



# Product Support Notice

© 2022-2023 Avaya LLC All Rights Reserved.

PSN # PSN020578u

Avaya Proprietary – Use pursuant to the terms of your signed agreement or company policy.

Original publication date: 26-Sept-22. This is Issue #06, published date: 21-July-23

Severity/risk level

High

Urgency

Immediately

Name of problem PSN020578u - Avaya Aura® Communication Manager Centralized Licensing changes.

Products affected

Avaya Aura® Communication Manager (CM) 6.3.x, 7.x, 8.x, 10.1.x

Avaya Aura® System Manager (SMGR) 6.3.x, 7.x, 8.x, 10.1.x

Problem description

*Ensure that you are signed up for Avaya E-notifications so that you will be notified when new issues of this PSN are posted.*

**Updated July 21, 2023 – Clarification that disabling centralized licensing in step 4 of the resolution is only to be done for CM. Updated scenario section.**

**Updated July 3, 2023 – “Before you begin” notes added in Resolution section of the PSN. Any inquiries on CM Centralized Licensing should be directed to Avaya Services with reference to this PSN. Do not contact Avaya IT/PLDS.**

**Updated June 22, 2023 – The changes made to the CM 10 licenses described below are now being implemented for any new CM 8 and older licenses generated from PLDS beginning June 22, 2023.**

This PSN clarifies a change in administration of Avaya Aura® Communication Manager (CM) Centralized Licensing that originally took effect in CM 10.1.x software October 29, 2022. This change is visible when adding a Centralized Licensing mapping for Communication Manager.

These changes will now be implemented for any CM license (*regardless of license version*) generated from PLDS starting June 22, 2023. CM 10 licenses generated prior to October 29, 2022 did **not** include this change.

**IMPORTANT:** Ensure familiarity with the Centralized Licensing section of [Administering Avaya Aura® System Manager](#) prior to implementing this PSN.

## **Description of Changes to CM Centralized Licensing**

When adding a Centralized Licensing mapping for Communication Manager using a CM 10 License file, the name of a field under “*Add Element Instance*” has changed from “*Element IP Address*” to “*Centralized Licensing ID*”.

In addition, the valid field content options have changed to support CM Cluster Architecture.

This change is applicable when using either SMGR WebLM or Standalone WebLM (regardless of the SMGR WebLM or Standalone WebLM release) to configure centralized licensing for CM.

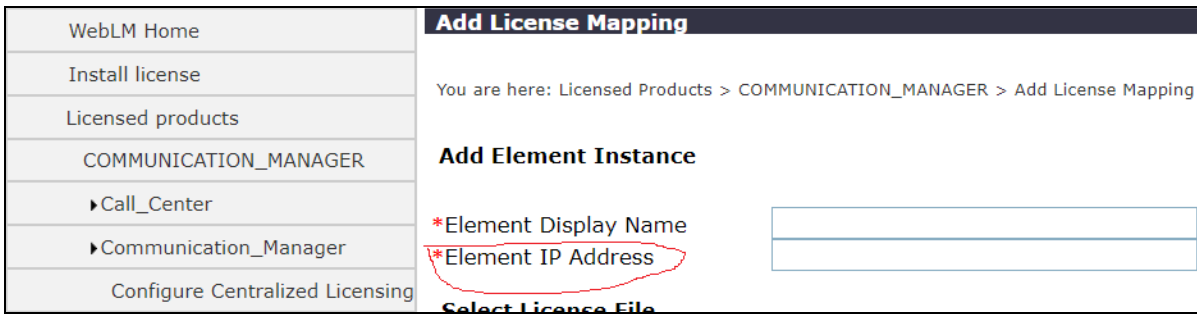
## **Prior to the Changes [CM 8 or older licenses generated prior to June 22, 2023 and CM 10 licenses generated prior to October 29, 2022]**

### **Field Name/Content**

- Field Name
  - “*Element IP Address*”
- Field Content
  - In case of Simplex/Duplex use CM physical IP address  
<IP Address of CM>

**NOTE:** For CM duplex, an entry for **both** active and standby using the physical IP address must be created and it should be mapped to the same license file. CM cluster architecture was not supported in CM 8.x or earlier.

Example screen shot from SMGR 8.1.3.x WebLM with CM 8.1.3.x:



**What Changed [All CM licenses generated after June 22, 2023 and CM 10 licenses generated after October 29, 2022]**

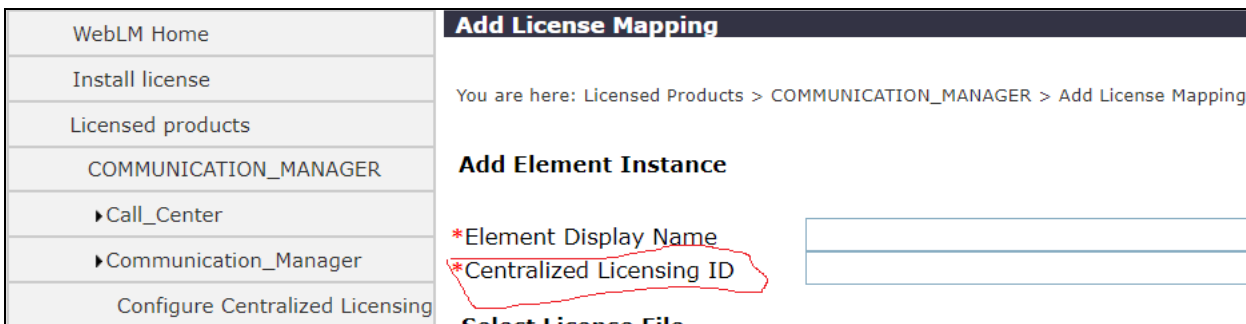
**Field Name/Content**

- New Field Name
  - *“Centralized Licensing ID”*
- New Field Content Format
  - In case of Simplex/Duplex use CM physical IP address  
CM @ <IP Address of CM>
  - In case of Cluster CM  
CM @ <CLUSTER-ID>

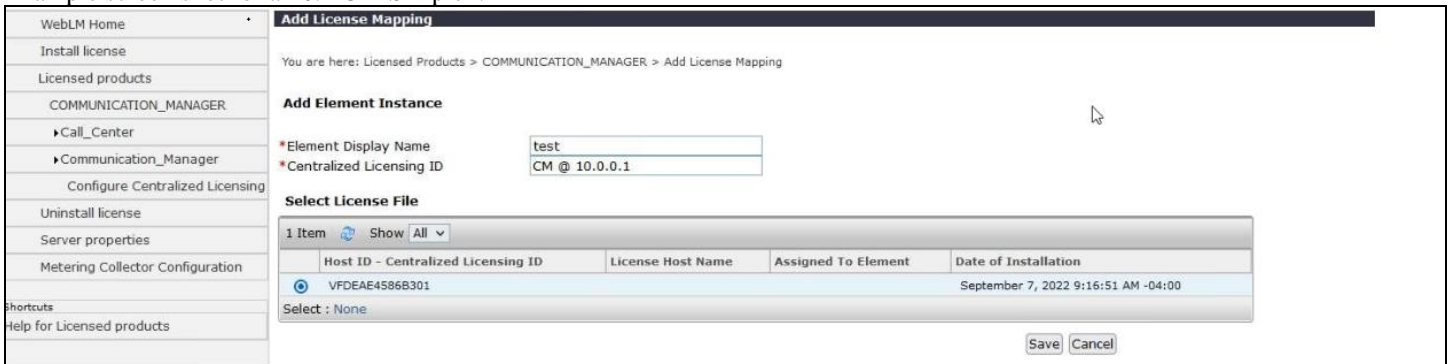
**NOTE:**

- There is a required space before and after the “@” in the field content above.
- For CM duplex, an entry for **both** active and standby using the **physical** IP address must be created and it should be mapped to the same license file. Do not use the virtual/alias IP.
- If Out of Band Management (OOBM) is enabled on CM, the IP address used for Centralized Licensing is the CM application IP address, not the OOBM IP address.
- If the license cannot be acquired, always verify that the values were entered properly and adhere to the rules mentioned above.
- These changes will now be implemented for any CM license (regardless of license version) generated from PLDS starting June 22, 2023.

Example screen shot from SMGR WebLM 10.1.x with CM 10.1.x:



Example screen shot for a 10.1 CM Simplex:



## SCENARIOS

The following lists some use case scenarios and actions required.

Even in the case where no action is required, best practice is to verify the existing license file. Review the “NOTES section” of the existing license file – see Resolution section of this PSN for details.

**IMPORTANT:** In the event a specific scenario is not covered in the table below, if centralized licensing is being used for CM then the notes section in the CM license should be consistent across all the license files irrespective of the version. For example, if one or more CM license(s) have the "ElementIDFormat" and "ElementIDTooltip" in the notes section but the other CM licenses don't have it then the CM licenses that have "ElementIDFormat" and "ElementIDTooltip" in the notes section should be regenerated from PLDS.

SCENARIO	SUB-SCENARIO	ACTION
CM 10.1 software where some CM 10 licenses generated prior to October 29, 2022		Regenerate CM 10 licenses that were originally generated prior to October 29, 2022. See Resolution Section of this PSN for details.
CM 10.1 software where all CM 10 licenses generated AFTER October 29, 2022		No action required.
Mix of CM 10.1 software and CM 8.x or older software where all licenses are CM 10 and CM 10 licenses generated after October 29, 2022.		No action required.
CM 8.x or older software where all licenses are CM 8 or older and all CM licenses generated AFTER June 22, 2023		No action required as all of the existing CM licenses were already generated after June 22, 2023 and have the new format.
CM 8.x or older software where all licenses are CM 8 or older and generated prior to June 22, 2023	No changes planned for existing licenses.	No action required.
	Increase/decrease capacities	Regenerate ALL licenses. See Resolution Section of this PSN for details.
	Any one or more license(s) regenerated (e.g., due to license expiration)	Regenerate ALL licenses. See Resolution Section of this PSN for details.
CM 8.x or older software where there is a mix of CM 8 or older licenses and CM 10 licenses	All of the CM 10 licenses were generated prior to October 29, 2022 and CM 8 or older licenses were generated prior to June 22, 2023	No action required.
	Some of the CM 10 licenses were generated prior to October 29, 2022 and some of the CM 10 licenses were generated after October 29, 2022	Regenerate CM 10 licenses that were originally generated prior to October 29, 2022 and regenerate CM 8 licenses that were originally generated prior to June 22, 2023. See Resolution Section of this PSN for details.
	All CM 10 licenses were generated AFTER October 29, 2022	Regenerate CM 8 or older licenses that were originally generated prior to June 22, 2023. See Resolution Section of this PSN for details.
For any of the above scenarios where no action is required, if a NEW CM license is being generated and needs to be installed, always follow the instructions in the Centralized Licensing section of <a href="#">Administering Avaya Aura® System Manager</a> .		

CM software deployments can be licensed with a license file corresponding to the same CM software release version or a higher CM software release version.

For example, CM 8.x can be licensed with either a CM 8 license file or a CM 10 license file.

This has always been the case.

## NOTES:

- If Out of Band Management (OOBM) is enabled on CM, the IP address used for Centralized Licensing is the CM application IP address, not the OOBM IP address.

- If System Manager is upgraded using the Solution Deployment Manager (SDM) Client, the Primary Host ID will NOT change, current licenses will be carried forward. ALL CM licenses will need to be regenerated as soon as any one CM license is modified.
- If System Manager is upgraded without using the Solution Deployment Manager (SDM) Client, the Primary Host ID WILL change, all current licenses will need to be regenerated due to the Primary Host ID change.
- If Standalone WebLM is upgraded using the Solution Deployment Manager (SDM), the Primary Host ID will NOT change, current licenses will be carried forward. ALL CM licenses will need to be regenerated as soon as any one CM license is modified.
- If Standalone WebLM is upgraded without using the Solution Deployment Manager (SDM), the Primary Host ID WILL change, all current licenses will need to be regenerated due to the Primary Host ID change.

## Resolution

### Before you begin:

- Note down all the CM IP addresses and the names you would like to use for each CM centralized licensing configuration.
- Recommend taking screen shots of the Centralized Licensing screens.
- Obtain a maintenance window before proceeding with Step 4 below.
- Ensure all necessary regenerated licenses are available and downloaded before proceeding with Step 4 below.
- Be aware that CM may go into license grace period during this process and an alarm will be raised. This depends on how quickly the steps are accomplished. This will recover once all steps are complete.
- Review the Centralized Licensing section of [Administering Avaya Aura® System Manager](#).

### Steps for Resolution:

#### 1) Obtain existing license file(s)

There are three different ways to obtain the license file(s).

- 1) License file from original delivery of license via email.
- 2) Download the existing license file from PLDS.
- 3) Download the license file installed in WebLM.
  - a. Login to SMGR or standalone WebLM.
  - b. Go to WebLM home page.
  - c. Export all licenses.
  - d. SSH to SMGR or WebLM CLI.
  - e. Change directory to /tmp and download the zip file that was created during the export process.
  - f. Unzip the file and identify the appropriate CM license(s) to review.

#### 2) Review/verify each CM license file notes section.

- a. Open the license file in Notepad or any text editor to view.
- b. Review the “NOTES” section of the license file.

**Example of license file notes section where license file was generated PRIOR to the changes. Highlighted lines below will be present. Licenses will need to be regenerated.**

```
<Notes>License generated by the webLM PLDS Plug-in (version 7.1.0) on:
Thu Mar 11 16:05:02 EST 2021
ESID: 1
SID: 7
MID:
ElementIDFormat: CM @ &lt;IP_ADDRESS>;
ElementIDTooltip: Enter the IP address of the CM server</Notes>
```

**Example of license file notes section where license file was generated AFTER the changes. There are no entries for ElementIDFormat or ElementIDTooltip. No action required.**

```
<Notes>License generated by the webLM PLDS Plug-in (version 7.1.0) on:
Fri JUN 22 14:49:59 EDT 2023
ESID: 1
```

SID: 7  
MID: </Notes>

- 3) Regenerate the license file(s) from PLDS as needed based on the verification results from step 2 above.
- 4) Reconfigure CM Centralized Licensing using the steps below.
  - a) Remove ALL CM centralized license mappings.  
Note: If all CM license mappings are not removed then the next step, i.e., “Disable centralized licensing”, will throw an error and will not work.
  - b) Disable centralized licensing.  
Note: this should be done for product “Communication Manager” only. Disabling centralized licensing for Communication Manager product does not affect any other product that may be using the Centralized Licensing feature.
  - c) Uninstall all existing CM licenses.
  - d) Install one of the newly generated license files.
  - e) Enable centralized licensing.
  - f) Install all additional licenses and configure as needed for Centralized Licensing.
  - g) Centralized Licensing configuration mappings for ALL CM versions **must now** follow the new process.
    - New Field Name
      - “*Centralized Licensing ID*”
    - New Field Content Format
      - In case of Simplex/Duplex use CM physical IP address  
CM @ <IP Address of CM>
      - In case of Cluster CM  
CM @ <CLUSTER-ID>

**NOTE: For CM duplex, an entry for both active and standby using the physical IP address must be created and it should be mapped to the same license file. CM cluster architecture was not supported in CM 8.x or earlier**

#### Workaround or alternative remediation

N/A

#### Remarks

Issue 1: Original publication September 26, 2022.

Issue 2: October 17, 2022 -- Clarification of rules for CM Duplex.

Issue 3: February 24, 2023 – Clarification added for additional CM software releases and OOBM.

Issue 4: June 22, 2023 – Updated to reflect new procedures and changes in PLDS.

Issue 5: July 3, 2023 – Added *Before you begin* section in the Resolution section of the PSN.

Issue 6: July 21, 2023 – Clarification on Step 4 in the Resolution section for disabling centralized licensing for CM only. Updated scenario section.

## Patch Notes

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

#### Backup before applying the patch

Always

#### Download

N/A

#### Patch install instructions

N/

#### Service-interrupting?

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

N/A

### Mitigation

N/A

**If you require further information or assistance please contact your Authorized Service Provider, or visit [support.avaya.com](https://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](#).**

**Disclaimer:** ALL INFORMATION IS BELIEVED TO BE CORRECT AT THE TIME OF PUBLICATION AND IS PROVIDED “AS IS”. AVAYA LLC, ON BEHALF OF ITSELF AND ITS SUBSIDIARIES AND AFFILIATES (HEREINAFTER COLLECTIVELY REFERRED TO AS “AVAYA”), DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND FURTHERMORE, AVAYA MAKES NO REPRESENTATIONS OR WARRANTIES THAT THE STEPS RECOMMENDED WILL ELIMINATE SECURITY OR VIRUS THREATS TO CUSTOMERS’ SYSTEMS. IN NO EVENT SHALL AVAYA BE LIABLE FOR ANY DAMAGES WHATSOEVER ARISING OUT OF OR IN CONNECTION WITH THE INFORMATION OR RECOMMENDED ACTIONS PROVIDED HEREIN, INCLUDING DIRECT, INDIRECT, CONSEQUENTIAL DAMAGES, LOSS OF BUSINESS PROFITS OR SPECIAL DAMAGES, EVEN IF AVAYA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

THE INFORMATION PROVIDED HERE DOES NOT AFFECT THE SUPPORT AGREEMENTS IN PLACE FOR AVAYA PRODUCTS. SUPPORT FOR AVAYA PRODUCTS CONTINUES TO BE EXECUTED AS PER EXISTING AGREEMENTS WITH AVAYA.

All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya LLC.  
All other trademarks are the property of their respective owners.