Planning for Deploying Avaya Aura® applications

Release 10.2.x
Issue 7
February 2026

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Contents

Chapter 1: Introduction

Purpose

This document:

- provides planning information for deploying Avaya Aura® applications on supported platforms.
- consists of generic installation checklist and configuration details of Avaya Aura® applications.

For detailed description of the deployment procedures for each application, see the application-specific document on the Avaya Support website at http://support.avaya.com

This document is intended for people who perform site preparation and planning tasks before deploying Avaya Aura® applications.

Prerequisites

Before deploying the Avaya Aura® applications, ensure that you have the following knowledge, skills, and tools.

Avaya Product Knowledge

- Avaya Aura® System Manager
- Avaya Aura® Session Manager
- Avaya Aura® Communication Manager
- Avaya Aura® Application Enablement Services
- Avaya Aura® Media Server
- Avaya Solutions Platform
- Avaya Diagnostic Server
- Presence Services using Avaya Breeze® platform
- Avaya Session Border Controller
- Avaya Aura® Device Services

Platform Knowledge

- Linux® Operating System

- VMware®
- Amazon Web Services
- Kernel-based Virtual Machine
- Microsoft Azure
- Google Cloud Platform
- IBM Cloud for VMware Solutions

Tools

For information about tools and utilities, see “Configuration tools and utilities” section.

Change history

Issue	Date	Summary of changes
7	February 2026	Updated the following sections: • Virtualized Environment overview on page 11 • Branch Gateways on page 27 • Supported servers for Avaya Aura applications on page 34 • Supported ASP R6.0.x (KVM on RHEL 8.10) version on page 37
6	May 2025	Updated the following section: • Topology on page 12
5	April 2025	Updated the section for R10.2.1.1: • Supported ESXi version on page 36

Table continues…

Issue	Date	Summary of changes
4	December 2024	Added the following sections for Release 10.2.1: • Planning checklist for ASP R6.0.x (KVM on RHEL 8.10) on page 32 • Supported ASP R6.0.x (KVM on RHEL 8.10) version on page 37 • Supported footprints of System Manager on ASP R6.0.x (KVM on RHEL 8.10) on page 42 • Supported footprints of Communication Manager OVA on ASP R6.0.x (KVM on RHEL 8.10) on page 46 • Supported footprints of Session Manager on ASP R6.0.x (KVM on RHEL 8.10) on page 52 • Supported footprints of Branch Session Manager on ASP R6.0.x (KVM on RHEL 8.10) on page 54 • AE Services resource requirements and the supported footprints on ASP R6.0.x (KVM on RHEL 8.10) on page 57 Updated the following sections for Release 10.2.1: • Software-only environment overview on page 14 • Solution Deployment Manager overview on page 19 • Solution Deployment Manager Client on page 22 • Supported servers for Avaya Aura applications on page 34 • Supported footprints of System Manager on VMware on page 41 • Supported footprints of Communication Manager OVA on VMware on page 44
3	May 2024	Updated the section Software-only environment overview on page 14
2	April 2024	Updated the following sections: Avaya Aura applications deployment offers on page 11 Planning checklist for Software-only environment on page 33 Deployment checklist for software-only environment using operating system console on page 67 Deployment checklist for Software-only environment using Solutions Deployment Manager on page 68
1	December 2023	Release 10.2

Chapter 2: Overview

Avaya Aura® overview

Avaya Aura® is a flagship communications solution that uses an IP and SIP-based architecture to unify media, modes, networks, devices, applications, and real-time, actionable presence across a common infrastructure. This architecture provides on-demand access to advanced collaboration services and applications that improve employee efficiency. Avaya Aura® is available under Core or Power Suite Licenses. Each suite provides a customized set of capabilities designed to meet the needs of different kinds of users. Customers might mix Core and Power licenses on a single system based on their needs.

The following are some of the capabilities that the Avaya Aura® solution provides:

- Support for up to 28 instances of Session Manager and 300,000 users and 1 million devices
- Support for up to 18,000 simultaneously registered H.323 endpoints out of 41,000 endpoints per single Communication Manager server and SIP endpoints in an enterprise
- Advanced Session Management Capabilities
- Converged voice and video call admission control
- SIP features, including E911, which reports the desk location of the caller

Topology

An Avaya Aura® enterprise solution consists of a network of various applications, including Session Manager, Communication Manager, Experience Portal (Voice Portal), Messaging, and Voice Recording. Communication Manager, which is currently the most prominent application, consists of a server and all of the components under that server's control. The various components can be placed into logical and/or physical groups.

A single Communication Manager system comprises one or more network regions. Each network region is a logical grouping of components such as endpoints, gateways, and certain circuit packs. The components of a Communication Manager system could also span various physical placements including gateways and geographical locations (sites).

Knowledge of the details of the configuration topology, from both logical and physical standpoints, is essential to properly conduct a traffic analysis. In particular, the topology often plays a role in determining the routes that are traversed by various call types.

Avaya Aura® applications deployment offers

Avaya Aura® supports the following deployment offers:

- Avaya Aura® Virtualized Environment (VE): Avaya Solutions Platform 130 (Dell PowerEdge R640, ESXi 7.0), Avaya Solutions Platform S8300 (ESXi 7.0), and Customer-provided VMware infrastructure.

  Avaya Solutions Platform 130 R6.0 (Avaya-Supplied KVM on RHEL R8.10) or Avaya Solutions Platform S8300 R6.0 (Avaya-Supplied KVM on RHEL R8.10).

- Software-only and Infrastructure as a Service environment: Deployment on the Red Hat Enterprise Linux operating system.

  Note:

  The deployment of Avaya Aura® applications as software only is available but a restricted offer for net new deployments and requires Avaya Aura® BU approval before proceeding. If you have a business requirement to deploy Avaya Aura® as software only, please get in touch with your Avaya Sales team. Existing customers using software only deployments continue to be supported.

Virtualized Environment overview

You can deploy the Avaya Aura® Release 10.2.x applications in one of the following Virtualized Environments:

- Avaya Solutions Platform 130 Release 5.1 (Dell PowerEdge R640) is a single host server with a preinstalled ESXi 7.0 Standard VMware License.
- Avaya Solutions Platform S8300 with a preinstalled ESXi 7.0 Foundation License for Communication Manager and Branch Session Manager.
- Avaya Solutions Platform 130 Release 6.0 (Dell PowerEdge R640, R660xs) is a single host server with a preinstalled KVM on RHEL R8.10 software.
- Avaya Solutions Platform S8300 Release 6.0 is shipped with a preinstalled Kernel-Based Virtual Machine (KVM) on Red Hat Enterprise Linux (RHEL) R8.10 for Communication Manager and Branch Session Manager.
- VMware in a customer-provided Virtualized Environment.

Note:

For more information about deploying applications, see the product-specific Software-Only and Infrastructure as a Service guide.

Supported applications in Virtualized Environment

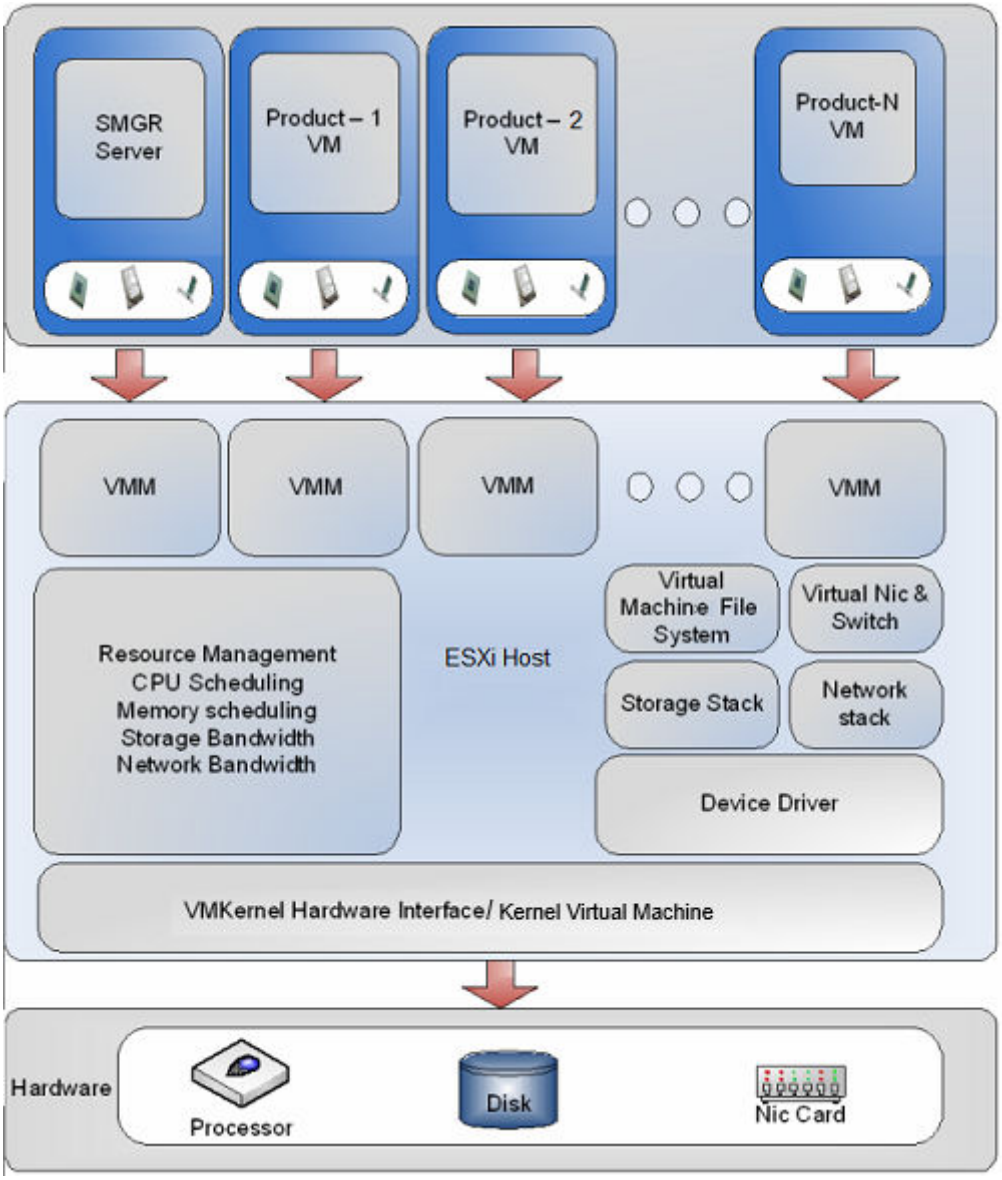
- Avaya Aura® System Manager Release 10.2.x
- Avaya WebLM Release 10.1.3.x
- Avaya Aura® Session Manager Release 10.2.x

- Avaya Aura® Communication Manager Release 10.2.x
- Avaya Aura® Application Enablement Services Release 10.2.x
- Avaya Aura® Media Server Release 10.2.x

For the latest and most accurate information about other Avaya product compatibility information, go to **TOOLS** > **Product Compatibility Matrix** on the Avaya Support website.

Topology

The following is an example of a deployment infrastructure for System Manager on VMware.



Virtualized Environment components for VMware

Virtualized component	Description
Open Virtualization Appliance (OVA)	The virtualized OS and application packaged in a single file that is used to deploy a virtual machine.
Customer-provided VMware or Avaya Solutions Platform 130 (Avaya-Supplied ESXi 7.0) or Avaya Solutions Platform S8300	
ESXi	The physical machine running the ESXi Hypervisor software.
ESXi Hypervisor	A platform that runs multiple operating systems on a host computer at the same time.
ESXi Embedded Host Client	The ESXi Embedded Host Client is a native HTML and JavaScript application and is served directly from the ESXi host.
vSphere Client (HTML5)	Using a Web browser, it connects to a vCenter server or directly to an ESXi host if a vCenter Server is not used.
vCenter Server	vCenter Server provides centralized control and visibility at every level of the virtual infrastructure. vCenter Server provides VMware features such as High Availability and vMotion. This is not applicable for Avaya Solutions Platform 130 or Avaya Solutions Platform S8300.

Virtualized Environment component for ASP R6.0.x (KVM on RHEL 8.10)

Virtualized component	Description
Avaya Solutions Platform 130 (Avaya-Supplied KVM on RHEL R8.10) or Avaya Solutions Platform S8300 (Avaya-Supplied KVM on RHEL R8.10).	
KVM Cockpit	Cockpit is a system administration tool that provides a user interface to monitor and administer servers through a web browser. Cockpit administrators can create and manage KVM-based virtual machines on the host system.

Support for VMware components

Avaya Aura® Release 10.2.x supports deployment and upgrades on the following VMware components in Virtualized Environment.

- VMware® vSphere ESXi 7.0
- VMware® vCenter Server 7.0
- VMware® vSphere ESXi 8.0
- VMware® vCenter Server 8.0

Note:

- Avaya Aura® Release 10.2 and later does not support vSphere ESXi 6.7.
- Avaya Aura® Release 10.1 and later does not support vSphere ESXi 6.0 and 6.5.
- Avaya Aura® Release 8.1.x and later supports KVM on RHEL Release 8.10 hypervisor.

For more information about upgrading from RHEL 8.4 to RHEL 8.10, see:

- *Upgrading Avaya Aura® Communication Manager*
- *Upgrading Avaya Aura® Session Manager*
- *Upgrading Avaya Aura® System Manager*
- *Upgrading Avaya Aura® Application Enablement Services*

Support for KVM components

Avaya Aura® Release 10.2.x supports deployment and upgrades on the following KVM component in Virtualized Environment.

- KVM on RHEL 8.10

Software-only environment overview

In a software-only installation, the customer owns the operating system and must provide and configure the operating system for use with Avaya Aura® application. With the software-only offer, the customer can install and customize the operating system to meet the requirements to install the Avaya Aura® application.

You must run the software-only offer on the supported environments to enable the use of Avaya approved third-party applications for anti-virus, backup, and monitoring.

Avaya Aura® Application Enablement Services (AE Services) runs on a Linux server and is tightly integrated with Avaya Aura® Communication Manager and Avaya Contact Center solutions.

Customers and/or Service Providers must procure a server or virtual machine that meets the recommended hardware requirements and the appropriate version of Red Hat Enterprise Linux® Operating System.

Software security updates

Avaya Security Service Packs (SSP) are built for customers who do not use the software-only distribution. In a software-only deployment, the customer provides the operating system. The customer is responsible for installing the appropriate operating system and applying the relevant security patches from Red Hat.

Avaya Communication Manager Security Service Packs (SSP) can be incompatible or fail to install on a customer controlled operating system.

For more details, see *Avaya Aura® Release Notes* on the Avaya Support website.

Supported third-party applications

With the software-only (ISO) offer, you can install third-party applications on the system. For the list of supported third-party software applications in Release 10.1 and later, see Avaya Product Support Notices.

Supported third-party applications

With the software-only (ISO) offer, you can install third-party applications on the system and get more control on the system. For the list of supported third-party software applications in Release 10.1 and later, see the Avaya Product Support Notice at PSN020360u.

Avaya Aura® Software-Only environment RPMs

In a software-only installation, the customer installs the Red Hat provided RPM updates. To avoid possible issues or incompatibilities with new RPMs, check the list of tested RPMs and follow the instructions in the PSN020617u that Avaya publishes periodically on the Avaya Support website.

Note:

For information about RPM updates for the Red Hat Enterprise Linux operating system and required changes to operating system files on Software only installation, see *Avaya Aura® Software Only White paper* on the Avaya Support website.

With Release 10.1 and later, there are no separate Kernel Service Packs (KSP), and Linux Security Update (LSU).

Supported platforms

You can deploy the Avaya Aura® application software-only *ISO image* on the following:

- On-premise platforms:
  - VMware
  - Kernel-based Virtual Machine (KVM)
  - Hyper-V

    Note:

    From Release 8.0.1, Avaya Aura® applications support Hyper-V.
  - Nutanix 6.5 and later
- Cloud platforms:
  - Amazon Web Services
  - Google Cloud Platform
  - Microsoft Azure
  - IBM Cloud for VMware Solutions

    Specifications for Avaya Aura® applications on IBM Cloud for VMware Solutions is same as that of the Virtualized Environment offer.

    For information about IBM Cloud for VMware Solutions, see IBM Cloud for VMware Solutions product documentation.

Note:

Branch Session Manager is not supported on Amazon Web Services, Google Cloud Platform, and Microsoft Azure.

Supported applications in Software-only Environment

- Avaya Aura® System Manager Release 10.2.x
- Avaya WebLM Release 10.1.3.x
- Avaya Aura® Session Manager Release 10.2.x
- Avaya Aura® Communication Manager Release 10.2.x
- Avaya Aura® Application Enablement Services Release 10.2.x
- Avaya Aura® Media Server Release 10.2.x

Infrastructure as a Service environment overview

Infrastructure as a Service (IaaS) environment enables enterprises to securely run applications on the virtual cloud. The supported Avaya Aura® applications on IaaS can also be deployed on-premises. Avaya Aura® application supports the following platforms within this offer:

- Amazon Web Services

  Note:

  With Release 10.1.x and later, Avaya Aura® will no longer have the Amazon Web Services OVA. Deployment on Amazon Web Services is supported through the software only offer.
- Microsoft Azure
- Google Cloud Platform
- IBM Cloud for VMware Solutions

  For information about IBM Cloud for VMware Solutions, see IBM Cloud for VMware Solutions product documentation.

The Infrastructure as a Service environment supports the following offers:

Offer	Supported environments
ISO	Simplex • Amazon Web Services • Microsoft Azure • Google Cloud Platform • IBM Cloud for VMware Solutions Duplex • Amazon Web Services • Microsoft Azure • Google Cloud Platform • IBM Cloud for VMware Solutions

Supporting the Avaya Aura® applications on the IaaS platforms provide the following benefits:

- Minimizes the capital expenditure on infrastructure. The customers can move from capital expenditure to operational expense.
- Reduces the maintenance cost of running the data centers.
- Provides a common platform for deploying the applications.
- Provides a flexible environment to accommodate the changing business requirements of customers.
- Allows you to pay per-use licensing.
- Allows you to upgrade at a minimal cost.
- Supports mobility to move from one network to another.
- Allows you to stay current with latest security updates provided by the service provider.

You can connect the following applications to the Avaya Aura® IaaS instances from the customer premises:

- Avaya Aura® Messaging Release 6.3 and later
- G430 Branch Gateway and G450 Branch Gateway

Software security updates

Avaya Security Service Packs (SSP) are built for customers who do not use the software-only distribution. In a software-only deployment, the customer provides the operating system. The customer is responsible for installing the appropriate operating system and applying the relevant security patches from Red Hat.

Avaya Communication Manager Security Service Packs (SSP) can be incompatible or fail to install on a customer controlled operating system.

For more details, see *Avaya Aura® Release Notes* on the Avaya Support website.

Supported third-party applications

With the software-only (ISO) offer, you can install third-party applications on the system. For the list of supported third-party software applications in Release 10.1 and later, see Avaya Product Support Notices.

Amazon Web Services overview

Amazon Web Services is an Infrastructure as a Service platform that enables enterprises to securely run applications on the virtual cloud. The key components of Amazon Web Services are Amazon Elastic Compute Cloud (EC2) and Amazon Simple Storage Service (S3).

Microsoft Azure overview

Microsoft Azure is an Infrastructure as a Service platform that enables enterprises to securely deploy and manage applications through a global network of Microsoft-managed data centers.

Google Cloud Platform overview

Google Cloud Platform is a suite of public cloud computing services offered by Google.

IBM Cloud for VMware Solutions overview

IBM Cloud for VMware Solutions is a suite of public cloud computing services offered by IBM.

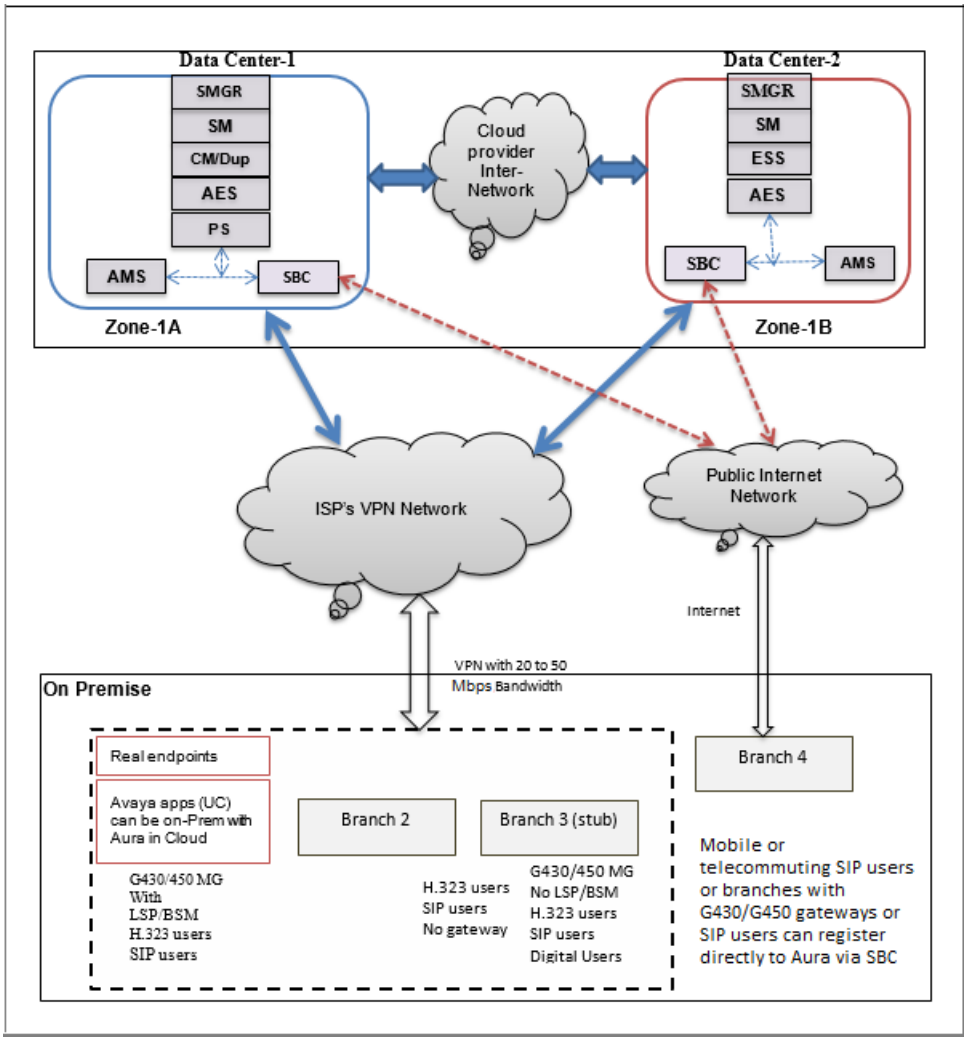
For information about IBM Cloud for VMware Solutions, see IBM Cloud for VMware Solutions product documentation.

Topology

The following diagram depicts the architecture of the Avaya applications on the Infrastructure as a Service platform. This diagram is an example setup of possible configuration offered by Avaya.

Important:

The setup must follow the Infrastructure as a Service deployment guidelines, but does not need to include all the applications.



Supported applications in Infrastructure as a Service Environment

Application	Release	Amazon Web Services	Microsoft Azure	Google Cloud Platform
Avaya Aura® System Manager	Release 10.2.x	Y	Y	Y
Avaya WebLM	Release 10.1.3.x	Y	Y	Y
Avaya Aura® Session Manager	Release 10.2.x	Y	Y	Y
Avaya Aura® Communication Manager	Release 10.2.x	Y	Y	Y
Avaya Aura® Application Enablement Services (Software only)	Release 10.2.x	Y	Y	Y
Presence Services using Avaya Breeze® platform	Release 10.1.x	Y	—	—
Avaya Aura® Media Server (Software only)	Release 10.2.x	Y	Y	Y

For the latest and most accurate information about other Avaya product compatibility information, go to **TOOLS** > **Product Compatibility Matrix** on the Avaya Support website.

Solution Deployment Manager overview

Solution Deployment Manager is a centralized software management solution in System Manager that provides deployments, upgrades, migrations, and updates to Avaya Aura® applications. Solution Deployment Manager supports the operations on the customer's Virtualized Environment and the Avaya Aura® Virtualized Appliance model.

Solution Deployment Manager supports migration of Virtualized Environment-based 8.1.x or 10.1.x applications to Release 10.2.x in the customer's Virtualized Environment. For migrating to Release 10.2.x and later, you must use Solution Deployment Manager Release 10.2.x and later.

Release 7.0 and later supports a standalone version of Solution Deployment Manager, the Solution Deployment Manager client. For more information, see *Using the Solution Deployment Manager client*.

System Manager with Solution Deployment Manager runs on:

- Customer-provided Virtualized Environment solution: Avaya Aura® applications are deployed on customer-provided, VMware® certified hardware.
- Software-Only environment: Avaya Aura® applications are deployed on the customer-owned hardware and the operating system.
- Avaya Solutions Platform 130: Avaya Aura® applications are deployed on the Avaya provided hardware.

Note:

- Solution Deployment Manager does not support that application deployment on Avaya Solutions Platform 130 and Avaya Solutions Platform S8300 Release 6.0.
- Solution Deployment Manager and Solution Deployment Manager Client does not support KVM on RHEL 8.10 images for a virtualized environment.

With Solution Deployment Manager, you can do the following in Virtualized Environment, Avaya Solutions Platform 130, and Avaya Aura® Virtualized Appliance Release 8.x or earlier models:

- Deploy Avaya Aura® applications.
- Upgrade and migrate Avaya Aura® applications.

  Note:

  When an application is configured with Out of Band Management, Solution Deployment Manager does not support upgrade for that application.

  For information about upgrading the application, see the application-specific upgrade document on the Avaya Support website.
- Download Avaya Aura® applications.
- Install service packs, feature packs, and software patches for the following Avaya Aura® applications:
  - Communication Manager and associated devices, such as gateways, and media modules
  - Session Manager
  - Branch Session Manager
  - AE Services

The upgrade process from Solution Deployment Manager involves the following key tasks:

- Discover the Avaya Aura® applications.
- Refresh applications and associated devices and download the necessary software components.
- Run the preupgrade check to ensure successful upgrade environment.
- Upgrade Avaya Aura® applications.
- Install software patch, service pack, or feature pack on Avaya Aura® applications.

For more information about the setup of the Solution Deployment Manager functionality that is part of System Manager 10.2.x, see *Avaya Aura® System Manager Solution Deployment Manager Job-Aid*.

Related links

Solution Deployment Manager client capabilities on page 21

Solution Deployment Manager Client on page 22

Capability comparison between System Manager Solution Deployment Manager and the Solution Deployment Manager client on page 24

Solution Deployment Manager client capabilities

The Solution Deployment Manager client provides the following capabilities and functionality:

- Runs on the following operating systems:
  - Windows 8.1, 64-bit Professional or Enterprise
  - Windows 10, 64-bit Professional or Enterprise
  - Windows 11, 64-bit Professional or Enterprise
  - Windows Server 2016, 64-bit Professional or Enterprise
  - Windows Server 2019, 64-bit Professional or Enterprise
  - Windows Server 2022, 64-bit Professional or Enterprise
- Supports the same web browsers as System Manager.
- Provides the user interface with similar look and feel as the central Solution Deployment Manager in System Manager.
- Supports deployment of System Manager. The Solution Deployment Manager client is the only option to deploy System Manager.
- Supports the Flexible footprint feature. The size of the virtual resources depends on the capacity requirements of Avaya Aura® applications.
- Defines the physical location for Avaya Aura® Appliance Virtualization Platform Release 8.x or earlier, ESXi host, or Avaya Solutions Platform 130 (Avaya-Supplied ESXi 7.0), and discovers virtual machines that are required for application deployments and virtual machine life cycle management.
- Manages lifecycle of the OVA applications that are deployed on the Avaya Aura® Appliance Virtualization Platform Release 8.x or earlier or ESXi host. The lifecycle includes start, stop, reset virtual machines, and establishing trust for virtual machines.

  Note:

  For the Avaya Aura® Messaging element, trust re-establishment is not required.
- Deploys the Avaya Aura® applications that can be deployed from the central Solution Deployment Manager for Avaya Aura® Virtualized Appliance and customer Virtualized Environment. You can deploy one application at a time.

  Note:

  - System Manager must be on the same or higher release than the application you are upgrading to. For example, you must upgrade System Manager to 10.2 before you upgrade Communication Manager to 10.2.

    All the applications that are supported by System Manager do not follow the general Avaya Aura® Release numbering schema. Therefore, for the version of applications that are supported by System Manager, see Avaya Aura® Release Notes on the Avaya Support website.

- Solution Deployment Manager Client must be on the same or higher release than the OVA you are deploying. For example, if you are deploying Communication Manager 10.2 OVA, Solution Deployment Manager Client version must be on Release 10.2 or higher. Solution Deployment Manager Client cannot be on Release 10.1.

- Configures application and networking parameters required for application deployments.
- Supports selecting the application OVA file from a local path or an HTTPS URL. You do not need access to PLDS.
- Supports changing the hypervisor network parameters, such as IP Address, Netmask, Gateway, DNS, and NTP on Appliance Virtualization Platform.
- Supports installing patches for the hypervisor on Appliance Virtualization Platform.
- Supports installing software patches, service packs, and feature packs only for System Manager.

  Note:

  To install the patch on System Manager, Solution Deployment Manager Client must be on the same or higher release as the patch. For example, if you are deploying the patch for System Manager Release 10.2, you must use Solution Deployment Manager Client Release 10.2 or higher.

  However, to install the patch on System Manager Release 10.2, Solution Deployment Manager Client must be on Release 10.2.

  Avaya Aura® applications use centralized Solution Deployment Manager from System Manager to install software patches, service packs, and feature packs. For the applications that cannot be patched from centralized Solution Deployment Manager, use the application Command Line Interface or web console.

  For more information about supported releases and patching information, see Avaya Aura® Release Notes on the Avaya Support website.
- Configures Remote Syslog Profile.
- Creates the Appliance Virtualization Platform Kickstart file.
- Creates the Avaya Solutions Platform S8300 (Avaya-Supplied ESXi 7.0) Release 5.1 Kickstart file.
- Supports the Pre-staging feature to prestage the System Manager OVA, service pack or feature pack, or data migration utility files to deploy, upgrade, or update the System Manager application.

Related links

Solution Deployment Manager overview on page 19

Solution Deployment Manager Client

For the initial System Manager deployment or when System Manager is inaccessible, you can use the Solution Deployment Manager client. The client must be installed on the computer of the technician. The Solution Deployment Manager client provides the functionality to deploy

the OVAs or ISOs on an Avaya-provided server, customer-provided Virtualized Environment, or Software-only environment.

A technician can gain access to the user interface of the Solution Deployment Manager client from the web browser.

Use the Solution Deployment Manager client to:

- Deploy System Manager and Avaya Aura® applications on Avaya appliances, VMware-based Virtualized Environment, and Software-only environment.
- Upgrade VMware-based System Manager from Release 8.1.x or 10.1.x to Release 10.2 and later.
- Install System Manager software patches, service packs, and feature packs.
- Configure Remote Syslog Profile.
- Create the Appliance Virtualization Platform Release 8.x or earlier Kickstart file.
- Generate the Avaya Solutions Platform S8300 (Avaya-Supplied ESXi 7.0) Release 5.1 Kickstart file.
- Install Appliance Virtualization Platform patches.
- Restart and shutdown the Appliance Virtualization Platform host.
- Start, stop, and restart a virtual machine.
- Change the footprint of Avaya Aura® applications that support dynamic resizing. For example, Session Manager and Avaya Breeze® platform.

Note:

- You can deploy or upgrade the System Manager virtual machine only by using the Solution Deployment Manager client.
- You must always use the latest Solution Deployment Manager client for deployment.
- Solution Deployment Manager does not support that application deployment on Avaya Solutions Platform 130 and Avaya Solutions Platform S8300 Release 6.0.
- Solution Deployment Manager and Solution Deployment Manager Client does not support KVM on RHEL 8.10 images for a virtualized environment.

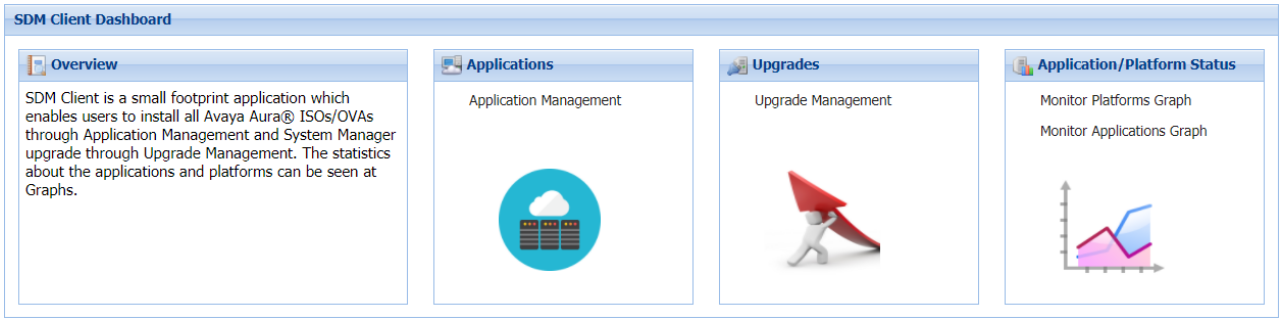


Figure 1: Solution Deployment Manager Client dashboard

Related links

Solution Deployment Manager overview on page 19

Capability comparison between System Manager Solution Deployment Manager and the Solution Deployment Manager client

Centralized Solution Deployment Manager	Solution Deployment Manager Client
Manage virtual machine lifecycle.	Manage virtual machine lifecycle.
Deploy Avaya Aura® applications excluding the System Manager application.	Deploy Avaya Aura® applications including the System Manager application.
Deploy hypervisor patches only for Appliance Virtualization Platform Release 8.x or earlier.	Deploy hypervisor patches only for Appliance Virtualization Platform Release 8.x or earlier.
Upgrade Avaya Aura® applications excluding the System Manager application.	Upgrade System Manager. For information, see *Upgrading Avaya Aura® System Manager*.
Install software patches for Avaya Aura® applications excluding the System Manager application.	Install System Manager patches.
Discover Avaya Aura® applications.	-
Analyze Avaya Aura® applications.	-
Create and use the software library.	-

Related links

Solution Deployment Manager overview on page 19

Avaya Aura® core components

Avaya Aura® contains the following core components:

- Avaya Aura® System Manager Release 10.2.x
- Avaya Aura® Communication Manager Release 10.2.x
- Avaya Aura® Session Manager Release 10.2.x
- Avaya Aura® Application Enablement Services Release 10.2.x
- Avaya Branch Gateway Release 10.2.x
- Avaya Aura® Media Server Release 10.1.x
- Avaya Aura® Presence Services Release 10.1.x
- Avaya WebLM Release 10.1.3.1

Note:

From Release 10.2 and later, Avaya Aura® does not support Avaya Device Adapter Snap-in.

System Manager overview

Avaya Aura® System Manager is a central management system that provides a set of shared management services and a common console. All shared and element-specific management for Avaya Aura® applications that System Manager supports is performed from the common console. System Manager provides the following key capabilities:

- Centralized software management solution to support deployments, migrations, upgrades, and updates to the suite of Avaya Aura® applications.
- Avoid duplicate data entry through shared management services.
- Centralized access to all Avaya Aura® applications through a browser-based management console with single sign on.
- Optimization of IT skill sets with consistency of management functions across Avaya solutions.
- Integration with enterprise IT infrastructure, such as identity management, authentication, authorization, security, and enterprise directory

Communication Manager overview

Communication Manager is an extensible, scalable, and secure telephony application that connects to private and public telephone networks, Ethernet LANs, and the Internet. Communication Manager organizes and routes voice, data, image, and video transmissions.

Key features

- Robust call processing capabilities
- Application integration and extensibility
- Advanced workforce productivity and mobility features
- Built-in conferencing and contact center applications
- E911 capabilities
- Centralized voice mail and attendant operations across multiple locations
- Connectivity to a wide range of analog, digital, and IP-based communication devices
- Support for SIP, H.323, and other industry-standard communications protocols over different networks
- More than 700 powerful features
- High availability, reliability, and survivability

Session Manager overview

Avaya Aura® Session Manager is a SIP routing tool that integrates all SIP devices across the entire enterprise network. Session Manager simplifies the existing communication infrastructure

by combining existing PBXs and other communications systems, regardless of the vendor, into a cohesive and centrally managed SIP-based communications network.

Session Manager supports the following features:

- Integration with third-party equipment and endpoints to normalize disparate networks.
- Centralized routing of calls using an enterprise-wide numbering plan.
- Centralized management through System Manager, including configuration of user profiles and deployment of enterprise-wide centralized applications.
- Interconnection with Communication Manager and Avaya Communication Server 1000 to provide multiple feature support for SIP and non-SIP endpoints.
- Interconnection with IP Office through SIP to provide feature support for SIP endpoints.
- Third-party E911 emergency call service for enterprise users.
- Centralized Presence Services for scalability and reduced network complexity with a variety of endpoints and communication servers.
- Support for converged voice and video bandwidth management.
- Application sequencing capability to incrementally deploy applications without needing to upgrade the PBX.
- Geographic redundancy.
- Mobility of SIP telephones and enterprise mobility for SIP users.
- Support for call reconstruction to allow Call Preservation for SIP calls, which provides mid-call features to be invoked after a failover.
- Support to carry Presence Information Data Format Location Object (PIDF-LO) as a Multipurpose Internet Mail Extensions (MIME) body/attachment in a SIP message. Session Manager can also pass the PIDF-LO information in the SIP message.

Avaya Aura® Application Enablement Services overview

Avaya Aura® Application Enablement Services (AE Services) is a software platform that leverages the capabilities of Avaya Aura® Communication Manager. AE Services provides an enhanced set of Application Programming Interfaces (APIs), protocols, web services, and REST APIs that expose the functionality of Avaya Communication solutions to corporate application developers, third-party independent software vendors, and system integrators.

Note:

AE Services supports existing Communication Manager standalone implementations and Avaya Aura® Session Manager configurations with Communication Manager as an Access Server. AE Services does not support Communication Manager as a Feature Server.

AE Services runs on a Linux server and is tightly integrated with Communication Manager and Avaya Contact Center solutions. AE Services provides an open platform for supporting existing applications and serves as a catalyst for creating the next generation of applications and business solutions.

AE Services supports Antivirus and Malware installation on software-only deployment and the following Antivirus and Malware are tested in Avaya labs:

- McAfee
- Symantec
- ClamAV

Note:

ClamAV Antivirus is preinstalled on AE Services server for VMware deployment using OVA.

Branch Gateways

Branch Gateways work with Communication Manager software installed on any of the following servers to help deliver communication services to enterprises:

- Avaya Solutions Platform S8300

  You can migrate from Appliance Virtualization Platform Release 8.1.x on a S8300E server to Avaya Solutions Platform S8300 6.0 or later.
- Customer-provided server
- Infrastructure as a Service (IaaS)
- Avaya Solutions Platform 130 Appliance: Dell PowerEdge R640 and R660xs

Branch Gateways connect telephone exchange and data networking by routing data and VoIP traffic over the WAN or LAN. Branch Gateways provide support for IP, digital, and analog devices.

Branch Gateways are controlled by Communication Manager operating either as External Call Controller (ECC) or Internal Call Controller (ICC). In a configuration that includes both ICC and ECC, ICC acts as a survivable remote server (SRS). ICC takes over call control when ECC fails or the WAN link between the main office and the branch office is down.

Branch Gateways also provide the standard local survivability (SLS) when the connection to the primary ECC fails and an SRS is not available. This feature is available only for IPv4 setups.

G430 Branch Gateway

G430 Branch Gateway can support up to 150 users when deployed as a branch gateway in a medium to large enterprise. The configuration requires Communication Manager to be installed on the Avaya Solutions Platform S8300 server or either of Avaya Solutions Platform 130 servers, customer-provided server, Infrastructure as a Service (IaaS), or Software-only environment.

G450 Branch Gateway

G450 Branch Gateway supports up to 450 users in a medium to large enterprise and up to 2400 users when deployed as a campus gateway. Both configurations require Communication Manager to be installed on the Avaya Solutions Platform S8300 server or either of Avaya Solutions Platform 130 server, customer-provided server, Infrastructure as a Service (IaaS), or Software-only environment.

Avaya Aura® Media Server overview

Avaya Aura® Media Server (MS) is a software-based media application platform. Avaya Aura® MS performs all multimedia processing using software rather than using dedicated hardware-based DSP resources. Avaya Aura® MS is designed to run on general purpose operating systems and Commercial Off-The-Shelf (COTS) hardware. Avaya Aura® MS forms the backbone of a flexible communications system for growing companies. Using Avaya Aura® MS, your company can take advantage of the increased functionality of an IP network without replacing the existing infrastructure. Avaya Aura® MS works with media gateways to provide a streamlined voice and data network throughout the enterprise. Avaya Aura® MS and media gateways provide a network built on an industry standard operating system that supports distributed IP networking and centralized call processing. The benefits of Avaya Aura® MS are increased productivity, efficiency, and economic benefits for the enterprise. As Avaya Aura® MS consolidates multiple systems into a single server, you can manage the entire communications infrastructure from one location. Avaya Aura® MS provides scalability, redundancy, and high availability.

Avaya Aura® MS supports SIP TLS, SRTP, VoiceXML 2.1, CCXML 1.0, MRCP, QOS Monitoring, Audio, Video, MLPP, IM, and Webpush features.

Avaya Aura® MS powers diverse applications such as voice messaging, consumer conferencing, self service, contact centers, basic media services, and communication applications.

Presence Services overview

Avaya Aura® Presence Services indicates the presence of a user through the presence states, such as Busy, Away, or Do Not Disturb. The presence is an indication of the availability of the user and the readiness to communicate across services, such as telephony, instant messaging (IM), and video.

The presentity is the visibility of a user on a shared communication network. The users who are a part of the presentity group have access to the presence status of another user. A watcher is a user who monitors the presentity of another user. The watcher must subscribe to Presence Services to receive presence updates for a presentity.

Presence Services supports collecting presence information from diverse sources. This information is aggregated for a user and then made available to the presence-aware applications. When an application subscribes to Presence Services, the application receives presence change notifications that contain the aggregated presence for a user and the communication resources available to the user. By using this information, the application can provide a visual indication about the presence of the user.

Presence Services is compatible with the client software from Microsoft®, IBM® Domino®, and open source. Users can utilize the following collectors to use the core Presence Services capabilities with other presence sources:

- Application Enablement Services collector: To collect telephony presence information from devices that are not presence capable, such as H323, and DCP endpoints administered as OPTIM extensions.
- Exchange collector: To collect the calendar and out-of-office information from Exchange mailboxes.

- Domino collector: To collect the calendar and out-of-office information from Domino mailboxes.

The Avaya Breeze® platform

Avaya Breeze® platform provides a virtualized and secure application platform where workflow developers and Java programmers can develop and dynamically deploy advanced collaboration capabilities. These capabilities extend the power of Avaya Aura®, Avaya Oceana®, and Avaya Professional Services custom development. Customers, Business Partners, and Avaya developers can use Avaya Breeze® platform to deploy snap-ins.

WebLM overview

Avaya provides a Web-based License Manager (WebLM) to manage licenses of one or more Avaya software products for your organization. WebLM facilitates easy tracking of licenses. To track and manage licenses in an organization, WebLM requires a license file from the Avaya Product Licensing and Delivery System (PLDS) website at https://plds.avaya.com.

WebLM supports two configurations models:

- WebLM standard model. In this model, a single WebLM server supports one or more licensed products. The WebLM standard model supports the Standard License File (SLF) and Enterprise License File (ELF) types.
- WebLM enterprise model. This model includes multiple WebLM servers. One WebLM server acts as a master WebLM server and hosts the license file from PLDS. The remaining WebLM servers act as the local WebLM servers and host the allocation license files from the master WebLM server. You require an ELF to set up the WebLM enterprise model. PLDS generates license files that are SLFs or ELFs.

  Note:

  The master and local WebLM servers must be deployed on the same major release. The master WebLM server must be on same or latest service pack than the local WebLM server resides on.

  For example, if the local WebLM server is on Release 7.1, the master WebLM server must be on Release 7.1, 7.1.1, 7.1.2, or 7.1.3. The master WebLM server cannot be higher than Release 7.1.x.

You can purchase two products and choose the enterprise model of licensing for one product and the standard model of licensing for the other product. PLDS generates a separate license file for each product.

The license file is an SLF or ELF based on how the product is configured in PLDS. Verify the installation options that the product supports before you install the WebLM server. To configure the standard licensing, you can use an ELF or SLF. To configure enterprise licensing, you must have an ELF. After you install the license file on the WebLM server, a product with an ELF can have multiple instances of the WebLM server. However, a product with an SLF can have only one instance of the WebLM server.

The license file of a software product is in an XML format. The license file contains information regarding the product, the major release, the licensed features of the product, and the licensed capacities of each feature that you purchase. After you purchase a licensed Avaya software product, you must activate the license file for the product in PLDS and install the license file on the WebLM server.

Chapter 3: Planning and Preconfiguration

Planning checklist for Avaya Aura® Virtualized Environment

Planning checklist for VMware®

Complete the following tasks before deploying or upgrading the Avaya Aura® application OVA on VMware® or Avaya Solutions Platform 130 (Dell PowerEdge R640).

No.	Task	Notes	✔
1	Download the required software and patches.		
2	Purchase and obtain the required licenses.		
3	Register for PLDS, and activate license entitlements.		
4	Verify the software compatibility.	-	
5	Keep the following information handy to create a backup on the remote server: • IP address • Directory • User Name • Password		

Note:

When you deploy or upgrade Avaya Aura® applications on Avaya Solutions Platform 130 ensure to:

- Update the Dell R640 BIOS and firmware to the latest release.
- Enable the iDRAC and connect it to an ethernet switch.

  Note:

  After deploying OVA directly from host, you must check that HDD size matches your profile.

For information about deployment or upgrade of Avaya Aura® application on VMware, see the application-specific deployment or upgrade guide.

Planning checklist for ASP R6.0.x (KVM on RHEL 8.10)

Ensure that the customer completes the following before deploying the Session Manager Open Virtualization Application (OVA) on Avaya-supplied Avaya Solutions Platform 130.

#	Action	Links/Notes	✔
1	Assess and verify the resource requirements with the customer. The key factors are: • CPU utilization • Memory usage • Storage requirements • Network utilization • Supported capacity	See Supported footprints of Session Manager on ASP R6.0.x (KVM on RHEL 8.10) on page 52.	
2	Enter the required information in the Customer Configuration Data worksheet.	See Customer configuration data on page 63.	
3	Verify the customer has the required hardware at the customer site.	See Supported hardware for ASP R6.0.x (KVM on RHEL 8.10) on page 38.	
3	Download the required software.	See Downloading software from PLDS on page 38.	
4	Licenses: 1. Obtain the License Activation Code (LAC). 2. Install the license file.	See Installing a license file on page 39.	
5	Verify you have the necessary resources for the SAL Gateway.	See SAL Gateway on page 40.	
6	Register for PLDS and activate license entitlements.	Go to the Avaya Product Licensing and Delivery System at https://plds.avaya.com/.	

Note:

Solution Deployment Manager and Solution Deployment Manager Client does not support KVM on RHEL 8.10 images for a virtualized environment.

With the introduction of Avaya Solutions Platform R6.0.x there is no longer a specific license key needed as was present with Avaya Solutions Platform 5.1.x and earlier versions running

on ESXi. However, it is imperative that customers have a record in PLDS for each and every instance of the server hypervisor as customers and Avaya will be subject to audits to ensure right to use royalties have been paid.

Planning checklist for Software-only environment

Note:

The deployment of Avaya Aura® applications as software only is available but a restricted offer for net new deployments and requires Avaya Aura® BU approval before proceeding. If you have a business requirement to deploy Avaya Aura® as software only, please get in touch with your Avaya Sales team. Existing customers using software only deployments continue to be supported.

Complete the following tasks before deploying or upgrading the Avaya Aura® application on Software-only environment:

No.	Task	Notes	✔
1.	Download the required software from PLDS.		
2.	Purchase and obtain the required licenses.		
3.	Register for PLDS and activate license entitlements. Ensure that you have the PLDS access credentials.	For more information about licensing, navigate to Avaya Product Licensing and Delivery System at https://plds.avaya.com/.	
4.	Prepare the site by performing the following procedures: • Create a virtual machine on the supported virtualized environment. • Install the Red Hat Linux for the Software-Only deployment.	For more information, see the application specific deploying and upgrading guides.	

Planning checklist for Infrastructure as a Service

Complete the following tasks before deploying or upgrading the Avaya Aura® application on specific IaaS services management console:

No.	Task	Notes	✔
1	Download the required software from PLDS.		
2	Purchase and obtain the required licenses.		
3	Register for PLDS and activate license entitlements. Ensure that you have the PLDS access credentials.	For more information about licensing, navigate to Avaya Product Licensing and Delivery System at https://plds.avaya.com/.	
3	Ensure that the following information is available: • FQDN/IP address, netmask, and gateway • Out of Band Management configuration details.		
4	Log on to the specific IaaS services management console.		
5	Create a key pair.	Use key pair, which is a set of public and private keys to encrypt and decrypt data, such as login information, for example, the password. This key pair is used when you deploy an Avaya Aura® application on the cloud.	

Supported servers for Avaya Aura® applications

The following table lists the Avaya sourced supported servers for the Avaya Aura® applications:

Supported servers	7.1.x	8.0.x	8.1.x	10.1.x	10.2.x
S8300D	Y	N	N	N	N
S8300E[1]	Y	Y	Y	Y	Y
HP ProLiant DL360 G7 (CSR1)	Y	N	N	N	N
HP ProLiant DL360p G8 (CSR2)	Y	Y	Y	N	N

Table continues…

Supported servers	7.1.x	8.0.x	8.1.x	10.1.x	10.2.x
HP ProLiant DL360 G9 (CSR3)	Y	Y	Y	N	N
Dell™ PowerEdge™ R610 (CSR1)	Y	N	N	N	N
Dell™ PowerEdge™ R620 (CSR2)	Y	Y	Y	N	N
Dell™ PowerEdge™ R630 (CSR3)	Y	Y	Y	N	N
Avaya Solutions Platform 120 Appliance: Dell PowerEdge R640 [2]	N	Y	Y	N	N
Avaya Solutions Platform 130 Appliance: Dell PowerEdge R640 and R660xs [3]	N	Y	Y Avaya Solutions Platform 130 Release 5.x/6.x	Y Avaya Solutions Platform 130 Release 5.x/6.x	Y Avaya Solutions Platform 130 Release 5.1/6.x
Avaya Solutions Platform S8300 [4]	N	N	N	Y Release 5.1	Y Release 5.1/6.x

[1] You can migrate the S8300E server to Avaya Solutions Platform S8300 Release 6.x. For information, see *Migrating from Appliance Virtualization Platform deployed on S8300 Server to Avaya Solutions Platform S8300* on the Avaya Support website.

[2] Avaya Solutions Platform 120 Appliance uses Appliance Virtualization Platform to support virtualization.

[3] You can migrate the Avaya Solutions Platform 120 Appliance to Avaya Solutions Platform 130 Appliance Release 6.x. For information, see *Migrating from Appliance Virtualization Platform to Avaya Solutions Platform 130* on the Avaya Support website.

Avaya Solutions Platform 130 Appliance 5.1.x uses VMware vSphere ESXi software to support virtualization. Avaya Solutions Platform 130 Appliance 6.x uses KVM on RHEL software to support virtualization.

[4] Avaya Solutions Platform S8300 5.1.x supports virtualization using VMware vSphere ESXi foundation license for Communication Manager and Branch Session Manager. Avaya Solutions Platform S8300 6.x supports virtualization using KVM on RHEL 8.10 software.

Avaya Solutions Platform 130 Appliance R4/5 uses VMware vSphere ESXi Standard License to support virtualization

Note:

- Avaya Solutions Platform 130 Appliance Release 5.x and Avaya Solutions Platform S8300 Release 5.1 support only ESXi 7.0. ASP 6.0 moves the Avaya-supplied software from ESXi to KVM on RHEL. The Avaya-provided environments (ASP 130/S8300) only support Avaya-provided updates. If you update directly from a Dell, VMware, or RHEL website, this results in an unsupported configuration.
- From Avaya Aura® Release 10.1 and later, Avaya-provided HP ProLiant DL360p G8, HP ProLiant DL360 G9, Dell™ PowerEdge™ R620, Dell™ PowerEdge™ R630, and Avaya Solutions Platform 120 servers are not supported.

  However, in Release 10.2.x, Avaya Solutions Platform 120 can be upgraded to Avaya Solutions Platform 130 Release 6.0.
- From Avaya Aura® Release 8.0 and later, S8300D, Dell™ PowerEdge™ R610, and HP ProLiant DL360 G7 servers are not supported.

With the introduction of Avaya Solutions Platform R6.0.x (KVM on RHEL 8.10), you no longer need a specific license key as was the case with Avaya Solutions Platform 5.1.x and earlier versions running on ESXi. However, it is imperative that customers have a record in PLDS for each and every instance of the server hypervisor as customers and Avaya will be subject to audits to ensure right to use royalties have been paid.

Supported ESXi version

The following table lists the supported ESXi versions of Avaya Aura® applications:

ESXi version	Avaya Aura® Release				
	7.1.x	8.0.x	8.1.x	10.1.x	10.2.x
ESXi 5.0	N	N	N	N	N
ESXi 5.1	N	N	N	N	N
ESXi 5.5	Y	N	N	N	N
ESXi 6.0	Y	Y	Y	N	N
ESXi 6.5	Y	Y	Y	N	N
ESXi 6.7	N	Y	Y	Y	N
ESXi 7.0	N	N	Starting from Release 8.1.3: Y	Y	Y
ESXi 8.0	N	N	N	N	Y

Note:

- Avaya Solutions Platform 130 Appliance and Avaya Solutions Platform S8300 R6.0 supports Avaya-supplied KVM on RHEL 8.10. The Avaya-provided environments (ASP 130/S8300) only support Avaya-provided updates. If you update directly from a Dell or RHEL website, this results in an unsupported configuration.
- Avaya Aura® Release 10.2.x supports VMware 8.0, VMware 8.0 Update 2, and VMware 8.0 Update 3.

  Avaya Aura® Release 10.2.x does not support VMware 8.0 Update 1. For information about known issues, see VMware 8.0 Update 1 Release Notes on the Broadcom website (formerly VMware).
- As of October 15, 2022, VMware has ended support for VMware vSphere 6.x. Therefore, it is recommended to upgrade to supported vSphere versions.

  For customer-provided environments and how to upgrade to supported vSphere version, see the VMware website.
- Avaya Solutions Platform 130 Appliance Release 5.x and Avaya Solutions Platform S8300 Release 5.1 support only ESXi 7.0. ASP 6.0 moves the Avaya-supplied software from ESXi to KVM on RHEL. The Avaya-provided environments (ASP 130/S8300) only support Avaya-provided updates. If you update directly from a Dell, VMware, or RHEL website, this results in an unsupported configuration.
- From VMware vSphere ESXi 6.7 onwards, only HTML5 based vSphere Client is supported.
- Avaya Aura® applications support the particular ESXi version and its subsequent update. For example, the subsequent update of VMware ESXi 7.0 can be VMware ESXi 7.0 Update 3.
- WebLM Release 10.1.2 OVA and higher are certified with ESXi 8.0, ESXi 8.0 Update 2 (U2) deployments, and ESXi 8.0 Update 3 (U3) deployments.

Supported ASP R6.0.x (KVM on RHEL 8.10) version

The following table lists the supported KVM versions of Avaya Aura® applications:

Avaya Solutions Platform (KVM on RHEL 8.10)	Avaya Aura® Release		
	8.1.x	10.1.x	10.2.x
KVM Release 8.10	Y	Y Not supported for Session Manager Not supported for System Manager	Y

Note:

- Avaya Solutions Platform 130 and Avaya Solutions Platform S8300 R6.0.x are Avaya-supplied KVM on RHEL 8.10. The Avaya Solutions Platform 130 can be either a Dell R660xs or Dell R640. The Dell R660xs only ships with and supports KVM on RHEL 8.10. The initial Release of Avaya Solutions Platform 130 Release 4.0 supported Avaya-supplied ESXi 6.5 and Avaya Solutions Platform 130/S8300 R5.x supported Avaya-supplied ESXi 7.0.
- Avaya Solutions Platform 130 and Avaya Solutions Platform S8300 R6.0.x software is KVM on RHEL 8.10. The Avaya Solutions Platform 130 Dell R660xs server only supports KVM on RHEL 8.10. The Avaya Solutions Platform 130 Dell R640 and the ASP S8300 S8300E support both ESXi 7.0 and KVM on RHEL 8.10. Avaya Solutions Platform 130 Dell R640 Release 4.0 supported ESXi 6.5
- Avaya Solutions Platform 130 Release 6.0 (Dell PowerEdge R640, R660xs) is a single host server with a preinstalled KVM on RHEL R8.10 software.
- Avaya Solutions Platform S8300 Release 6.0 is shipped with a preinstalled Kernel-Based Virtual Machine (KVM) on Red Hat Enterprise Linux (RHEL) R8.10 for Communication Manager and Branch Session Manager.
- Avaya Solutions Platform130 Release 6.0.x (Dell PowerEdge R640, R660xs, S8300E) is a single host server with preinstalled KVM on RHEL R8.10 software.
- With the introduction of Avaya Solutions Platform R6.0.x there is no longer a specific license key needed as was present with Avaya Solutions Platform 5.1.x and earlier versions running on ESXi. However, it is imperative that customers have a record in PLDS for each and every instance of the server hypervisor as customers and Avaya will be subject to audits to ensure right to use royalties have been paid.

Supported hardware for ASP R6.0.x (KVM on RHEL 8.10)

The only supported hardware for the KVM images is Avaya Solutions Platform 130 Release 6.0.x and Avaya Solutions Platform S8300 Release 6.0.x.

Downloading software from PLDS

When you order for an Avaya Product Licensing and Delivery System (PLDS)-licensed software product, PLDS creates the license entitlements of the order and sends an email notification to you. The email includes a license activation code (LAC) and instructions for accessing and logging into PLDS. Use the LAC to locate and download the purchased license entitlements.

In addition to PLDS, you can download the product software from https://support.avaya.com using the **Downloads and Documents** tab at the top of the page.

Note:

Only the latest service pack for each release is posted on the support site. Previous service packs are available only through PLDS.

Procedure

1. On your web browser, type https://plds.avaya.com to access the Avaya PLDS website.
2. Enter your login ID and password.
3. On the PLDS Home page, select **Assets**.
4. Click **View Downloads**.
5. Click the search icon for Company Name.
6. In the Search Companies dialog box, do the following:
   a. In the **%Name** field, type `Avaya` or the Partner company name.
   b. Click **Search Companies**.
   c. Locate the correct entry and click the **Select** link.
7. Search for the available downloads by using one of the following:
   - In **Download Pub ID**, type the download pub ID.
   - In the **Application** field, click the application name.
8. Click **Search Downloads**.
9. In the **Download Manager** box, click the appropriate **Download** link.

   Note:

   The first link, **Click to download your file now**, uses the Download Manager to download the file. The Download Manager provides features to manage the download (stop, resume, auto checksum). The **click here** link uses your standard browser download and does not provide the download integrity features.
10. If you use the Download Manager, click **Details** to view the download progress.
11. Select a location to save the file, and click **Save**.
12. **(Optional)** When the system displays the security warning, click **Install**.

    When the installation is complete, PLDS displays the downloads again with a check mark next to the downloads that have completed successfully.

Installing the license file

Procedure

1. On the home page of the System Manager web console, click **Services** > **Licenses**.

2. In the navigation pane, click **Install license**.
3. Click **Browse** to specify the location of the Session Manager license file on your computer.
4. Click **Accept the License Terms & Conditions**.
5. Click **Install**.

   The System Manager web console displays Session Manager in the **Licensed products** section.

SAL Gateway

You require a Secure Access Link (SAL) Gateway for remote access and alarming.

Through SAL, support personnel or tools can gain remote access to managed devices to troubleshoot and debug problems.

A SAL Gateway:

1. Receives alarms from Avaya products in the customer network.
2. Reformats the alarms.
3. Forwards the alarms to the Avaya support center or a customer-managed Network Management System.

For more information about SAL Gateway and its deployment, see the Secure Access Link documentation on the Avaya Support website at https://support.avaya.com.

Configuration tools and utilities

To deploy or upgrade the Avaya Aura® application OVA and to configure the applications, you need the following tools and utilities:

- A browser for administering Avaya Aura®applications.
- USB keyboard, USB mouse, video monitor, and cables or laptop computer with Ethernet crossover cable.
- An SSH client, for example, PuTTY and PuTTYgen.
- An SFTP client for Windows, for example WinSCP.

Chapter 4: Supported footprints and profiles

From Release 10.1, the hard-disk capacity for profiles of Avaya Aura® applications is increased. Review the footprint details for deploying or upgrading of Avaya Aura® applications.

System Manager footprints

Supported footprints of System Manager on VMware

The following table describes the resource requirements to support different profiles for System Manager on Customer-provided VMware and Avaya-supplied Avaya Solutions Platform 130.

Note:

- Avaya Aura® System Manager supports VMware hosts with Hyperthreading enabled at the BIOS level.
- Reservations are not permitted for Avaya Solutions Platform 4200 series solutions (formerly known as CPOD/PodFx) deployment. For reservationless deployment of Avaya Aura® applications, see the recommendations given in *Application Notes on Best Practices for Reservationless deployment of Avaya Aura® software release 10.1 on VMware*.

  Ensure to consider reservations for deploying Avaya Aura® applications on Avaya Solutions Platform 130 and Avaya Solutions Platform S8300.

  A gibibyte (GiB) and a gigabyte (GB) are sometimes used as synonyms, though they do not describe the same output of capacity technically. However, they are close in size. A gibibyte = 1024^3 and gigabyte = 1000^3.

Resource	Profile 2	Profile 3	Profile 4
vCPU Reserved	6	8	18
Minimum vCPU Speed	2185 MHz	2185 MHz	2185 MHz
CPU reservation	13110 MHz	17480 MHz	39330 MHz
Virtual RAM	12 GiB	18 GiB	36 GiB
Memory reservation	12288 MiB	18432 MiB	36864 MiB

Table continues…

Resource	Profile 2	Profile 3	Profile 4
Virtual Hard Disk	170 GiB	270 GiB	850 GiB
Shared NICs	1	1	1

Note:

From Release 8.0 and later, System Manager Profile 1 is not supported. If System Manager is on a pre Release 8.0 and using the Profile 1, ensure that the server has the required resources to configure Profile 2 on Release 8.0 and later.

Supported footprints of System Manager on ASP R6.0.x (KVM on RHEL 8.10)

The following table describes the resource requirements to support different profiles for System Manager on KVM.

Note:

- Avaya Aura® System Manager supports KVM hosts with Hyperthreading enabled at the BIOS level.
- Ensure to consider reservations for deploying Avaya Aura® applications on Avaya Solutions Platform 130 and Avaya Solutions Platform S8300.

  A gibibyte = 1024^3 and gigabyte = 1000^3

Resource	Profile 2	Profile 3	Profile 4
vCPU Reserved	6	8	18
Minimum vCPU Speed	2185 MHz	2185 MHz	2185 MHz
CPU reservation	13110 MHz	17480 MHz	39330 MHz
Virtual RAM	12 GiB	18 GiB	36 GiB
Memory reservation	12288 MiB	18432 MiB	36864 MiB
Virtual Hard Disk	170 GiB	270 GiB	850 GiB
Shared NICs	1	1	1

Note:

From Release 8.0 and later, System Manager Profile 1 is not supported. If System Manager is on a pre Release 8.0 and using the Profile 1, ensure that the server has the required resources to configure Profile 2 on Release 8.0 and later.

Supported footprints of System Manager *Software-Only ISO image* for on-premise

These footprint values are applicable for Software-Only deployments on VMware, Hyper-V, and KVM.

Note:

Avaya Aura® System Manager supports VMware hosts with Hyperthreading enabled at the BIOS level.

A gibibyte (GiB) and a gigabyte (GB) are sometimes used as synonyms, though they do not describe the same output of capacity technically. However, they are close in size. A gibibyte = 1024^3 and gigabyte = 1000^3.

Footprint	CPUs (GHz)	Number of vCPUs	CPU reservation	RAM (GiB)	Memory reservation	HDD (GiB)	NICs
Profile 2	2.29	6	13740	12	12288	170	1
Profile 3	2.29	8	18320	18	18432	270	1
Profile 4	2.29	18	39600	36	39600	850	1

Supported footprints of System Manager on AWS

Note:

Avaya Aura® System Manager supports VMware hosts with Hyperthreading enabled at the BIOS level.

A gibibyte = 1024^3 and gigabyte = 1000^3

Footprint	Profile 2	Profile 3	Profile 4
Instance type	m4.2xlarge or higher, m5.2xlarge, m5a.2xlarge, c5a.2xlarge, or c5.2xlarge	m4.2xlarge or higher, m5.2xlarge, m5a.2xlarge, c5a.4xlarge, or c5.2xlarge	m4.10xlarge or higher, m5.8xlarge, m5a.8xlarge, c5.9xlarge, or c5a.8xlarge
HDD (GiB)	170	270	850
NICs	1	1	1

Supported footprints of System Manager ISO on Google Cloud Platform

Note:

Avaya Aura® System Manager supports VMware hosts with Hyperthreading enabled at the BIOS level.

A gibibyte = 1024^3 and gigabyte = 1000^3

Footprint	Profile 2	Profile 3	Profile 4
vCPU	6	8	18
RAM (GiB)	12	18	36
HDD (GiB)	170	270	850
NICs	1	1	1

Supported footprints of System Manager ISO on Microsoft Azure

Note:

Avaya Aura® System Manager supports VMware hosts with Hyperthreading enabled at the BIOS level.

A gibibyte = 1024^3 and gigabyte = 1000^3

Footprint	Profile 2	Profile 3	Profile 4
Instance type	Standard_D8s_v3	Standard_D8s_v3	Standard_D32s_v3
HDD (GiB)	170	270	850
NICs	1	1	1

Supported number of users on System Manager

The following System Manager resource requirements are based on the profile and are applicable for System Manager deployed on Customer-provided VMware, Avaya-supplied Avaya Solutions Platform 130, or Software-only environment.

Footprint	Max number of users	Max number of Branch Session Managers	Max number of Session Managers	Max number of Breeze	Max number of IP Office Branches
Profile 2	35,000 to 250,000	250	12	12	500
Profile 3	250,000	500	28	28	2000
Profile 4	300,000	5000	28	28	3500

Communication Manager footprints

Supported footprints of Communication Manager OVA on VMware

Note:

- Avaya Aura® Communication Manager supports VMware hosts with Hyperthreading enabled at the BIOS level.
- Reservations are not permitted for Avaya Solutions Platform 4200 series solutions (formerly known as CPOD/PodFx) deployment. For reservationless deployment of Avaya Aura® applications, see the recommendations given in *Application Notes on Best Practices for Reservationless deployment of Avaya Aura® software release 10.1 on VMware*.

  Ensure to consider reservations for deploying Avaya Aura® applications on Avaya Solutions Platform 130 and Avaya Solutions Platform S8300.

The following table describes the resource requirements to support different profiles for Communication Manager on Customer-provided VMware and Avaya-supplied Avaya Solutions Platform 130:

Footprint (Max users)	vCPU	CPU Reservation (MHz)	Memory (MiB)	Hard disk (GiB)	Minimum CPU Speed (MHz)	Extra NICs
CM Main Max users 1000	2	3900	3584	64	1950	0
CM Survivable Max users 1000	1	1950	4096	64	1950	0
CM Simplex1 Max users 2400	2	4340	4096	64	2170	0
CM Simplex2 Max users 41000 (Can be used as Main or Survivable)	2	4340	4608	64	2170	0
CM Duplex Max users 30000 (CM Duplex–Main or Survivable–up to 30,000 users)	3	6510	5120	64	2170	1
CM High Duplex Max users 41000 (For Hi-Duplex Servers for Main or survivable)	3	7650	5120	64	2550	1

Note:

The following deployment options are for future use:

- CM Standard Duplex Array Max Users 300000
- CM High Duplex Array Max Users 300000
- CM Simplex Array Max users 300000

If you select any of these options during deployment, it results in an unsupported configuration, and you must redeploy Communication Manager with a supported profile.

A gibibyte (GiB) and a gigabyte (GB) are sometimes used as synonyms, though they do not describe the same output of capacity technically. However, they are close in size. A gibibyte = 1024^3 and gigabyte = 1000^3.

The terms mebibyte and megabyte are closely related and often used as synonyms, though they don't technically refer to the same amount of capacity. However, they are close in size, One mebibyte equals 1.048576 megabytes.

Supported footprints of Communication Manager OVA on ASP R6.0.x (KVM on RHEL 8.10)

Note:

- Avaya Aura® Communication Manager supports ASP R6.0.x (KVM on RHEL 8.10) hosts with Hyperthreading enabled at the BIOS level.
- Ensure to consider reservations for deploying Avaya Aura® applications on Avaya Solutions Platform 130 and Avaya Solutions Platform S8300.

The following table describes the resource requirements to support different profiles for Communication Manager on Avaya-supplied Avaya Solutions Platform 130 Release 6.0:

Footprint (Max users)	vCPU	CPU Reservation (MHz)	Memory (MiB)	Hard disk (GiB)	Minimum CPU Speed (MHz)	Extra NICs
CM Main Max users 1000	2	3900	3584	64	1950	0
CM Survivable Max users 1000	1	1950	4096	64	1950	0
CM Simplex1 Max users 2400	2	4340	4096	64	2170	0
CM Simplex2 Max users 41000 (Can be used as Main or Survivable)	2	4340	4608	64	2170	0
CM Duplex Max users 30000 (CM Duplex–Main or Survivable–up to 30,000 users)	3	6510	5120	64	2170	1
CM High Duplex Max users 41000 (For Hi-Duplex Servers for Main or survivable)	3	7650	5120	64	2550	1

Note:

The following deployment options are for future use:

- CM Standard Duplex Array Max Users 300000
- CM High Duplex Array Max Users 300000
- CM Simplex Array Max users 300000

A gibibyte = 1024^3 and gigabyte = 1000^3

If you select any of these options during deployment, it results in an unsupported configuration, and you must redeploy Communication Manager with a supported profile.

Supported footprints of Communication Manager Software-only ISO image for on-premise

These footprint values are applicable for Software-Only deployments on:

- VMware
- KVM
- Hyper-v
- Nutanix 6.5 +

Avaya Aura® Communication Manager supports VMware hosts with Hyperthreading enabled at the BIOS level.

Note:

The partitions size can be larger than the values listed in the following table.

A gibibyte (GiB) and a gigabyte (GB) are sometimes used as synonyms, though they do not describe the same output of capacity technically. However, they are close in size. A gibibyte = 1024^3 and gigabyte = 1000^3.

The terms mebibyte and megabyte are closely related and often used as synonyms, though they don't technically refer to the same amount of capacity. However, they are close in size, One mebibyte equals 1.048576 megabytes.

Configuration	Profile (max users)	CPUs	CPU Reservation (MHz)	Minimum CPU Speed (MHz)	Memory (MiB)	Number of Ethernet NICs (OOB optional)	Minimum Disk size (GiB)
Communication Manager Simplex	Large (41000)	2	4340	2170	4608	2 - procr (eth0), OOB (eth1)	64
	Medium (2400)	2	4340	2170	4096	2 - procr (eth0), OOB (eth1)	64
	Small Main (1000)	2	3900	1950	3585	2 - procr (eth0), OOB (eth1)	64
	Small Survivable (1000)	1	1950	1950	4096	2 - procr (eth0), OOB (eth1)	64

Table continues…

Configuration	Profile (max users)	CPUs	CPU Reservation (MHz)	Minimum CPU Speed (MHz)	Memory (MiB)	Number of Ethernet NICs (OOB optional)	Minimum Disk size (GiB)
Communication Manager Duplex	Duplex High (41000)	3	7650	2550	5120	3 - procr (eth0), dup link (eth1), OOB (eth2)	64
	Duplex Standard (30000)	3	6510	2170	5120	3 - procr (eth0), dup link (eth1), OOB (eth2)	64

Supported footprints of Communication Manager ISO on Infrastructure as a Service

Here are supported footprints of Communication Manager ISO on:

- Amazon Web Services (AWS)
- Microsoft Azure (Azure)
- Google Cloud Platform (GCP)

Note:

Specifications for Avaya Aura® applications on IBM Cloud for VMware Solutions is same as that of the Virtualized Environment offer.

For IBM Cloud for VMware Solutions, instance type is not applicable.

Avaya Aura® Communication Manager supports VMware hosts with Hyperthreading enabled at the BIOS level.

Note:

The partitions size can be larger than the values listed in the following table.

Footprints	Configuration					
	Communication Manager Simplex				Communication Manager Duplex	
	Large	Medium	Small Main	Small Survivable	Duplex High	Duplex Standard
Profile (max users)	41000	2400	1000	1000	41000	30000

Table continues…

Footprints		Configuration					
		Communication Manager Simplex				Communication Manager Duplex	
		Large	Medium	Small Main	Small Survivable	Duplex High	Duplex Standard
CPUs		2	2	2	1	3	3
Min CPU Speed (MHz)		2170	2170	1950	1950	2550	2170
Memory (MiB)		4608	4096	3585	4096	5120	
Number of Ethernet NICs		1 - procr (eth0)				2 - procr (eth0), dup link (eth1)	
Min Disk size (GiB)	AWS / GCP	64				64	
	Azure	80				80	
Azure ISO instance type		• Standard D4as v4 (4 vCPUs, 16-GiB memory) • Standard B2ms (2 vCPUs, 8-GiB memory)			Standard DS1 v2 (1 vCPU, 3.5-GiB memory)	Standard D4as v4 (4 vCPUs, 16-GiB memory)	
AWS ISO instance type		• m4.large • m5.large • m5a.large • C5.large • C5a.large				• m4.xlarge • m5.xlarge • m5a.xlarge • C5.xlarge • C5a.xlarge	
GCP ISO instance type		• E2-custom-2- 5120 (2 vCPUs, 5-GiB memory) • E2-standard-4 (4 vCPUs, 16-GiB memory)				• E2-custom-4 (4 vCPUs, 16-GB memory) • N2-custom-4 (4 vCPUs, 16-GB memory)	

Note:

In Microsoft Azure, you must provide an additional 16 GiB of disk space as the Communication Manager does not fully utilize the existing `/usr` partition, and the installer also ignores the `/usr` partition.

A gibibyte = 1024^3 and gigabyte = 1000^3

The terms mebibyte and megabyte are closely related and often used as synonyms, though they don't technically refer to the same amount of capacity. However, they are close in size, One mebibyte equals 1.048576 megabytes.

Session Manager footprints

Supported footprints of Session Manager on VMware

The following table summarizes single Session Manager capacities for all Session Manager footprints.

Note:

The capacities listed here are only for Session Manager. For information about capacity limits for AADS, see the AADS documentation.

Note:

Avaya Aura® Session Manager supports VMware hosts with Hyperthreading enabled at the BIOS level.

Session Manager Device Footprints	Up to 2K Devices	2K to 4.5K Devices	4.5K to 7K Devices	7K to 10K Devices	10K to 23.3K Devices	23.3K to 66.7K Devices
CPU Minimum	2200MHz					
vCPUs	3	5	8	12	20	53
CPU MHz Reservation	3300	5500	8800	13200	22000	58300
Memory Reservation	5132MiB	7828 MiB	10552 MiB	13368 MiB	24370 MiB	74064 MiB
SIP Devices[1] (Normal/Failure) [2]	2K/2.4K	4.5K/5K	7K/8K	10K/12K	23.3K/ 25K	66.7K/72K
CC Agents (Normal/Failure)	1.6K/2K	3.75K/4166	5.8K/6666	8333/10K	18K/21K	21.6K/25.2K
Presence Users (Normal/Failure)	2K/2.4K	4.5K/5K	7K/8K	10K/12K	18K/21K	21.6K/25.2K
Sessions (Sec/ Hour/Max)	20/72K/ 17.9K	45/162K/ 37.4K	70/256K/ 59.8K	100/360K/90 K	150/540K/ 170K	180/648K/ 510K
HDD for VMware OVA (GiB)[3]	100	100	135	135	210	210
HDD for Software-Only ISO (GiB)[4]	100	100	135	135	210	210

Table continues…

Session Manager Device Footprints	Up to 2K Devices	2K to 4.5K Devices	4.5K to 7K Devices	7K to 10K Devices	10K to 23.3K Devices	23.3K to 66.7K Devices
Notes: 1. SIP devices: It includes all hard endpoints, soft clients, AST/NON-AST SIP endpoints and third-party endpoints. 2. Normal/Failure: Normal refers to capacity of the Session Manager in Sunny Day scenario and Failure refers to capacity of the Session Manager in Rainy Day scenario. A Session Manager in a rainy day scenario can have more number of users registered as it has registrations from the users whose Primary Session Manager is down. 3. HDD for VMware OVA: When deployed with SDM. Other deployment methods require that disk size be resized manually. 4. You can deploy Session Manager software-only *ISO image* on VMware, KVM, Hyper-V, Amazon Web Services, Google Cloud Platform, and Microsoft Azure platforms.						

Session Manager instances are intended to operate as redundant, homogeneous servers to provide high reliability if a Session Manager failure or a network component failure occurs. Each Session Manager should have similar system resources and a balanced number of devices.

Session Manager instances must be similarly sized in both processing power and available memory to accommodate distributions of devices during failover. Small and large footprints are not intended to be mixed in a solution. However, closely sized footprints, such as one size with the next size down in the table above, can be mixed temporarily as capacities increase. You must ensure that the number of devices failing over to a smaller footprint does not exceed the device capacities of that footprint.

You can implement a system that consists of a mixture of Session Manager instances hosted on VMware platforms as well as Session Manager instances hosted on the existing non-VMware platforms. You must configure the VMware-based Session Manager to be similar to the non-VMware-based Session Manager across the enterprise. Similar configurations ensure the best use of system resources and handling failover scenarios. Be careful when configuring the system where a large non-VMware Session Manager can failover to Session Manager running in VMware environment. You must ensure that the target Session Manager can handle the total capacities.

Avaya Aura® deployment supports a geo-redundant Session Manager configuration of up to 28 Session Manager instances that are interconnected and aware of each other. Configurations that exceed this limit are not expected to have problems, but these configurations are not guaranteed to be supported.

The following table summarizes the number of soft clients supported per Session Manager when the soft clients are using Avaya Aura® Device Services.

Session Manager profile	Total SIP devices	Number of Workplace devices	Previous Workplace devices
Profile 1	2,000	1,200	750
Profile 2	4,500	2,700	1350
Profile 3	7,000	4,200	2100
Profile 4	10,000	6,000	3000

Table continues…

Session Manager profile	Total SIP devices	Number of Workplace devices	Previous Workplace devices
Profile 5	23,300	13,900	5240
Profile 6	66,700	13,900	-

Supported footprints of Session Manager on ASP R6.0.x (KVM on RHEL 8.10)

The following table summarizes single Session Manager capacities for all Session Manager footprints.

Note:

Avaya Aura® Session Manager supports KVM hosts with Hyperthreading enabled at the BIOS level.

Session Manager Device Footprints	Up to 2K Devices	2K to 4.5K Devices	4.5K to 7K Devices	7K to 10K Devices (R1 footprint)	10K to 23.5K Devices (R2 footprint)	23.5K to 72K Devices
CPU Minimum	2200 MHz					
vCPUs	3	5	8	12	20	53
CPU MHz Reservation[1]	3300	5500	8800	13200	22000	58300
Memory Reservation[1]	5132 MiB	7828 MiB	10552 MiB	13368 MiB	24370 MiB	74064 MiB
SIP Devices[2] (Normal/Failure)[3]	2K/2.4K	4.5K/5K	7K/8K	10K/12K	23.3K/ 25K	66.7K/72K
CC Agents (Normal/Failure)	1.6K/2K	3.75K/4166	5.8K/6666	8333/10K	18K/21K	21.6K/25.2K
Presence Users (Normal/Failure)	2K/2.4K	4.5K/5K	7K/8K	10K/12K	18K/21K	21.6K/25.2K
Sessions (Sec/ Hour/Max)	20/72K/ 17.9K	45/162K/ 37.4K	70/256K/ 59.8K	100/360K/90 K	150/540K/ 170K	180/648K/ 510K
HDD for VMware OVA (GiB)	100	100	135	135	210	210

Table continues…

Session Manager Device Footprints	Up to 2K Devices	2K to 4.5K Devices	4.5K to 7K Devices	7K to 10K Devices (R1 footprint)	10K to 23.5K Devices (R2 footprint)	23.5K to 72K Devices

Note:

1. Ensure to consider reservations for deploying Avaya Aura® applications on Avaya Solutions Platform 130 and Avaya Solutions Platform S8300.
2. SIP devices: It includes all hard endpoints, soft clients, AST/NON-AST SIP endpoints and third-party endpoints.
3. Normal/Failure: Normal refers to capacity of the Session Manager in Sunny Day scenario and Failure refers to capacity of the Session Manager in Rainy Day scenario. A Session Manager in a rainy day scenario can have more number of users registered as it has registrations from the users whose Primary Session Manager is down.

Supported footprints of Branch Session Manager on VMware

The following table summarizes single Branch Session Manager capacities for all Branch Session Manager footprints.

Note:

Avaya Aura® Session Manager supports VMware hosts with Hyperthreading enabled at the BIOS level.

A gibibyte (GiB) and a gigabyte (GB) are sometimes used as synonyms, though they do not describe the same output of capacity technically. However, they are close in size. A gibibyte = 1024^3 and gigabyte = 1000^3.

The terms mebibyte and megabyte are closely related and often used as synonyms, though they don't technically refer to the same amount of capacity. However, they are close in size, One mebibyte equals 1.048576 megabytes.

Branch Session Manager Device Footprints	Up to 1K Devices	1k to 5K Devices
CPU Minimum	2200 MHz	
vCPUs	2	4
CPU MHz Reservation	2200	4400
Memory Reservation	3164 MiB	4952 MiB
CC Agents Max	583	4167
Sessions (Sec/Hour/Max)	3/10.8K/4.8K	30/108K/35K
HDD (GiB)	50	50

Supported footprints of Branch Session Manager on ASP R6.0.x (KVM on RHEL 8.10)

The following table summarizes single Branch Session Manager capacities for all Branch Session Manager footprints.

Note:

Avaya Aura® Session Manager supports KVM hosts with Hyperthreading enabled at the BIOS level.

A gibibyte = 1024^3 and gigabyte = 1000^3

The terms mebibyte and megabyte are closely related and often used as synonyms, though they don't technically refer to the same amount of capacity. However, they are close in size, One mebibyte equals 1.048576 megabytes.

Branch Session Manager Device Footprints	Up to 1K Devices	1k to 5K Devices
CPU Minimum	2200 MHz	
vCPUs	2	4
CPU MHz Reservation	2200	4400
Memory Reservation	3164 MiB	4952 MiB
CC Agents Max	583	4167
Sessions (Sec/Hour/Max)	3/10.8K/4.8K	30/108K/35K
HDD (GiB)	50	50

Supported footprints of Session Manager ISO on Amazon Web Services

Note:

A gibibyte (GiB) and a gigabyte (GB) are sometimes used as synonyms, though they do not describe the same output of capacity technically. However, they are close in size. A gibibyte = 1024^3 and gigabyte = 1000^3.

Footprint	AWS instance type	HDD (GiB)	NICs
Profile 1	• c5.xlarge or higher • c5a.xlarge or higher	100	2
Profile 2	• c5.2xlarge or higher • c5a.2xlarge or higher	100	2
Profile 3	• c5.2xlarge or higher • c5a.2xlarge or higher	135	2

Table continues…

Footprint	AWS instance type	HDD (GiB)	NICs
Profile 4	• c5.4xlarge or higher • c5a.4xlarge or higher	135	2
Profile 5	• c5a.8xlarge or higher	210	2
Profile 6	• c5.18xlarge or higher • c5a.16xlarge or higher	210	2

Supported footprints for Avaya Aura® Session Manager on Google Cloud Platform

Profile	GCP instance type	HDD (GiB)	NICs
Profile 1	e2-standard-4 (4 vCPU, 16 GiB memory)	100	2
Profile 2	e2-standard-8 (8 vCPU, 32 GiB memory)	100	2
Profile 3	e2-standard-8 (8 vCPU, 32 GiB memory)	135	2
Profile 4	e2-standard-16 (16 vCPU, 64 GiB memory)	135	2
Profile 5	e2-standard-32 (32 vCPU, 128 GiB memory)	210	2
Profile 6	n2-standard-64 (64 vCPU, 256 GiB memory)	210	2

Note:

A gibibyte = 1024^3 and gigabyte = 1000^3

Supported footprints for Avaya Aura® Session Manager on Microsoft Azure

Footprint	Azure instance type	HDD (GiB)	NICs
Profile 1	Standard B4ms	100	2
Profile 2	Standard B8ms	100	2
Profile 3	Standard B8ms	135	2
Profile 4	Standard B20ms	135	2
Profile 5	Standard B20ms	210	2
Profile 6	Standard D64as_v4	210	2

Note:

A gibibyte = 1024^3 and gigabyte = 1000^3

Application Enablement Services footprints

AE Services resource requirements and the supported footprints on VMware

The following tables show the resource requirements and the supported footprints for deploying AE Services using the following platforms:

Note:

Avaya Aura® Application Enablement Services supports VMware hosts with Hyperthreading enabled at the BIOS level.

To improve the performance of the GRHA, use profiles 2 and 3.

- ISO:
  - On-premise - VMware, KVM, Hyper-V
  - On cloud - Amazon Web Services, Microsoft Azure, Google Cloud Platform, IBM Cloud for VMware Solutions
- OVA: VMware or Avaya Solutions Platform

Footprints	Profile 1	Profile 2	Profile 3
vCPUs	1	2	4
CPU MHz Reservation **Note:** Reservations are applicable to VMware only.	2190 MHz	4380 MHz	8760 MHz
RAM	4 GiB	4 GiB	6 GiB
HDD	55 GiB	55 GiB	55 GiB
NICs	1 to 3*	1 to 3*	1 to 3*

Note:

* Depending on the network topology, you can configure the following types of networks:

1. Public network (Mandatory)
2. Private network (Optional)
3. Out of Band Management (Optional)

A gibibyte (GiB) and a gigabyte (GB) are sometimes used as synonyms, though they do not describe the same output of capacity technically. However, they are close in size. A gibibyte = 1024^3 and gigabyte = 1000^3.

		DMCC, WTI — Third party call control: Avaya Aura® Contact Center		DMCC — First Party call control		TSAPI, DLG, CVLAN
Profile	**Footprint**	**Maximum number of users or agents**	**Maximum BHCC**	**Maximum number of users or agents**	**Maximum BHCC**	**Maximum Messages per second (MPS) Rate**
Profile 1	**1 CPU and 4 GiB RAM**	1K 10K	20K BHCC 6K BHCC	1K	9K BHCC	1K MPS
Profile 2	**2 CPU and 4 GiB RAM**	2.5K 12K	50K BHCC 12K BHCC	2.4K	18K BHCC	1K MPS
Profile 3	**4 CPU and 6 GiB RAM**	5K 20K	100K BHCC 24K BHCC	8K	36K BHCC	2K MPS

AE Services resource requirements and the supported footprints on ASP R6.0.x (KVM on RHEL 8.10)

The following tables show the resource requirements and the supported footprints for deploying AE Services using the following platforms:

Note:

Avaya Aura® Application Enablement Services supports KVM hosts with Hyperthreading enabled at the BIOS level.

To improve the performance of the GRHA, use profiles 2 and 3.

Footprints	Profile 1	Profile 2	Profile 3
vCPUs	1	2	4
CPU MHz Reservation **Note:** Reservations are applicable to VMware only.	2190 MHz	4380 MHz	8760 MHz
RAM	4 GiB	4 GiB	6 GiB
HDD	55 GiB	55 GiB	55 GiB
NICs	1 to 3*	1 to 3*	1 to 3*

Note:

* Depending on the network topology, you can configure the following types of networks:

1. Public network (Mandatory)
2. Private network (Optional)
3. Out of Band Management (Optional)

A gibibyte = 1024^3 and gigabyte = 1000^3

		DMCC, WTI — Third party call control: Avaya Aura® Contact Center		DMCC — First Party call control		TSAPI, DLG, CVLAN
Profile	**Footprint**	**Maximum number of users or agents**	**Maximum BHCC**	**Maximum number of users or agents**	**Maximum BHCC**	**Maximum Messages per second (MPS) Rate**
Profile 1	**1 CPU and 4 GiB RAM**	1K 10K	20K BHCC 6K BHCC	1K	9K BHCC	1K MPS
Profile 2	**2 CPU and 4 GiB RAM**	2.5K 12K	50K BHCC 12K BHCC	2.4K	18K BHCC	1K MPS
Profile 3	**4 CPU and 6 GiB RAM**	5K 20K	100K BHCC 24K BHCC	8K	36K BHCC	2K MPS

Supported footprints for AE Services on Amazon Web Services

AES Deployment Type	Footprint	AWS ISO instance type	HDD (GiB)	NICs
AES (Software only)	Profile 1	m3.medium or higher	55 GiB	2
AES (Software only)	Profile 2	c4.large or higher, c5a.large, or c5.large	55 GiB	2
AES (Software only)	Profile 3	c3.xlarge or higher, c5a.xlarge, or c5.xlarge	55 GiB	2

Note:

A gibibyte = 1024^3 and gigabyte = 1000^3

Supported footprints for AE Services on Microsoft Azure

AES Deployment Type	Footprint	Azure instance type	HDD (GiB)	NICs
AES (Software only)	Profile 1	Standard B2s (2 vcpus, 4 GiB memory)	55 GiB	2
AES (Software only)	Profile 2	Standard B2s (2 vcpus, 4 GiB memory)	55 GiB	2
AES (Software only)	Profile 3	Standard F4s v2 (4 vcpus, 8 GiB memory)	55 GiB	2

A gibibyte = 1024^3 and gigabyte = 1000^3

Supported footprints for AE Services on Google Cloud Platform

AES Deployment Type	Footprint	GCP instance type	HDD (GiB)	NICs
AES (Software only)	Profile 1	n1-custom-1-4096 (1 vcpus, 4 GiB memory)	55 GiB	2
AES (Software only)	Profile 2	n2-custom-2-4096 (2 vcpus, 4 GiB memory)	55 GiB	2
AES (Software only)	Profile 3	n2-custom-4-6144 (4 vcpus, 6 GiB memory)	55 GiB	2

A gibibyte = 1024^3 and gigabyte = 1000^3

Avaya WebLM Release 10.1.2 footprints

Supported footprints of WebLM on VMware

These footprints are common for VMware and Avaya Solutions Platform 130 Release 5.x.

Note:

- WebLM supports VMware hosts with Hyperthreading enabled at the BIOS level.
- Reservations are not permitted for Avaya Solutions Platform 4200 series solutions (formerly known as CPOD/PodFx) deployment. For reservationless deployment of Avaya Aura® applications, see the recommendations given in *Application Notes on Best Practices for Reservationless deployment of Avaya Aura® software release 10.1 on VMware*.

  Ensure to consider reservations for deploying Avaya Aura® applications on Avaya Solutions Platform 130 and Avaya Solutions Platform S8300.

  If you use the WebLM server to acquire licenses for more than 5000 clients, use Profile 2. If products such as Avaya Agent for Desktop, Workplace, or Avaya Vantage™ are sending more than 300 requests simultaneously, use Profile 2.

Resource	Profile 1	Profile 2
vCPU	1	1
CPU reservation	**Avaya Solutions Platform 130 and VMware:** 2185 MHz	**Avaya Solutions Platform 130 and VMware:** 2185 MHz
Memory reservation	1GiB	2GiB
Storage reservation	40GiB	40GiB
Shared NICs	1	1

Note:

If you use the WebLM server to acquire licenses for more than 5000 clients, use Profile 2.

Supported footprints of WebLM *Software-Only ISO image*

These footprints are common for deploying Avaya WebLM *Software-Only ISO image* on VMware, KVM, Hyper-V, AWS, GCN, Azure, or Nutanix:

Note:

WebLM supports VMware hosts with Hyperthreading enabled at the BIOS level.

A gibibyte (GiB) and a gigabyte (GB) are sometimes used as synonyms, though they do not describe the same output of capacity technically. However, they are close in size. A gibibyte = 1024^3 and gigabyte = 1000^3.

Footprint	Profile 1	Profile 2
AWS instance type for ISO	t2.medium, c5.large, c5a.large, m5.large, or m5a.large	t2.medium, c5.large, c5a.large, m5.large, or m5a.large
Azure instance type	D2s_v3 (Standard)	D2s_v3 (Standard)
vCPU	1	1
CPU reservation	2290 MHz	2290 MHz
RAM (GiB)	1 GiB	2 GiB
Memory Reservation	1 GiB	2 GiB
HDD (GiB)	40	40
NICs	1	1

Chapter 5: Key Customer Configuration Information

Customer configuration data for System Manager

The following table identifies the key customer configuration information that you must provide throughout the deployment and configuration process:

Keep a copy of the license files for the Avaya Aura® products so you can replicate with the new Host ID after the OVA file installation.

Important:

Password must be 8 to 256 alphanumeric characters and without white spaces.

Required data	Description	Example Value for the system	✔
IP address	Management (Out of Band Management) and Public network configuration Configure Public network details only when Out of Band Management is enabled. If Out of Band Management is not enabled, Public network configuration is optional.	172.16.1.10	
Netmask		255.255.0.0	
Gateway		172.16.1.1	
DNS Server IP address		172.16.1.2	
Short hostname		myhost. The host name must be a valid short name. **Note:** System Manager hostname is case sensitive. The restriction applies only during the upgrade of System Manager.	
Domain name		mydomain.com	
Default search list		mydomain.com	
NTP server		172.16.1.100	
Time zone		America/Denver	
VFQDN short hostname	VFQDN	grsmgr	
VFQDN domain name		dev.com	

Table continues…

Required data	Description	Example Value for the system	✔
User Name Prefix	SNMP Parameters	org	
Authentication Protocol Password		orgpassword	
Privacy Protocol Password		orgpassword	
Backup Definition parameters	See Backup Definition Parameters	-	
EASG status	EASG	Enable or Disable	
Data Encryption	Data Encryption	Enable or Disable	

Customer configuration data for Communication Manager

The following table identifies the key customer configuration information that you must provide throughout the upgrading and configuration process:

Required data	Description	Example value for the system	✔
Hostname or fully-qualified domain name	Hostname or fully-qualified domain name for the virtual machine.	cm1 or Company1	
IP address	IP address of the WebLM interface.	For IPv4: 192.168.x.x For IPv6: 2001:0db8::a	
Netmask	The network address mask	255.255.0.0	
Default Gateway	The default network traffic gateway	For IPv4: 172.16.x.x For IPv6: 2001:0db8::1	
DNS IP Address	The IP address of the primary DNS server	For IPv4: 172.16.x.x For IPv6: 2001:0db8::5	
Domain Name	The domain name, which must be a fully qualified domain name	abc.mydomain.com	
Default Search List	The domain name string that is used for default search	abc.mydomain.com	
NTP Server	The IP address of the NTP server	For IPv4: 172.16.x.x For IPv6: 2001:0db8::b	
Time Zone	The time zone you want to choose	America/Denver	

Table continues…

Required data	Description	Example value for the system	✔
EASG status	EASG	Enable or Disable	
Data Encryption	Data Encryption	Enable or Disable	

Customer configuration data for Session Manager

The following table identifies the required customer configuration information for deployment and configuration. An asterisk (*) indicates a required field.

Configuration Data	Field	Example value for the System	✔
Network Settings	Short hostname*	example-sm-1	
	Network domain*	Mycompany.com	
	IPv4 address*		
	Netmask*		
	Default gateway*		
	IPv6 address		
	IPv6 prefix		
	IPv6 gateway		
System Time Settings	Local time zone*		
	NTP server(s) Comma-separated list, up to 3 servers	Timeserver.ex.com,TS1.ex2.com	
DNS Settings	DNS server(s) Comma-separated list, up to 3 servers	123.4.56.789,142.67.2.123	
	Search Domain List Comma-separated list	avaya.com	
System Manager Settings	Primary System Manager IP address*		
	Enrollment password* **Note:** Verify the enrollment password is active.		
Login Settings	Login Name*		
	Password*		

Table continues…

Configuration Data	Field	Example value for the System	✔
Survivable Remote **Note:** This configuration data is only for Branch Session Manager.	• **LSP IPv4** • **LSP IPv6** **Note:** This field takes either of the two values.		
EASG status	EASG	Enable or Disable	
Data Encryption	Data Encryption	Enable or Disable	
Edge Topology BSM **Note:** This configuration data is only for Branch Session Manager.	Edge Topology BSM	Enable or Disable	

Customer configuration data for Application Enablement Services

The following table identifies the key customer configuration information that will be required throughout the deployment and configuration process for Application Enablement Services.

Required Data	Description	Example value for the system	✔
Hostname or fully-qualified domain name	Hostname or fully-qualified domain name for the virtual machine.	aesserver1	
DNS	DNS search path. **Note:** If you leave this value blank, modify or add the line `search` *<dns search path>* in the file `etc/resolv.conf` after you deploy the Application Enablement Services virtual machine successfully.	example.com	
Default Gateway	Default gateway address for the virtual machine.	123.45.67.254	
DNS IP Address	Domain name servers for the virtual machine.	123.45.1.2	
IP address	IP address for the virtual machine interface for eth0 (Public interface).	123.45.67.89	

Table continues…

Required Data	Description	Example value for the system	✔
Netmask	Netmask or prefix for the virtual machine interface for eth0 (Public interface).	255.255.255.0	
IP address	IP address for the virtual machine interface for eth1 (Private interface) (optional).	123.45.67.90	
Netmask	Enter the Netmask or prefix for the virtual machine interface for eth1 (Private interface) (optional).	255.255.255.0	
IP address	IP address for the virtual machine interface for eth2 (optional).	For IPv4: 192.168.x.x For IPv6: 2001:0db8::a	
Netmask	Netmask or prefix for the virtual machine interface for eth2 (optional).	255.255.0.0	
NTP Server	Network Time Protocol (NTP) hostname or IP address (optional).	For IPv4: 172.16.x.x For IPv6: 2001:0db8::b	
EASG status	EASG	Enable or Disable	
Data Encryption	Data Encryption	Enable or Disable	

Note:

- DHCP will not take effect until you configure it from the command line after initial deployment.
- Do not expect Application Enablement Services to initiate DHCP on first boot.
- Avaya recommends that you do not use DHCP with Application Enablement Services.

Customer configuration data for WebLM

The following table identifies the key customer configuration information that you must provide throughout the deployment and configuration process.

Required data	Description	Example value for the system	✔
IP address	The IP address of the WebLM interface.	For IPv4: 10.10.x.x For IPv6: 2001:0db8::a	
Netmask	The network address mask.	255.255.0.0	
Default Gateway	The default network traffic gateway.	For IPv4: 10.16.x.x For IPv6: 2001:0db8::1	
DNS IP Address	The IP address of the primary DNS server.	For IPv4: 10.x.x For IPv6: 2001:0db8::5	

Table continues…

Required data	Description	Example value for the system	✔
Domain Name	The domain name which must be a fully qualified domain name.	abc.mydomain.com	
Short HostName	-	weblm	
Default Search List	The domain name string that is used for default search.	abc.mydomain.com	
NTP Server	The IP address of the NTP server. The application supports only the NTP server. It does not support the NTP pool.	For IPv4: 10.16.x.x For IPv6: 2001:0db8::b	
Time Zone	The time zone you want to choose.	America/Denver	
CLI User details	The command-line interface user details.	abcd	
Admin UI password	The admin UI password.		
EASG	Enhanced Access Security Gateway		
Customer root account details	The customer root account details.		

Chapter 6: Deployment process

Deployment checklist for Software-only

Deployment checklist for software-only environment using operating system console

Note:

The deployment of Avaya Aura® applications as software only is available but a restricted offer for net new deployments and requires Avaya Aura® BU approval before proceeding. If you have a business requirement to deploy Avaya Aura® as software only, please get in touch with your Avaya Sales team. Existing customers using software only deployments continue to be supported.

No.	Task	Notes	✔
1	Install Linux for software-only installations.	See the Red Hat documentation.	
2	Subscribe to Red Hat network or configure local repository for RPM updates.	See the Red Hat documentation.	
3	Download the Avaya Aura® application ISO file.	-	
4	Validate the installer ISO file.	-	
5	Configure disk partitioning.	-	
6	Deploy the Avaya Aura® application ISO in a software-only environment.	-	
7	Verify the installer checks.	-	
8	Reboot the virtual machine.	-	

Note:

For more information about deployment checklist for software-only environment using operating system console, see the application specific deployment document.

Deployment checklist for Software-only environment using Solutions Deployment Manager

Note:

The deployment of Avaya Aura® applications as software only is available but a restricted offer for net new deployments and requires Avaya Aura® BU approval before proceeding. If you have a business requirement to deploy Avaya Aura® as software only, please get in touch with your Avaya Sales team. Existing customers using software only deployments continue to be supported.

No.	Task	Notes	✔
1	Install Linux for software-only installations.	See the Red Hat documentation.	
2	Subscribe to Red Hat network or configure local repository for RPM updates.	See the Red Hat documentation.	
3	Download the Avaya Aura® application ISO file.	-	
4	Validate the installer ISO file.	-	
5	Install the Solution Deployment Manager client on your computer.	-	
6	Add a location.	-	
7	Add a platform.	Use operating system as the platform.	
8	Deploy the Avaya Aura® application software-only ISO image by using Solution Deployment Manager.	-	
9	Verify the installer checks.	-	
10	Verify the deployment status.	-	

Note:

For more information about deployment checklist for software-only environment using Solutions Deployment Manager, see the application specific deployment document.

Deployment checklist for Avaya Aura® Virtualized Environment

Deployment checklist for VMware®

No.	Task	Notes	✔
1	From the Avaya Support website at http://support.avaya.com, download the Avaya Aura® application OVA.		
2	Gain access to vCenter and vSphere Web Client.	Download from the VMware® website. **Note:** With VMware vSphere ESXi 6.5 and 6.7, vSphere Web Client replaces theVMware vSphere Client for ESXi and vCenter administration.	
3	Keep a copy of the license files for the Avaya Aura® products so you can replicate with the new Host ID after the OVA file installation. Ensure that the license file copies are accessible.	-	
4	Ensure that the following information is handy: • FQDN/IP address, netmask, and gateway • Out of Band Management configuration details.		
5	Deploy the Avaya Aura® application OVA file.		
6	You can perform one of the following to start the virtual machine. • Configure the Avaya Aura® application virtual machine to start automatically after the deployment. • Start the Avaya Aura® application virtual machine.		
7	Configure the network parameters by using command line interface.		
8	Verify the deployment of the Avaya Aura® application virtual machine.		

Note:

For more information about deployment for Avaya Aura®application on VMware®, see the application specific deployment document.

Note:

Avaya Solutions Platform 130 Appliance supports virtualization using VMware vSphere ESXi Standard License. Avaya Solutions Platform 130 Appliance Release 5.x is pre-installed with VMware ESXi 7.0. For more information, see *Installing the Avaya Solutions Platform 130 Series*.

Deployment checklist for Avaya Aura® Infrastructure as a Service

Checklist for deploying ISO on Amazon Web Services

No.	Task	Notes	✔
1	Create a virtual machine.		
2	Assign the required resources to the virtual machine.		
3	Copy the ISO to the virtual machine.		
4	Configure Yum.		
5	Validate the installer.		

Checklist for deploying ISO on Microsoft Azure

No.	Task	Notes	✔
1	Create a virtual machine.		
2	Assign the required resources to the virtual machine.		
3	Copy the ISO to the virtual machine.		
4	Validate the installer.		

Checklist for deploying ISO on Google Cloud Platform

No.	Task	Notes	✔
1	Create a PPK file		
2	Create RHEL virtual machine instance		
3	Assign the required resources to the RHEL virtual machine instance		
4	Copy the ISO to the RHEL virtual machine instance		
5	Validate the installer		

Chapter 7: Licensing requirements

Avaya Aura® Suite Licensing V2

Avaya Aura® provides Avaya Aura® Suite Licensing V2 for Unified Communications (UC) applications. This suite provides:

- Simplified Unified Communications licensing for customers and channels.
- New products and capabilities in an easily scalable structure.

Product	Core Suite	Power Suite
Communication Manager, System Manager, Session Manager, Survivability	Y	Y
Application Enablement Services Unified Desktop	Y	Y
Avaya Breeze® platform	Y Concurrent user Right To Use	Y Concurrent user Right To Use
Avaya Aura® Presence Services (Instant Messaging and Presence)	Y	Y
Avaya Multimedia Messaging	Basic	Enhanced
Voice Messaging • Avaya Aura® Messaging • Avaya Messaging	Basic VM • Avaya Aura® Messaging - Basic license • Avaya Messaging	Enhanced VM • Avaya Aura® Messaging - Mainstream license • Avaya Messaging
Avaya Workplace Client - for Windows	Y	Y
Avaya Workplace Client for Skype for business	Y	Y
Avaya Workplace Client - for Android and iOS	Y	Y
Avaya Session Border Controller Remote Worker and SIP Trunking Sessions	One High Availability Remote Worker license and One High Availability SIP Session for every 7 Core Suite licenses	One High Availability Remote Worker license and One High Availability SIP Session for every 7 Power Suite licenses

Table continues…

Product	Core Suite	Power Suite
AvayaLive Video	Right to purchase one Video Meeting Room at a discount for every 25 Core Suite licenses	Right to purchase one Video Meeting Room at a discount for every 25 Power Suite licenses
Avaya Aura® Conferencing (Audio, Video and Web)	Optional	Y
Multidevice Access (MDA) for SIP Devices/users	10	10
Peer to Peer Video	Y	Y
Extension to Cellular (EC500)	Y	Y

Finding LAC in PLDS

About this task

You can find License Activation Code (LAC) using a Group ID or a SAP order number. With LAC, you can activate the available associated entitlements.

Procedure

1. Log in to the PLDS at https://plds.avaya.com.
2. From the Assets menu, select **View Entitlements**.
3. In the **Application** field, select the Avaya Aura®application.
4. Do one of the following:
   - To search using group ID, in the **Group ID** field, enter the appropriate group ID.

     Note:

     All group IDs are numeric without any leading zeros.
   - To search using the SAP order number, click **Advanced Search**, and in the **Sales/ Contract #** field, enter the SAP order number.
5. Click **Search Entitlements**

   The system displays the LAC(s) in the search results.

Installing a license file

About this task

You can install a license file on the WebLM server. Use the Uninstall functionality to remove the license file from the WebLM server.

Licenses installed for WebLM Release 7.1 and later must support a SHA256 digital signature and 14–character host ID.

There is a limit of 50 licenses per WebLM server.

Note:

If you have a mix of Communication Manager Release 6.3.x, 7.x, 8.x, and 10.1.x software with Communication Manager 6.3.x, 7.x, 8.x, and 10.1.x license files, use the Communication Manager 10.1.x license file for all the Communication Manager Release software.

For more information, see Uninstalling the Communication Manager 6.3.x, 7.x, and 8.x license file and installing the Communication Manager 10.1.x license file on page 75.

Before you begin

- Get the license file from the Avaya Product Licensing and Delivery System (PLDS) website at https://plds.avaya.com.
- Log on to the WebLM web console with administrator privilege credentials.
- For the standard license file, remove the older license file before you install the new file.

  Note:

  WebLM displays an error message if an older license file is still available.

  For a centralized license file, the system automatically overwrites the older license file during installation.

For information about the license file installation errors while installing the license file, see *Administering standalone Avaya WebLM*.

Procedure

1. In the navigation pane, click **Install license**.
2. On the Install license page, click **Browse** and select the license file.
3. Read the terms and conditions, and click **Accept the License Terms & Conditions**.
4. Click **Install**.

   WebLM displays a message on the successful installation of the license file. The installation of the license file might fail for reasons such as the following:

   - The digital signature on the license file is invalid. If you get such an error, request PLDS to redeliver the license file.
   - The current capacity use exceeds the capacity in the installed license.
   - An acquired license does not cover a licensed feature or product.
   - An over-installation of licenses. In this scenario, free the already acquired licenses and retry installing the new license file. You could also try uninstalling the existing installed license file and installing a new license file.

Related links

Uninstalling the Communication Manager 6.3.x, 7.x, and 8.x license file and installing the Communication Manager 10.1.x license file on page 75

Uninstalling the Communication Manager 6.3.x, 7.x, and 8.x license file and installing the Communication Manager 10.1.x license file

About this task

If you have a mix of Communication Manager Release 6.3.x, 7.x, 8.x, and 10.1.x software with Communication Manager 6.3.x, 7.x, 8.x, and 10.1.x license files, then Avaya recommends to use the Communication Manager 10.1.x license file for all the Communication Manager Release software.

If you cannot use the Communication Manager 10.1.x license file for all the Communication Manager Release software, do the following:

Procedure

1. Disable the Centralized Licensing.
2. Uninstall the Communication Manager 6.3.x, 7.x, and 8.x license files.
3. Install the Communication Manager 10.1.x license file.
4. Enable the Centralized Licensing.
5. Install the Communication Manager 6.3.x, 7.x, and 8.x license files.

Related links

Installing a license file on page 73

Install license field descriptions

Name	Description
Enter license path	The complete path where the license file is saved.
Browse	The option to browse and select the license file.
Avaya Global License Terms & Conditions	Avaya license terms and conditions that the user must agree to continue the license file installation.

Button	Description
Install	Installs the product license file.

Chapter 8: Resources

Documentation

The following table lists the documents related to the components of Avaya Aura® Release 10.2.x. Download the documents from the Avaya Support website at https://support.avaya.com.

Title	Description	Audience
Implementation		
Deploying Avaya Aura® System Manager in Virtualized Environment	Deploy the Avaya Aura® System Manager application in a virtualized environment.	Implementation personnel
Deploying Avaya Aura® System Manager in Software-Only and Infrastructure as a Service Environments	Deploy the Avaya Aura® System Manager application in a software only and Infrastructure as a Service Environments	Implementation personnel
Upgrading Avaya Aura® System Manager	Upgrade the Avaya Aura® System Manager application.	System administrators and IT personnel
Deploying Avaya Aura® Communication Manager in Virtualized Environment	Describes the implementation instructions while deploying Communication Manager in virtualized environment.	Implementation personnel
Deploying Avaya Aura® Communication Manager in Software-Only and Infrastructure as a Service Environments	Describes the implementation instructions while deploying Communication Manager in a software only and Infrastructure as a Service environments.	Implementation personnel
Upgrading Avaya Aura® Communication Manager	Describes instructions while upgrading Communication Manager.	System administrators and IT personnel
Deploying Avaya Aura® Session Manager and Avaya Aura® Branch Session Manager in Virtualized Environment	Describes how to deploy the Session Manager virtual application in a virtualized environment.	Implementation personnel
Deploying Avaya Aura® Session Manager in Software-Only and Infrastructure as a Service Environment	Describes how to deploy the Session Manager in a software only and Infrastructure as a Service environments.	Implementation personnel

Table continues…

Title	Description	Audience
Upgrading Avaya Aura® Session Manager	Provides common administration scenarios.	System administrators and IT personnel
Deploying Avaya Aura® Application Enablement Services in Virtualized Environment	Deploy Application Enablement Services applications in Virtualized Environment	Implementation personnel
Deploying Avaya Aura® Application Enablement Services in Software-Only and Infrastructure as a Service Environments	Deploy Application Enablement Services applications in a software only and Infrastructure as a Service environments.	Implementation personnel
Upgrading Avaya Aura® Application Enablement Services	Upgrading Application Enablement Services applications.	System administrators and IT personnel
Administration		
Administering Network Connectivity on Avaya Aura® Communication Manager	Describes the network components of Communication Manager, such as gateways, trunks, FAX, modem, TTY, and Clear-Channel calls.	Solution Architects, Implementation Engineers, Sales Engineers, Support Personnel
Administering Avaya Aura® Communication Manager	Describes the procedures and screens used for administering Communication Manager.	Solution Architects, Implementation Engineers, Sales Engineers, Support Personnel
Administering Avaya Aura® System Manager	Describes the procedures for configuring System Manager Release 10.2.x and the Avaya Aura® applications and systems managed by System Manager.	Solution Architects, Implementation Engineers, Sales Engineers, Support Personnel
Avaya Aura® Presence Services Snap-in Reference	Describes the steps to deploy and configure Presence Services.	Solution Architects, Implementation Engineers, Sales Engineers, Support Personnel
Using		
Using the Solution Deployment Manager client	Deploy and install patches on Avaya Aura® applications.	System administrators
Understanding		
Avaya Aura® Communication Manager Feature Description and Implementation	Describes the features that you can administer using Communication Manager.	Solution Architects, Implementation Engineers, Sales Engineers, Support Personnel

Table continues…

Title	Description	Audience
Avaya Aura® Communication Manager Screen Reference	Describes the screen and detailed field descriptions of Communication Manager.	Solution Architects, Implementation Engineers, Sales Engineers, Support Personnel
Administering Avaya Aura® Session Manager	Describes how to administer Session Manager by using System Manager.	Solution Architects, Implementation Engineers, Sales Engineers, Support Personnel
Avaya Aura® Communication Manager Hardware Description and Reference	Describes the hardware devices that can be incorporated in a Communication Manager telephony configuration.	Solution Architects, Implementation Engineers, Sales Engineers, Support Personnel
Planning for Deploying Avaya Aura® applications	Provides planning information for deploying Avaya Aura® applications on supported platforms.	Solution Architects, Implementation Engineers, Sales Engineers, Support Personnel
Planning for Upgrading Avaya Aura® applications	Provides planning information for upgrading Avaya Aura® applications on supported platforms.	Solution Architects, Implementation Engineers, Sales Engineers, Support Personnel
Maintenance and Troubleshooting		
Maintenance Commands for Avaya Aura® Communication Manager, Branch Gateway and Servers	Provides commands to monitor, test, and maintain hardware components of Avaya servers and gateways.	Solution Architects, Implementation Engineers, Sales Engineers, Support Personnel

Training

The following courses are available on the Avaya Learning website at www.avaya-learning.com. After logging into the website, enter the course code or the course title in the **Search** field and click **Go** to search for the course.

Course code	Course title
20460W	Virtualization and Installation Basics for Avaya Team Engagement Solutions
71201V	Integrating Avaya Aura® Core Components
72201V	Supporting Avaya Aura® Core Components

Table continues…

Course code	Course title
61131V	Administering Avaya Aura® System Manager
61451V	Administering Avaya Aura® Communication Manager

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

- To find videos on the Avaya Support website, go to https://support.avaya.com/ and do one of the following:
  - In **Search**, type `Avaya Mentor Videos`, click **Clear All** and select **Video** in the **Select Content Type**.
  - In **Search**, type the product name. On the Search Results page, click **Clear All** and select **Video** in the **Select Content Type**.

    The **Video** content type is displayed only when videos are available for that product.

  In the right pane, the page displays a list of available videos.
- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and do one of the following:
  - Enter a keyword or keywords in the **Search Channel** to search for a specific product or topic.
  - Scroll down Playlists, and click a topic name to see the list of videos available. For example, Contact Centers.

Note:

Videos are not available for all products.

Support

Go to the Avaya Support website at https://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips.
- Information about service packs.
- Access to customer and technical documentation.
- Information about training and certification programs.
- Links to other pertinent information.

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to https://support.avaya.com.
2. To log in, click **Sign In** at the top of the screen and then enter your login credentials when prompted.
3. Click **Product Support** > **Products**.
4. In **Search Product**, start typing the product name and then select the appropriate product from the list displayed.
5. Select the release number, if applicable.
6. Click the **Technical Solutions** tab to view articles for resolving technical issues.

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