

Product Correction Notice (PCN)

Issue Date: 18-December-2023
 Supplement Date: NA
 Expiration Date: NA
 PCN Number: 2158S

SECTION 1 - CUSTOMER NOTICE

Products affected by this PCN

Avaya Aura® Communication Manager 10.2 vAppliance running on Avaya provided servers: Avaya Solutions Platform 130 R5.x (Dell® PowerEdge R640), Avaya Solutions Platform S8300E R5.1.x. Avaya Aura® Communication Manager 10.2 vAppliance running on Customer provided VMware® certified hardware.

Software Only deployments for on-premises platforms VMware, Microsoft Hyper-V, KVM/AHV; and for Cloud platforms: AWS, IBM Cloud for VMware, Microsoft Azure, Google Cloud.

Reference the Avaya Aura® Platform Offer Definition for details.

Description:

IMPORTANT NOTES

- The deployment of Avaya Aura applications as Software Only is now a restricted offer and is not available for net new deployments. Existing Aura customers that have been running their deployments as software only will remain supported in Aura 10.2, however they are advised to migrate to a supported deployment platform by Aura 10.3 timeframe (October 2025). If you have any questions, please get in touch with your Avaya Sales/Accounts team.
- There is no new release of Standalone WebLM in Aura 10.2. Continue to utilize Standalone WebLM 10.1.3.1 which is the minimum release required for Communication Manager (CM) and Application Enablement Services (AES) 10.2 and 10.1.3.1 and higher for 10.1.3.x.
- The Avaya Aura® System Manager release/version must always be greater than or equal to the release/version of the components of the solution (Session Manager, Communication Manager, Application Enablement Services). Reference the required order of upgrade in application documentation.
- As CM 10.2 SSPs are introduced, they will be tracked in PCN2159S. The 10.2 OVAs contain the latest rpm updates present in CM 10.1 October SSP #17. There will be different SSPs for both 10.1 and 10.2. 10.1 SSPs will not work on 10.2 and 10.2 SSPs will not work on 10.1.

18 December 2023 – This PCN introduces Avaya Aura® Communication Manager Release 10.2.0.0, R020x.02.0.229.0

- **Communication Manager Simplex 10.2.0.0 OVA** (CM-Simplex-010.2.0.0.229-e70-0.ova; PLDS ID CM000002200).
- **Communication Manager Duplex 10.2.0.0 OVA** (CM-Duplex-010.2.0.0.229-e70-0.ova; PLDS ID CM000002201).
- **Communication Manager 10.2.0.0 Software Only Simplex/Duplex ISO** (CM-010.2.0.0.229-e70-0.iso; PLDS ID CM000002202).

Level of

Risk/Severity

Class 1=High

Class 2=Medium

Class 3=Low

Class 2

Is it required that this PCN be applied to my system?	This PCN is required for Communication Manager 10.2 (or earlier releases if upgrading to 10.2).
The risk if this PCN is not installed:	It is possible that Communication Manager service disruptions could occur, as well as some features not working as expected.
Is this PCN for US customers, non-US customers, or both?	This PCN applies to both US and non-US customers.
Does applying this PCN disrupt my service during installation?	Activation of this Communication Manager upgrade is service disrupting.
Installation of this PCN is required by:	Customer or Avaya Authorized Service Provider. This upgrade is customer installable and remotely installable.
Release notes and workarounds are located:	<p>The Communication Manager Release Notes contain the specific software updates and enhancements included in the release and can be obtained by performing the following steps from a browser:</p> <ol style="list-style-type: none"> 1. Go to http://support.avaya.com then enter your Username and Password and select LOG IN. 2. Mouse over Search Product at the top of the page. 3. Begin to type Communication Manager and when Avaya Aura® Communication Manager appears as a selection below, select it. 4. Select 10.2.x from the Choose Release pull down menu to the right. 5. Select Product Documents on the new page that is displayed. Scroll down (if necessary) and select View All Product Documents. 6. Under Filters, for category TYPE select Manuals and for category SUB TYPE select Release Notes & Software Update Notes. 7. Select the document titled Avaya Aura® 10.2.x.x Release Notes. <p>The What's New in 10.2.x document contains information on new features and important product changes for 10.2 and can be obtained by performing the following steps from a browser:</p> <ol style="list-style-type: none"> 1. Go to http://support.avaya.com then enter your Username and Password and select LOG IN.

2. Mouse over **Search Product** at the top of the page.
3. Begin to type **Communication Manager** and when Avaya Aura® Communication Manager appears as a selection below, select it.
4. Select **10.2.x** from the **Choose Release** pull down menu to the right.
5. Select **Product Documents** on the new page that is displayed. Scroll down (if necessary) and select **View All Product Documents**.
6. Under **Filters**, for category **TYPE** select **Manuals** and for category **SUB TYPE** select **Overview**.
7. Select the document titled **What's New in Avaya Aura® Release 10.2.x**.

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

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

If unfamiliar with installing Communication Manager software updates, the installation instructions are required. To obtain the installation instructions please refer to the **Finding the installation instructions** section of this PCN.

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

The software updates can be downloaded by performing the following steps from a browser:

1. Go to <http://support.avaya.com> then enter your **Username** and **Password** and select **LOG IN**.
2. Mouse over **Search Product** at the top of the page.
3. Begin to type **Communication Manager** and when Avaya Aura® Communication Manager appears as a selection below, select it.
4. Select **10.2.x** from the **Choose Release** pull down menu to the right.
5. Select **Downloads** on the new page that is displayed. Scroll down (if necessary) and select **View All Downloads**.
6. Select **Avaya Aura® Communication Manager 10.2 Software**.
7. Scroll down the page to find the download link for the appropriate deployment file (OVA or ISO) or feature pack/service pack. This link will take you to the PLDS system with the **Download pub ID** already entered. This page also includes a link to this PCN and the Release Notes.
8. Select the **Download** link in PLDS to begin the download.

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

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

PLDS Hints:

1. In the PLDS **View Downloads** section under the **Suggested Downloads** tab, select **Communication Manager** in the **Product Line** search field to display frequently downloaded

Communication Manager software, including recent Service Packs and other software updates.

2. All Communication Manager 10.2 software downloads are available on PLDS. In the PLDS **View Downloads** section under the **Search by Download** tab, select **Communication Manager** in the **Application** search field and **10.2** in the **Version** search field to display all available Communication Manager 10.2 software downloads.

The MD5 sums are included in the Avaya Support and PLDS descriptions for the download files.

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

The instructions for installing or upgrading Communication Manager software can be obtained by performing the following steps from a browser:

1. Go to <http://support.avaya.com> then enter your **Username** and **Password** and select **LOG IN**.
2. Mouse over **Search Product** at the top of the page.
3. Begin to type **Communication Manager** and when Avaya Aura® Communication Manager appears as a selection below, select it.
4. Select **10.2.x** from the **Choose Release** pull down menu to the right.
5. Select **Product Documents** on the new page that is displayed. Scroll down (if necessary) and select **View All Product Documents**.
6. Under **Filters**, for category **TYPE** select **Manuals** and for category **SUB TYPE** select **Installation Migrations Upgrades & Configurations**.
7. Select the appropriate deployment document based on the deployment platform.

Note: Existing Communication Manager patch/Service Pack/Feature Pack must be deactivated prior to activating a new Communication Manager patch/Service Pack/Feature Pack. In some cases an additional overwritable patch will be present and those should not be deactivated.

SECTION 1A – SOFTWARE SERVICE PACK INFORMATION

Note: Customers are required to backup their systems before applying Service Packs/Feature Packs.

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

You can verify that a Service Pack/Feature Pack/Release is activated using the Communication Manager System Management Interface (SMI) from the **Administration > Server (Maintenance) > Server Upgrades > Manage Updates** page, or via Avaya Aura® Solution Deployment Manager (SDM).

What you should do if the Service Pack installation fails?

Escalate to Avaya **Global Support Services (GSS)** or an Avaya authorized Business Partner.

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

IMPORTANT: To avoid losing service, IP Softphone users should logoff thereby restoring their base phone to service before removing a Communication Manager Service Pack/Feature Pack.

Deactivate the Service Pack/Feature Pack using the Communication Manager System Management Interface from the **Administration > Server (Maintenance) > Server Upgrades > Manage Updates**

page.

SECTION 1B – SECURITY INFORMATION

Communication Manager 10.2 security updates are tracked under PCN2159S.

Are there any security risks involved?

No.

Avaya Security Vulnerability Classification:

N/A

Mitigation:

N/A

SECTION 1C – ENTITLEMENTS AND CONTACTS

Material Coverage Entitlements:

Communication Manager 10.2 OVAs and Service Packs/Feature Packs are available free of charge to customers with a valid support contract for Communication Manager 10.2.x. The Avaya Service Pack and Dot Release Guardian feature controls customer entitlement to these Communication Manager software updates as described below.

The Service Pack and Dot Release Guardian feature determines customer software entitlement by comparing the software Publication Date embedded in the Communication Manager release or Service Pack/Feature Pack software to the Support End Date (SED) in the Product Licensing and Delivery System (PLDS) generated license. The SED is set as the later of the warranty expiration date or the support contract expiration date.

- If the Service Pack/dot release has a **Publication Date on or before the SED**, the Service Pack/dot release is **allowed**.
- If the Service Pack/dot release has a **Publication Date after the SED**, the Service Pack/dot release is **not allowed**.

Attempting to install Service Pack/Feature Packs or releases without appropriate entitlements will fail with an error message indicating that the software Publication Date is after the SED in the license file.

Avaya recommends generating and installing a license file with SED before upgrading Communication Manager 10.2 Service Packs/Feature Packs. This ensures the license file includes the most up to date SED.

For more information on Service Pack and Dot Release Guardian refer to the document titled **Service Pack & Dot Release Guardian FAQs**. Go to <http://support.avaya.com> then enter the document title in the “What can we help you with?” search box. Scroll down and select the document link.

Avaya Customer Service Coverage Entitlements:

Avaya is issuing this PCN as installable by the customer. If the customer requests Avaya to install this PCN, it is considered a billable event as outlined in Section 4 (*Software Updates and Product Correction Notices*) of the Avaya Service Agreement Supplement (Full Maintenance Coverage) unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer.

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

offer such as the Avaya Services Product Correction Support offer.

Customers under the following Avaya coverage:

- Full Coverage Service Contract*
- On-site Hardware Maintenance Contract*

Remote Installation	Current Per Incident Rates Apply
Remote or On-site Services Labor	Current Per Incident Rates Apply

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

Customers under the following Avaya coverage:

- Warranty
- Software Support
- Software Support Plus Upgrades
- Remote Only
- Parts Plus Remote
- Remote Hardware Support
- Remote Hardware Support w/ Advance Parts Replacement

Help-Line Assistance	Per Terms of Services Contract or coverage
Remote or On-site Services Labor	Per Terms of Services Contract or coverage

Avaya Product Correction Notice Support Offer

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

**Avaya
Authorized
Partner
Service
Coverage
Entitlements:**

Avaya Authorized Partner

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

**Who to contact
for more
information:**

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