

## Product Correction Notice (PCN)

Issue Date: 18-December-2023  
 Supplement Date: NA  
 Expiration Date: NA  
 PCN Number: 2162S

### SECTION 1 - CUSTOMER NOTICE

#### Products affected by this PCN:

Avaya Aura® System Manager(SMGR) 10.2.x vAppliance running on Avaya provided servers: Avaya Solutions Platform 130 R5.0 (Dell® PowerEdge R640).

Avaya Aura® System Manager(SMGR) 10.2 vAppliance running on Customer provided VMware® certified hardware.

Software Only deployments for on-premises platforms VMware, Microsoft Hyper-V, KVM/AHV, 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 SMGR 10.2 SSPs are introduced, they will be tracked in **PCN2163S**. The SMGR 10.2 OVA contains the latest rpm updates present in the SMGR 10.1 October SSP #18. 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® system Manager (SMGR) 10.2, part of the Avaya Aura® 10.2 Solution and System Manager **10.2 GA Patch bin file which is required to be activated once 10.2 is installed.**

- **Avaya Aura® System Manager 10.2 OVA (SMGR-10.2.0.0.439670-e70-46E.ova PLDS ID: SMGR102GA01)**

This OVA supports System Manager Profile 2. If you are running a 7.x/8.x/10.1.x (Customer Provided VE or Avaya Provided Appliance) based System Manager, you will use this OVA to upgrade to System Manager 10.2. For information about upgrading System Manager, see *Upgrading Avaya Aura® System Manager Release 10.2* on the Avaya Support website.

- **Avaya Aura System Manager 10.2 High Capacity (Profile 3) OVA (SMGR-PROFILE3-10.2.0.0.439670-e70-46E.ova PLDS ID: SMGR102GA02)**

This OVA supports System Manager High-Capacity Profile 3. If you are running a 7.x/8.x/10.1.x (Customer Provided VE or Avaya Provided Appliance) based System Manager, you will use this OVA to upgrade to System Manager 10.2. For information about upgrading

System Manager, see *Upgrading Avaya Aura® System Manager Release 10.2* on the Avaya Support website.

- **Avaya Aura® System Manager 10.2 High Capacity (Profile 4) OVA (SMGR-PROFILE4-10.2.0.0.439670-e70-46E.ova PLDS ID: SMGR102GA03)**  
This OVA supports System Manager High-Capacity Profile 4. If you are running a 7.x/8.x/10.1.x (Customer Provided VE or Avaya Provided Appliance) based System Manager, you will use this OVA to upgrade to System Manager 10.2. For information about upgrading System Manager, see *Upgrading Avaya Aura® System Manager Release 10.2* on the Avaya Support website.
- **Avaya Aura® System Manager 10.2 software only ISO (AvayaAuraSystemManager-10.2.0.0.439670\_v46.iso PLDS ID: SMGR102GA04).** This ISO image is for Software Only Deployments.
- **SDM Client for System Manager 10.2 (Avaya\_SDMClient\_win64\_10.2.0.0.0439696\_9.zip PLDS ID: SMGR102GA06)** Software Deployment Manager Client tool that can be installed on your Windows desktop / laptop and then used for deploying the Avaya Aura® 10.2 application OVAs.
- **Data Migration utility for System Manager 10.2 (datamigration-10.2.0.0.4-72.bin PLDS ID: SMGR102GA07)** Avaya Aura® System Manager 10.2 data migration utility. Use this utility for migrating data from a 7.x or 8.x or 10.1.x based System Manager Deployment to the 10.2 GA load. Note: if you are not using SDM Client for automated migration then you should run the data migration only once the OVA has been successfully deployed and you can access the System Manager web UI. For instructions on how to use the data migration utility please see the Avaya Aura® System Manager upgrade documents available on the Avaya Support website.
- **REQUIRED System Manager 10.2 GA Patch bin file Post OVA deployment / Data Migration (System\_Manager\_R10.2.0.0\_S4\_102016624.bin PLDS ID: SMGR102GA05)** Avaya Aura® System Manager 10.2 post OVA install / Data Migration **mandatory** GA patch. If you are migrating from System Manager Release 7.x or 8.x or 10.1.x to release 10.2 this patch must only be applied after completing data migration. If you do not have any data that needs to be migrated then install this patch once the OVA deployment is complete and you can access the System Manager Web UI. Please see the System Manager Installation and upgrade document for complete instructions.

#### 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 SMGR 10.2 (or earlier releases if upgrading to 10.2).

The risk if this  
PCN  
is not installed:

Important fixes will not be installed.

The *Release Notes* associated with this release provides a list of enhancements and specific issues that will be resolved by installing the release.

<b>Is this PCN for US customers, non-US customers, or both?</b>	This PCN applies to both US and non-US customers.
<b>Does applying this PCN disrupt my service during installation?</b>	Yes. System Manager services are re-started during installation or upgrade so web access to System Manager will be disrupted during deployment and upgrades. Activation of this SMGR upgrade is service disrupting.
<b>Installation of this PCN is required by:</b>	Customer and/or Avaya Remote or On-Site Services and/or Avaya Authorized Business Partner. This upgrade is customer installable and remotely installable.
<b>Release notes and workarounds are located:</b>	<p>The System 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"> <li>1. Go to <a href="http://support.avaya.com">http://support.avaya.com</a> then enter your <b>Username</b> and <b>Password</b> and select <b>LOG IN</b>.</li> <li>2. Mouse over <b>Search Product</b> at the top of the page.</li> <li>3. Begin to type <b>System Manager</b> and when Avaya Aura® System Manager appears as a selection below, select it.</li> <li>4. Select <b>10.2.x</b> from the <b>Choose Release</b> pull down menu to the right.</li> <li>5. Select <b>Product Documents</b> on the new page that is displayed. Scroll down (if necessary) and select <b>View All Product Documents</b>.</li> <li>6. Under <b>Filters</b>, for category <b>TYPE</b> select <b>Manuals</b> and for category <b>SUB TYPE</b> select <b>Release Notes &amp; Software Update Notes</b>.</li> <li>7. Select the document titled <b>Avaya Aura® 10.2.x.x Release Notes</b>.</li> </ol> <p>The What's New in Avaya Aura® 10.2.x document contains information on new features and important product changes for 10.2.x and can be obtained by performing the following steps from a browser:</p> <ol style="list-style-type: none"> <li>1. Go to <a href="http://support.avaya.com">http://support.avaya.com</a> then enter your <b>Username</b> and <b>Password</b> and select <b>LOG IN</b>.</li> <li>2. Mouse over <b>Search Product</b> at the top of the page.</li> <li>3. Begin to type <b>System Manager</b> and when Avaya Aura® System Manager appears as a selection below, select it.</li> <li>4. Select <b>10.2.x</b> from the <b>Choose Release</b> pull down menu to the right.</li> <li>5. Select <b>Product Documents</b> on the new page that is displayed. Scroll down (if necessary) and select <b>View All Product Documents</b>.</li> <li>6. Under <b>Filters</b>, for category <b>TYPE</b> select <b>Manuals</b> and for category <b>SUB TYPE</b> select <b>Overview</b>.</li> <li>7. Select the document titled <b>What's New in Avaya Aura® Release 10.2.x</b>.</li> </ol>

The deployment documents contain important information on how to deploy the application to different platforms/infrastructures and can be obtained by referring to the **Finding the installation instructions** section of this PCN.

**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 System 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 System 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 **System Manager** and when Avaya Aura® System 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. Scroll down if necessary and select **Avaya Aura® System Manager Release 10.2 Downloads, 10.2.x**.
7. Scroll down the page to find the download link for the appropriate deployment file. This link will take you to the PLDS system with the **Download pub ID** already entered.
8. This page also includes a link to this PCN and the Release Notes.
9. 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>.

10. 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.
11. Select **View Downloads**.
12. 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:**

13. In the PLDS **View Downloads** section under the **Suggested Downloads** tab, select **System Manager** in the **Product Line** search field to display frequently downloaded System Manager software, including recent Patches, Service Packs and other software updates.
14. All System Manager 10.2 software downloads are available on PLDS. In the PLDS **View Downloads** section under the **Search by Download** tab, select **System Manager Services** in the **Application** search field and **10.2** in the **Version** search field to display all available System 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 System 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, select **Documents** in the menu.
3. Begin to type **System Manager** and when Avaya Aura® System 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. The Avaya Aura® 10.2 Release Notes and Deployment Guide document contains instructions on how to install System Manager 10.2.Release. To obtain the Release Notes please refer to the “**Release notes and workarounds are located**” section of this PCN..


## 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:**

Use the instructions included in the installation/deploying documentation.

To verify the successful installation of or upgrade to System Manager 10.2

- Log on to the System Manager Web console.
- On the top-right corner hover the mouse over or click on the  icon and then select the “About” link. Verify that About page contains as below:  
**System Manager 10.2.0.0**  
**Build No. – 10.2.0.0.xxxxxx**  
**Software Update Revision No: 10.2.x.x.xxxxxx**

**Note:** The value for Security Mode(Hardening Mode) on your system may defer depending on the Security Profile that you are running. “Standard Hardening” is the default Security Mode.

**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**

Use the instructions included in the installation/deploying documentation.

occurs:

## SECTION 1B – SECURITY INFORMATION

System Manager 10.2 security updates are tracked under PCN2163S.

Are there any  
security risks  
involved?

No.

Avaya Security  
Vulnerability  
Classification:

N/A

Mitigation:

N/A

## SECTION 1C – ENTITLEMENTS AND CONTACTS

Material  
Coverage  
Entitlements:

System Manager 10.2 OVAs and ISOs are available free of charge to customers with a valid support contract for System Manager 10.2.x.

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	Per Terms of Services Contract or coverage

	<b>On-site Services Labor</b>	
	<b>Avaya Product Correction Notice Support Offer</b>	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.
<b>Avaya Authorized Partner Service Coverage Entitlements:</b>	<b>Avaya Authorized Partner</b>	Avaya Authorized Partners are responsible for the implementation of this PCN on behalf of their customers.
	<b>Who to contact for more information:</b>	If you require further information or assistance please contact your Authorized Service Provider, or visit <a href="https://support.avaya.com">support.avaya.com</a> . 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 <a href="#">Terms of Use</a> .