affected by this PCN: Avaya Solutions Platform S8300 R5.1.x

Description: **30 September 2025 – Supplement 16** of this PCN introduces **Avaya Solutions Platform R5.1.x to R6.0.x Configuration Migration Utility**. Migrations are catastrophic. Several steps are required prior to a catastrophic migration, including backing up host and application-level data. The migration utilities facilitate the migration of host-level parameters and include export and import functionality. They are provided in a zip file on PLDS and will need to be extracted to the individual components. PLDS requires a unique PLDS ID if the same file is located under multiple Releases/Versions, therefore there will be unique PLDS IDs for each release within ASP S8300 and ASP 130. The zip file will extract to the following python scripts:

```

host_config_export_v1.py
host_config_import_v1.py
  
```

Reference the [Application Note for ASP R5.1.x to ASP R6.0.x Configuration Migration Utility](#) for detailed instructions.

- **ASP S8300 R6.0.x Migration Utility v1 ZIP File**
(*asp_migration_utility-v1.zip* ; PLDS ID: ASP000000135)
- **ASP S8300 R5.1.x.Migration Utility v1 ZIP File**
(*asp_migration_utility-v1.zip* ; PLDS ID: ASP000000118)

26 August 2025 – Supplement 15 of this PCN introduces Avaya Solutions Platform S8300 R5.1.0.7.

- **ASP S8300 R5.1.0.7 Customized ESXi 7.0 U3w Build#24784741 ISO File**
(*asp-s8300-5.1.0.7.0-01.iso*; PLDS ID: ASP000000116).
This is an Avaya certified and customized image **for installation on the ASP S8300 servers**. This is ONLY applicable to ASP S8300 servers and should not be used for other ASP server models. Reference the *Installing, Maintaining, and Troubleshooting Avaya Solutions Platform S8300* document for upgrade and fresh install instructions.
- **ASP S8300 R5.1.0.7 Customized ESXi 7.0 U3w Build#24784741 ZIP File**
(*upgrade-asp-s8300-5.1.0.7.0-01.zip*; PLDS ID: ASP000000117).
This is an Avaya certified and customized offline bundle delivered as a zip file for use in updating to the latest Avaya certified ESXi version. This is ONLY applicable to ASP S8300 servers and should not be used for other ASP server models. Reference the *Installing, Maintaining, and Troubleshooting Avaya Solutions Platform S8300* document for upgrade instructions.
- **ASP S8300 R5.1.x Customized EASG VIB**

(AVA-avaya-easg_1.1-7_23348963.zip; **PLDS ID:** ASP000000112)

ASP 130 Customized EASG VIB to be installed on the ASP S8300 servers for R5.1.x. The EASG VIB installation is only required if a fresh ESXi installation is conducted on the ASP S8300 servers. Version 1.1-7 replaces all earlier versions of the customized EASG VIB on 5.1.x and is compatible with all ASP S8300 5.1.x.x. This is the same file as was used for previous releases. Reference the *Installing, Maintaining, and Troubleshooting Avaya Solutions Platform S8300* document for installation instructions.

ASP S8300 servers that ship preloaded and pre-licensed will have EASG installed.

- **ASP S8300 OOBM Configuration script**

(asp_oobm_v3.sh; **PLDS ID:** ASP000000103).

This is an Avaya script that facilitates the configuration of Out of Band Management (OOBM) on the ASP S8300 R5.1.x servers. Version 3 (asp_oobm_v3.sh) replaces all earlier versions of the original script and is the same version used with previous release. This script is customized and supported for the ASP130/S8300. PLDS ID remains the same. It should not be used on any other ASP server models (ASP 110, ASP 120, ASP 4200). Reference the *Installing, Maintaining, and Troubleshooting Avaya Solutions Platform S8300* document for installation instructions.

21 March 2025 – Supplement 14 of this PCN introduces Avaya Solutions Platform S8300 R5.1.0.6 to address the critical VMSA-2025-0004 vulnerability and its associated CVEs (CVE-2025-22224, CVE-2025-22225, CVE-2025-22226). **This update is based on an express patch from VMware/Broadcom and therefore is NOT cumulative. It must only be applied to ASP R5.1.0.5.** While the version number will now reference ESXi 7.0 U3s Build# 24585291, it is NOT a complete image and only will address the VMSA-2025-0004 vulnerability and only for ASP 130 R5.1.0.5 and ASP S8300 R5.1.0.5. It is not supported on any other release of ASP R5.x. Customers on releases earlier than ASP R5.1.0.5 must first update to R5.1.0.5 and then update to R5.1.0.6. There is no associated ISO image released since this update is not a complete image.

NOTE: *Avaya is providing this immediate, vendor-provided response to VMSA-2025-004 to permit customers who are bound by governmental regulations to mitigate within certain timeframes. Avaya will, in parallel, run their regular qualification activities and will provide an update as to whether the earlier update can stand, or if there are updates to software or to process and documentation.*

- **ASP S8300 5.1.0.6 Dell® R640 Customized ESXi 7.0 U3s Build#24585291 ZIP File**

(upgrade-asp-s8300-5.1.0.6.0-01.zip **PLDS ID:** ASP000000115)

Avaya certified ASP S8300 Customized ESXi 7.0 U3qs Build#24585291 Offline Bundle for ESXi image update to address VMSA-2025-0004 on ASP S8300 R5.1.0.5. This is ONLY applicable to ASP S8300 servers and should not be used for other ASP server models. Reference the *Installing, Maintaining, and Troubleshooting Avaya Solutions Platform S8300* document for upgrade instructions.

17 March 2025 - Supplement 13 of this PCN provides an informational update related to the VMSA-2025-0004 vulnerability and its associated CVEs (CVE-2025-22224, CVE-2025-22225, CVE-2025-22226).

Avaya is targeting **21st March 2025** to release a working, documented, supportable update to permit customers who are bound by governmental regulations to mitigate within certain timeframes. While a patch aims to fix a specific vulnerability, unforeseen issues can arise and the impact can ripple through the entire system, potentially causing even more severe problems.

To mitigate risk associated with deployment of the patch:

- Avaya will document release notes that outline the changes introduced by the patch, including any known issues, workarounds, and installation instructions.

- Avaya will ensure the support organization has the necessary insight to handle any support requests related to the patch.
- In parallel, Avaya will continue to run their regular qualification activities and will provide an update as to whether the March 21st update is sufficient, or if there are updates to software or to process and documentation. This continued qualification is necessary to ensure that there are no undesirable impacts on the various software layers including middleware, applications, databases and third-party libraries.

10 March 2025 – Supplement 12 of this PCN provides an informational update. Avaya is aware of the critical VMSA-2025-0004 vulnerability and its associated CVEs (CVE-2025-22224, CVE-2025-22225, CVE-2025-22226). We are currently assessing the new VMware ESXi 7.0 U3s patch, which mitigates the vulnerability, with support from VMware/Broadcom Engineering. This PCN will be updated as new information is available.

19 December 2024 – Supplement 11 of this PCN provides an informational update on VMware's December 12, 2024 release of ESXi 7.0 U3r (build number 24411414). Avaya and VMware by Broadcom have agreed that the fix in this update is not applicable to ASP 130 or ASP S8300 as it is specific to the vMotion feature which is not supported on ASP 130/S8300.

19 August 2024 – Supplement 10 of this PCN introduces Avaya Solutions Platform S8300 R5.1.0.5.

- **ASP S8300 R5.1.0.5 Customized ESXi 7.0 U3q Build#23794027 ISO File**
(asp-s8300-5.1.0.5.0-01.iso; **PLDS ID:** ASP000000113).
This is an Avaya certified and customized image **for installation on the ASP S8300 servers**. This is ONLY applicable to ASP S8300 servers and should not be used for other ASP server models. Reference the *Installing, Maintaining, and Troubleshooting Avaya Solutions Platform S8300* document for upgrade and fresh install instructions.
- **ASP S8300 R5.1.0.5 Customized ESXi 7.0 U3q Build#23794027 ZIP File**
(upgrade-asp-s8300-5.1.0.5.0-01.zip; **PLDS ID:** ASP000000114).
This is an Avaya certified and customized offline bundle delivered as a zip file for use in updating to the latest Avaya certified ESXi version. This is ONLY applicable to ASP S8300 servers and should not be used for other ASP server models. Reference the *Installing, Maintaining, and Troubleshooting Avaya Solutions Platform S8300* document for upgrade instructions.
- **ASP S8300 R5.1.x Customized EASG VIB**
(AVA-avaya-easg_1.1-7_23348963.zip; **PLDS ID:** ASP000000112)
ASP 130 Customized EASG VIB to be installed on the ASP S8300 servers for R5.1.x. The EASG VIB installation is only required if a fresh ESXi installation is conducted on the ASP S8300 servers. Version 1.1-7 replaces all earlier versions of the customized EASG VIB on 5.1.x and is compatible with all ASP S8300 5.1.x.x. This is the same file as was used for ASP 5.1.0.4. Reference the *Installing, Maintaining, and Troubleshooting Avaya Solutions Platform S8300* document for installation instructions.
ASP S8300 servers that ship preloaded and pre-licensed will have EASG installed.
- **ASP S8300 OOBM Configuration script**
(asp_oobm_v3.sh; **PLDS ID:** ASP000000103).
This is an Avaya script that facilitates the configuration of Out of Band Management (OOBM) on the ASP S8300 R5.1.x servers. Version 3 (asp_oobm_v3.sh) replaces all earlier versions of the original script and is the same version used with ASP 5.1.0.4. This script is customized and supported for the ASP130/S8300. PLDS ID remains the same. It should not be used on any other ASP server models (ASP 110, ASP 120, ASP 4200). Reference the *Installing,*

Maintaining, and Troubleshooting Avaya Solutions Platform S8300 document for installation instructions.

1 August 2024 – Supplement 9 of this PCN introduces a change to licensing for Avaya Solutions Platform 5.1.x.

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 foundations license key will be provided on a label on the ASP S8300 HDD/SSD. In the event of an S8300E replacement, the unique license code on the ASP S8300 HDD/SSD will need to be removed and placed on the replacement S8300E. If it is not possible to remove the label, care must be taken to record the unique license key for use on the replacement S8300E and for future use in the event the ASP S8300E would need to have ESXi reinstalled. Existing ASP S8300 servers with a license obtained from PLDS are **not** impacted by this change, only new orders shipped from Avaya's Integrator and warehouses. Existing inventory that was previously sold to Distributors and Partners and is present in their supply chain, will still have the old key. Only when they replenish stock with new orders, post the cutover, will the change take place. *Target cutover is tentatively scheduled for early-mid August, 2024, subject to change. Ensure you are signed up for e-notification.*

29 April 2024 – Supplement 8 of this PCN introduces Avaya Solutions Platform S8300 R5.1.0.4.

- **ASP S8300 R5.1.0.4 Customized ESXi 7.0 U3p Build#23307199 ISO File**
(asp-s8300-5.1.0.4.0-02.iso; **PLDS ID:** ASP000000110).
This is an Avaya certified and customized image **for installation on the ASP S8300 servers**. This is ONLY applicable to ASP S8300 servers and should not be used for other ASP server models. Reference the *Installing, Maintaining, and Troubleshooting Avaya Solutions Platform S8300* document for upgrade and fresh install instructions.
- **ASP S8300 R5.1.0.4 Customized ESXi 7.0 U3p Build#23307199 ZIP File**
(upgrade-asp-s8300-5.1.0.4.0-02.zip; **PLDS ID:** ASP000000111).
This is an Avaya certified and customized offline bundle delivered as a zip file for use in updating to the latest Avaya certified ESXi version. This is ONLY applicable to ASP S8300 servers and should not be used for other ASP server models. Reference the *Installing, Maintaining, and Troubleshooting Avaya Solutions Platform S8300* document for upgrade instructions.
- **ASP S8300 R5.1.x Customized EASG VIB**
(AVA-avaya-easg_1.1-7_23348963.zip; **PLDS ID:** ASP000000112)
ASP 130 Customized EASG VIB to be installed on the ASP S8300 servers for R5.1.x. The EASG VIB installation is only required if a fresh ESXi installation is conducted on the ASP S8300 servers. Version 1.1-7 replaces all earlier versions of the customized EASG VIB on 5.1.x and is compatible with all ASP S8300 5.1.x.x. This is a new PLDS ID and the previous EASG PLDS ID is removed. Reference the *Installing, Maintaining, and Troubleshooting Avaya Solutions Platform S8300* document for installation instructions.
ASP S8300 servers that ship preloaded and pre-licensed will have EASG installed.
- **ASP S8300 OOBM Configuration script**
(asp_oobm_v3.sh; **PLDS ID:** ASP000000103).
This is an Avaya script that facilitates the configuration of Out of Band Management (OOBM) on the ASP S8300 R5.1.x servers. Version 3 (asp_oobm_v3.sh) replaces all earlier versions of the original script. This script is customized and supported for the ASP130/S8300. PLDS ID remains the same. It should not be used on any other ASP server models (ASP 110, ASP 120, ASP 4200). Reference the *Installing, Maintaining, and Troubleshooting Avaya Solutions Platform S8300* document for installation instructions.

19 December 2023 – Supplement 7 of this PCN introduces Avaya Solutions Platform S8300 R5.1.0.3.

- **ASP S8300 R5.1.0.3 Customized ESXi 7.0 U3o Build#22348816 ISO File**
(asp-s8300-5.1.0.3.0-05.iso; **PLDS ID:** ASP000000108).
This is an Avaya certified and customized image **for installation on the ASP S8300 servers**. This is ONLY applicable to ASP S8300 servers and should not be used for other ASP server models. Reference the *Installing, Maintaining, and Troubleshooting Avaya Solutions Platform S8300* document for upgrade and fresh install instructions.
- **ASP S8300 R5.1.0.3 Customized ESXi 7.0 U3o Build#22348816 ZIP File**
(upgrade-asp-s8300-5.1.0.3.0-05.zip; **PLDS ID:** ASP000000109).
This is an Avaya certified and customized offline bundle delivered as a zip file for use in updating to the latest Avaya certified ESXi version. This is ONLY applicable to ASP S8300 servers and should not be used for other ASP server models. Reference the *Installing, Maintaining, and Troubleshooting Avaya Solutions Platform S8300* document for upgrade instructions.
- ~~**ASP S8300 R5.1.x Customized EASG VIB**~~
(AVA-avaya-easg_1.0-2_19246618.zip; **PLDS ID:** ASP000000102)
The EASG zip file must be downloaded separately from PLDS and copied to the server, and manually applied after the ISO is installed as the ISO does not contain the EASG file. The offline bundle zip file does contain the EASG file. Reference the *Installing, Maintaining, and Troubleshooting Avaya Solutions Platform S8300* document for installation instructions. ~~Same file as was used for ASP S8300 R5.1, 5.1.0.1, 5.1.0.2.~~
~~ASP S8300 servers that ship preloaded and pre-licensed will have EASG installed. Updated – see Supplement 8 above for new EASG VIB.~~
- **ASP S8300 OOBM Configuration script**
(asp_oobm_v3.sh; **PLDS ID:** ASP000000103).
This is an updated Avaya script that facilitates the configuration of Out of Band Management (OOBM) on the ASP S8300 R5.1.x servers. Version 3 (asp_oobm_v3.sh) replaces all earlier versions of the original script. This script is customized and supported for the ASP130/S8300. PLDS ID remains the same. It should not be used on any other ASP server models (ASP 110, ASP 120, ASP 4200). Reference the *Installing, Maintaining, and Troubleshooting Avaya Solutions Platform S8300* document for installation instructions.

17 May 2023 – Supplement 6 of this PCN provides an informational update on VMware’s March 30, 2023 release of ESXi 7.0 U3l (build number 21424296) and the May 3, 2023 release of ESXi 7.0 U3m (build number 21686933). Avaya and VMware have agreed that the fixes in this update are not applicable to ASP 130 or ASP S8300.

8 February 2023 – Supplement 4 of this PCN provides an informational update on VMware’s January 31, 2023 release of ESXi 7.0 U3j (build number 21053776). Avaya and VMware have agreed that the fixes in this update are not applicable to ASP 130 or ASP S8300 as they are related to features that are not supported by the ASP platform.

16 January 2023 – Supplement 3 of this PCN introduces Avaya Solutions Platform S8300 R5.1.0.2.

- **ASP S8300 R5.1.0.2 Customized ESXi 7.0 U3i Build#20842708 ISO File**
(asp-s8300-5.1.0.2.0-04.iso; **PLDS ID:** ASP000000106).

This is an Avaya certified and customized image **for installation on the ASP S8300 servers**. This is ONLY applicable to ASP S8300 servers and should not be used for other ASP server models. Reference the *Installing, Maintaining, and Troubleshooting Avaya Solutions Platform S8300* document for upgrade and fresh install instructions.

- **ASP S8300 R5.1.0.2 Customized ESXi 7.0 U3i Build#20842708 ZIP File**

(upgrade-asp-s8300-5.1.0.2.0-04.zip; **PLDS ID:** ASP000000107).

This is an Avaya certified and customized offline bundle delivered as a zip file for use in updating to the latest Avaya certified ESXi version. This is ONLY applicable to ASP S8300 servers and should not be used for other ASP server models. Reference the *Installing, Maintaining, and Troubleshooting Avaya Solutions Platform S8300* document for upgrade instructions.

- **ASP S8300 R5.1.x Customized EASG VIB**

(AVA-avaya-easg_1.0-2_19246618.zip; **PLDS ID:** ASP000000110)

The EASG zip file must be downloaded separately from PLDS and copied to the server, and manually applied after the ISO is installed as the ISO does not contain the EASG file. The offline bundle zip file does contain the EASG file. Reference the *Installing, Maintaining, and Troubleshooting Avaya Solutions Platform S8300* document for installation instructions. ~~Same file as was used for ASP S8300 R5.1 and ASP S8300 R5.1.0.1. ASP S8300 servers that ship preloaded and pre-licensed will have EASG installed. Updated – see Supplement 8 above for new EASG VIB.~~

- **ASP S8300 OOBM Configuration script**

(asp_oobm_v2.sh; **PLDS ID:** ASP000000103).

This is an Avaya script that facilitates the configuration of Out of Band Management (OOBM) on the ASP S8300 R5.1.x servers. Version 2 (asp_oobm_v2.sh) replaces the original script. This script is customized and supported ONLY for the ASP S8300 and ASP 130. It should not be used on any other ASP server models (ASP 110, ASP 120, ASP 4200). Reference the *Installing, Maintaining, and Troubleshooting Avaya Solutions Platform S8300* document for installation instructions.

5 December 2022 – Supplement 2 of this PCN introduces Avaya Solutions Platform S8300 R5.1.0.1.

- **ASP S8300 R5.1.0.1 Customized ESXi 7.0 U3d Build#19482537 ISO File**

(asp-s8300-5.1.0.1.0-08.iso; **PLDS ID:** ASP000000104).

This is an Avaya certified and customized image.

- **ASP S8300 R5.1.0.1 Customized ESXi 7.0 U3d Build#19482537 ZIP File**

(upgrade-asp-s8300-5.1.0.1.0-08.zip; **PLDS ID:** ASP000000105).

This is an Avaya certified and customized offline bundle delivered as a zip file.

- ~~**ASP S8300 R5.1.x Customized EASG VIB**~~

~~(AVA-avaya-easg_1.0-2_19246618.zip; **PLDS ID:** ASP000000102)~~

~~The EASG zip file must be downloaded separately from PLDS and copied to the server, and manually applied after the ISO is installed as the ISO does not contain the EASG file. The offline bundle zip file does contain the EASG file. ~~Same file as was used for ASP S8300 R5.1. ASP S8300 servers that ship preloaded and pre-licensed will have EASG installed. Updated – see Supplement 8 above for new EASG VIB.~~~~

- **ASP S8300 OOBM Configuration script**

(asp_oobm_v1.sh; **PLDS ID:** ASP000000103).

This is an Avaya script that facilitates the configuration of Out of Band Management (OOBM) on the ASP S8300 R5.1.x servers. Version 1 replaces the original script. This script is customized and supported ONLY for the ASP S8300 and ASP 130. It should not be used on any other ASP server models (ASP 110, ASP 120, ASP 4200).

Updated - See Supplement 3 above for updated asp_oobm_v2.sh script.

20 October 2022 – Supplement 1 of this PCN announces that ASP S8300 R5.1 will begin shipping from Avaya’s integrator preloaded and pre-licensed in October 2022. Note – installers should always verify the ASP S8300 is at the latest posted certified version on PLDS.

14 March 2022 - This PCN introduces the general availability of Avaya Solutions Platform S8300 R5.1

- **ASP S8300 R5.1 Customized ESXi 7.0 U2d Build#18538813 ISO File**
(asp-s8300-5.1.09.iso; **PLDS ID:** ASP000000100).
This is an Avaya certified and customized image.
- **ASP S8300 R5.1 Customized ESXi 7.0 U2d Build#18538813 ZIP File**
(upgrade-asp-s8300-5.1.09.zip; **PLDS ID:** ASP000000101).
This is an Avaya certified and customized offline bundle delivered as a zip file.
- **ASP S8300 R5.1 Customized EASG VIB**
(AVA-avaya-easg_1.0-2_19246618.zip; **PLDS ID:** ASP000000102)
~~The EASG zip file must be downloaded separately from PLDS and copied to the server, and manually applied after the ISO is installed as the ISO does not contain the EASG file. The offline bundle zip file does contain the EASG file.~~ *Updated – see Supplement 8 above for new EASG VIB.*
- **ASP S8300 OOBM Configuration script**
(asp_oobm.sh; **PLDS ID:** ASP000000103).
This is an Avaya script that facilitates the configuration of Out of Band Management (OOBM) on the ASP S8300 R5.1 servers. This script is customized and supported **ONLY** for the ASP S8300. It should not be used on any other ASP server models (ASP 110, ASP 120, ASP 130).
Updated – see Supplement 2 above.

NOTE: Please refer to Avaya Solutions Platform S8300 R5.1.x official documentation for detailed upgrade supportability and installation procedures.

Level of Risk/Severity
Class 1=High
Class 2=Medium
Class 3=Low

Class 2

Is it required that this PCN be applied to my system?

This PCN is required for the ASP S8300 R5.1.x release and for upgrades of an S8300E running Appliance Virtualization Platform (AVP).

The risk if this PCN is not installed:

This PCN is required to install ASP S8300 R5.1.x. For future updates, important fixes will not be installed if the PCN is not applied.

Is this PCN for US customers,

This PCN applies to both US and non-US customers.

non-US customers, or both?

Does applying this PCN disrupt my service during installation?

Yes. This must be completed during a customer approved maintenance window.

Installation of this PCN is required by:

Customer or Avaya Authorized Service Provider. This installation/upgrade is customer installable

Release notes and workarounds are located:

Note: All ASP related files and documents can be found under the “**Avaya Solutions Platform**” product name on the Avaya Support site and Release set to “**ASP S8300 5.1.x**”. For PLDS, all related files can be found under the “**Solutions Platform S8300**” application name.

The **Avaya Solutions Platform S8300 R5.1.x Release Notes** contain the specific software updates included in the release and can be obtained by performing the following steps from a browser:

1. Go to <http://support.avaya.com> then enter your **Username** and **Password** and **LOG IN**.
2. Select **Product Documents**
3. Mouse over **Search Product** at the top of the page.
4. Begin to type **Solutions Platform** and when Avaya Solutions Platform appears as a selection below, select it. Do NOT select Avaya Solutions Platform S8300 in the product list.
5. Select “**ASP S8300 5.1.x**” from the **Select Release** pull down menu to the right.
6. Under **Filters**, for category **SUB TYPE** select **Release & Software Update Notes**.
7. Select the document titled **Avaya Solutions Platform S8300 Release 5.1 Release Notes**.

What materials are required to implement this PCN (If PCN can be customer installed):

This PCN is being issued as a customer installable PCN. The specified Avaya Solutions Platform files are required. To obtain the update files refer to the **How do I order this PCN** section of this PCN.

If upgrading from Appliance Virtualization Platform (AVP) 8.1.x, the following order code is required:

Order Code	Description
412787	S8300E UPG TO AA R10.X - ESXI R7.X

How do I order this PCN (If PCN can be customer installed):

The specified Avaya Solutions Platform S8300 files can be downloaded by performing the following steps from a browser:

1. Go to <http://support.avaya.com> then enter your **Username** and **Password** and **LOG IN**.
2. Select **Software Downloads**.
3. Mouse over **Search Product** at the top of the page.
4. Begin to type **Solutions Platform** and when Avaya Solutions Platform appears as a selection below, select it. Do NOT select Avaya Solutions Platform S8300 in the product list.
5. Select “**ASP S8300 5.1.x**” from the **Select Release** pull down menu to the right.
6. Select **Avaya Solutions Platform ASP S8300 Series Release 5.1**

7. Scroll down the page to find the download link(s) for the required software. Each link will take you to the PLDS system with the **Download pub ID** already entered.
8. Select the **Download** link in PLDS to begin the download.

Software updates can also be downloaded directly from the PLDS system at <http://plds.avaya.com>.

1. Enter your **login ID** and **password**. You may have to search for and enter your company name and/or accept the one time EULA to gain access to software downloads.
2. Select **View Downloads**.
3. In the **Search by Download** tab enter the correct PLDS ID (corresponding PLDS IDs included in the Description section of this document) in the **Download pub ID** search field to access the download. Select the **Download** link to begin the download.

PLDS Hints:

1. In the PLDS **View Downloads** section under the **Suggested Downloads** tab, select **Solutions Platform S8300** in the **Product Line** search field to display frequently downloaded Avaya Solutions Platform S8300 software.
2. All Avaya Solutions Platform S8300 software downloads are available on PLDS. In the PLDS **View Downloads** section under the **Search by Download** tab, select **Solutions Platform S8300** in the **Application** search field and **5.1** in the **Version** search field to display all available **Solutions Platform S8300 5.1.x** downloads.

Checksums (MD5, SHA1, SHA256) are included in each PLDS download descriptions and on the Avaya support website download page.

Finding the installation instructions (If PCN can be customer installed):

The instructions for installing the Avaya Solutions Platform files detailed in this PCN can be found in the following documents. Specific instructions for upgrades from ASP S8300 5.1 to ASP S8300 5.1.0.1 are listed at the bottom of this section.

Title	Description
<i>Avaya Solutions Platform S8300 5.1.x Release Notes</i>	Describes release notes, important notices, and describes known issues for the Solutions Platform S8300 5.1.x solution
<i>Migrating from Appliance Virtualization Platform deployed on S8300 Server to Solutions Platform S8300</i>	Describes checklists and procedures for migrating Appliance Virtualization Platform Release 8.1.x deployed on S8300E Server to Avaya Solutions Platform S8300 (Avaya-Supplied ESXi 7.0) Release 5.1.x.
<i>Installing, Maintaining and Troubleshooting the Avaya Solutions Platform S8300</i>	Describes procedures to install, maintain and troubleshoot Avaya Solutions Platform S8300.
<i>Policies for technical support of the Avaya Solutions Platform (ASP) 130 R4.x, R5.x and S8300 R5.1.x</i>	Describes the support of the software and hardware based on supported and tested configurations. Identifies features that are not supported and the demarcation points for technical support responsibility.
<i>Avaya Solutions Platform S8300 Port Matrix – S8300E</i>	This document provides a list of interfaces, TCP and UDP ports that hardware components and applications use for intra-connections and for

	interconnections with external applications or devices.
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Upgrades to ASP S8300 5.1.0.x from an earlier ASP S8300 5.1.0.x release are covered in the *Installing, Maintaining and Troubleshooting the Avaya Solutions Platform S8300* guide.

A summary of those instructions is included here.

Important Notes:

1. During the update process, the ESXI host will try to shut down all Virtual Machines (VMs). If any VM fails to shut down, it will be forced to shut down.
2. The host will enter maintenance mode after all VMs are shut down.
3. The upgrade process includes a dry run and requires user input.
4. After a successful upgrade, the host will exit out of maintenance mode and reboot.
5. If unsuccessful, the host will only exit out of maintenance mode.
6. All the Avaya vib's are removed and reinstalled during the upgrade process.
7. Upon successful upgrade of ASP, all the Virtual Machines will AutoStart after reboot.
8. The EASG vib will be installed during the upgrade process (if it was not previously present).
9. If the ASP S8300 5.1.x was originally migrated from AVP 8.1.x, the persistent storage directory will be `/vmfs/volumes/server-local-disk/`
10. If the ASP S8300 5.1.x was a new server (not migrated from AVP), the persistent storage directory will be `/vmfs/volumes/datastore1/`.
11. Post install recommendation – remove the offline zip file copied into persistent storage

Procedure

The procedures documented below utilize ASP S8300 5.1.0.2 as an example and the persistent storage directory will be `datastore1` as is seen on a new ASP S8300.

1. Backup all Virtual Machines running on the host and ensure the backups are stored off of the host.
2. Start an SSH session to the ASP S8300.
3. Log in to the ASP S8300 command line interface (CLI).
4. Copy the appropriate offline bundle zip file as documented in PCN2145S to persistent storage of the host. The file **MUST** be copied directly into persistent storage, either `/vmfs/volumes/server-local-disk` or `/vmfs/volumes/datastore1`. Do not create a separate directory as the dry run will fail.
 - For example, to upgrade to ASP S8300 5.1.0.2 from an earlier ASP S8300 5.1.0.x release, use offline bundle zip file: `upgrade-asp-s8300-5.1.0.2-04.zip`
5. Change directories to the location (persistent storage) of where you copied the offline bundle zip file.


```
cd /vmfs/volumes/datastore1/
```
6. To unzip the bundle, type the following command and press Enter


```
unzip <bundle-name>
```

 Example:


```
unzip upgrade-asp-s8300-5.1.0.2-04.zip
```
7. Verify the following two files are present
 - `aspupdate.sh`
 - `avaya_asp-[5.1.0.x.0-0x].zip`
 - Example for ASP S8300 5.1.0.2: `avaya-asp-5.1.0.2-04.zip`

8. Run the shell script by providing the complete path to the location of the *avaya_asp-[5.1.0.x.0-0x].zip* file. For example, to upgrade from an earlier ASP S8300 5.1.0.x release to ASP S8300 5.1.0.2.

```
/vmfs/volumes/datastore1/aspupdate.sh /vmfs/volumes/datastore1/avaya-asp-5.1.0.2.0-04.zip
```

9. Enter “Y” to confirm that the application backups have been taken. The system will proceed with the upgrade process.
10. The upgrade process will first perform a dry run.
11. If the dry run is not successful, the host will exit maintenance mode but the VMs will not autostart and will need to be manually started. Review the logs located in the persistent storage directory under the upgrade logs directory, for example:
/vmfs/volumes/datastore1/upgradelogs
12. After the dry run for the upgrade is successful, the actual upgrade commences.
13. The user should see a successful upgrade message similar to the following:
ASP 5.1.0.2.0 patch installation complete
14. The server will exit from maintenance mode and the ASP S8300 host will reboot.
15. After the reboot, login to the ASP S8300 embedded host client UI and ssh into the CLI to confirm the version upgrade is displayed.
16. Post install recommendation – remove the offline zip file (and associated extracted files) from persistent storage.

SECTION 1A – SOFTWARE INFORMATION

Note: A system/software backup is required before upgrading to Avaya Solutions Platform S8300 R5.1.x from AVP.

How to verify the installation of the Service Pack has been successful:

Verification of application/installation of the files listed in the **Description** section of this PCN are covered in the documents referenced in the **Finding the installation instructions (If PCN can be customer installed)** section of this PCN.

What you should do if the Service Pack installation fails?

Steps for troubleshooting failure on application/installation of the files listed in **Description** section of this PCN are covered in the documents referenced in the **Finding the installation instructions (If PCN can be customer installed)** section of this PCN.

How to remove the Service Pack if malfunction of your system occurs:

Steps for rollback/removal (if possible) of the files listed in **Description** section of this PCN are covered in the documents referenced in the **Finding the installation instructions (If PCN can be customer installed)** section of this PCN.

SECTION 1B – SECURITY INFORMATION

Are there any security risks involved?

Please see the “Security Statement”, “Fixes” and “Known Issues and Workarounds” sections in the ASP S8300 release notes located at support.avaya.com for details.

Avaya Security Vulnerability Classification: NA

Mitigation: Solutions for vulnerabilities are delivered by Avaya’s Third-Party vendors (e.g., VMware, etc.).

SECTION 1C – ENTITLEMENTS AND CONTACTS

Material Coverage Entitlements: Customer will need to work with their Avaya Account Manager to plan upgrades, installations and discuss pricing details.

Avaya Customer Service Coverage Entitlements: Avaya On-Site Services and/or Avaya Authorized and Certified Business Partner are to install this PCN, it is considered a billable event as outlined in Section 4 (*Software Updates and Product Correction Notices*) of the Avaya Service Agreement Supplement (Full Maintenance Coverage) unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer.

Additionally, Avaya on-site support is not included. If on-site support is requested, Avaya will bill the customer current Per Incident charges unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer.

Customers under the following Avaya coverage:	
-Full Coverage Service Contract*	
-On-site Hardware Maintenance Contract*	
Remote Installation	Current Per Incident Rates Apply
Remote or On-site Services Labor	Current Per Incident Rates Apply

- Service contracts that include both labor and parts support – 24x7, 8x5.

Customers under the following Avaya coverage:	
-Warranty	
-Software Support	
-Software Support Plus Upgrades	
-Remote Only	
-Parts Plus Remote	
-Remote Hardware Support	
-Remote Hardware Support w/ Advance Parts Replacement	
Help-Line Assistance	Per Terms of Services Contract or coverage
Remote or On-site Services Labor	Per Terms of Services Contract or coverage

Avaya Product Correction Notice Support Offer

The Avaya Product Correction Support Offer provides out-of-hours support for remote and on-site technician installable PCNs, and Avaya installation for all Avaya issued PCNs that are classified as “Customer-Installable”. Refer to the PCN Offer or contact your Avaya Account Representative for complete details.

**Avaya
Authorized
Partner
Service
Coverage
Entitlements:**

Avaya Authorized Partner

Avaya Authorized Partners are responsible for the implementation of this PCN on behalf of their customers.

**Who to contact
for more
information:**

If you require further information or assistance, please contact your Authorized Service Provider or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support [Terms of Use](#).