Avaya Aura® Communication Manager SW & FW Compatibility Matrix
March 22, 2017

Overview

WARNING: The links included in this document might not work with some browsers.

This document describes the latest service packs and firmware versions needed for releases of Communication Manager. You can also use the Compatibility Matrix tool available at **http://support.avaya.com** by clicking on **Product Compatibility Matrix** under **Tools** at the bottom of the page.

The information presented in this matrix shows the latest software and firmware available and recommended at the time this document is published. Due to the frequency that new updates becomes available; it is possible that this document is temporarily out of date. Therefore, you should always check http://support.avaya.com and appropriate Product Correction Notices (PCN) for the latest software and firmware updates. Internal version stored at CID 127762.

Information about older CM releases and older related products and releases is retained in this document as a convenience and for historical purposes. Inclusion of this information does not imply support by Avaya. Refer to the appropriate product and offer definition documents and End of Sale Notices for official product support information. Notes have been added for EOS/EOMS products, but lack of a Note does not guarantee a product is still supported. The Lifecycle Summary Matrix contains a list of many Avaya products that are EOS/EOMS: https://downloads.avaya.com/css/P8/documents/100172510

COMMUNICATION MANAGER SOFTWARE & FIRMWARE COMPATIBILITY MATRIX
March 22, 2017

Table of Contents

Document Change History

The changes between versions of the document are listed via date and can be used as a quick reference to what has been updated since the previous version. The update summary below is provided from the beginning of each Major Release of Communication Manager.

June 18, 2010

Updates: Communication Manager 6.0 is added and all relevant sections have been updated. Current SW/FW updates added for all previous releases.

August 23, 2010

Updates: Communication Manager Service Pack and firmware compatibility information updated. Communication Manager Software upgrade paths updated. LSP/ESS compatibility information updated.

January 11, 2011

Updates: Communication Manager 6.0.1 is added and all relevant sections have been updated. Current SW/FW updates added for all previous releases.

March 16, 2011

Updates: Communication Manager Service Pack information updated for CM 5.2.1, CM 6.0 and CM 6.0.1 along with current SW/FW updates for all releases. Communication Manager Software upgrade paths updated.

April 29, 2011

Updates: Communication Manager Service Pack information updated for CM 5.2.1, CM 6.0 and CM 6.0.1 along with current SW/FW updates for all releases. Communication Manager Software upgrade paths updated. M3K R1 gateway compatibility information added. Note that compatible telephone coverage has been expanded for CM 5.2.1 and greater although some of these phones are compatible with earlier releases. Refer to the telephone software download pages and readme files at http://support.avaya.com for detailed compatibility information.

May 3, 2011

Updates: G860 and M3K gateway compatibility for CM 5.2.1 and greater moved to a separate document. For more information see the section titled G860 & M3K Gateway and Communication Manager Compatibility in this document, and for the latest compatibility information on these gateways visit the following link:
http://support.avaya.com/css/Products/P0982/All_Documents

July 1, 2011

Updates: Communication Manager Service Pack information updated for CM 5.2.1, and CM 6.0.1 along with current SW/FW updates for all releases. Communication Manager Software upgrade paths updated.

September 9, 2011

Updates: Communication Manager Service Pack information updated for CM 5.2.1, and CM 6.0.1 along with current SW/FW updates for all releases. Communication Manager Software upgrade paths updated.

December 12, 2011

Updates: Communication Manager Service Pack information updated for CM 5.2.1, and CM 6.0.1 along with current SW/FW updates for all releases. Communication Manager Software upgrade paths updated. Link to Daylight-Saving time information updated.

March 23, 2012

Updates: Communication Manager 6.2 is added and all relevant sections have been updated. Current SW/FW updates added for all previous releases. Avaya Video Conferencing Solution compatibility has been moved to separate documents referenced in the Communication Manager 6.0.1 and 6.2 compatibility pages.

July 16, 2012

Updates: Communication Manager Service Pack information updated for CM 5.2.1, CM 6.0.1 and CM 6.2 along with current SW/FW updates for all releases. Communication Manager Software upgrade paths updated. Various support site instructions updated.

September 14, 2012

Updates: Communication Manager Service Pack information updated for CM 5.2.1, CM 6.0.1 and CM 6.2 along with current SW/FW updates for all releases. Communication Manager Software upgrade paths updated.

December 14, 2012

Updates: Communication Manager Service Pack information updated for CM 5.2.1, CM 6.0.1 and CM 6.2 along with current SW/FW updates for all releases. Communication Manager Software upgrade paths updated. CM/SM compatibility table updated.

April 1, 2013

Updates: Communication Manager Service Pack information updated for CM 5.2.1, CM 6.0.1 and CM 6.2 along with current SW/FW updates for all releases. Communication Manager Software upgrade paths updated.

May 13, 2013

Updates: Communication Manager 6.3 is added and all relevant sections have been updated. Current SW/FW updates added for all previous releases.

August 28, 2013

Updates: Communication Manager Service Pack information updated for CM 5.2.1, CM 6.0.1, CM 6.2 and CM 6.3 along with current SW/FW updates for all releases. Communication Manager Software upgrade paths updated.

March 17, 2014

Updates: Communication Manager Service Pack information updated for CM 5.2.1, CM 6.0.1, CM 6.2 and CM 6.3 along with current SW/FW updates for all releases. Communication Manager Software upgrade paths updated.

February 20, 2015

Updates: The CM 6.3-FP4 release has been incorporated. Communication Manager Service Pack information updated for CM 5.2.1, CM 6.0.1, CM 6.2 and CM 6.3 along with current SW/FW updates for all releases. Communication Manager Software upgrade paths updated.

September 18, 2015

Updates: CM 6.3 and 7.0 release information has been updated. Communication Manager Software upgrade paths updated. Old release tables were replaced with links. A new table for CMM Upgrade paths (starting with CMM 6.3.0) was added. Notes were added for EOMS products.

October 28, 2015

Updates: Additional updates added for CM 7.x, and Avaya Aura® Media Server link added.

February 8, 2016

Updates: Upgrade paths updated.

October 11, 2016

Updates: Upgrade paths replaced with link to upgrade paths PSN.

March 22, 2017

Updates: Link to upgrade paths fixed. Note 7 under the LSP SW vs. Primary, ESS SW section updated to include CM 6.3 load 124 and 141 survivable server compatibility. A note and PSN link on EOMS software/firmware availability added.

Communication Manager Release Compatibility

This section provides links to the latest service packs and firmware versions needed for many releases of Communication Manager (CM). You can also use the Compatibility Matrix tool available at **http://support.avaya.com** by clicking on **Product Compatibility Matrix** under **Tools** at the bottom of the page for newer releases of CM.

CM compatibility information is also included in the Product Correction Notices (PCNs) provided for Service Packs, Kernel Service Packs and Security Service Packs. The PCNs are co-located with the Service Pack downloads which can be accessed from the following link:
https://support.avaya.com/downloads/download-details.action?contentId=C2009071015481543462560 7&productId=P0001

General Software / Firmware Compatibility Guidelines

NOTE: Some EOMS software and firmware is no longer available for download from Avaya Support and PLDS. PSN020262u provides additional information. Customers should store Avaya EOMS SW/FW in a repository.

The G150, G250, G350, G430, G450, G700 and IG550 Gateways, media modules, embedded P330 Ethernet switching system, various circuit packs, and many endpoints are designed to allow remote firmware upgrades once they've been installed in the field. Furthermore, the S8xx0 Series Servers, Avaya Common Servers (HP® DL360G7 and Dell R610), and System Platform for Communication Manager 6.0 and greater allow Communication Manager software to be updated via downloadable service packs.

New versions of firmware for media gateways, media modules, circuit packs, and endpoints are made available on the support web pages on an ongoing basis. New versions of firmware usually contain support for new functionality as well as fixes for known issues with previous firmware vintages. Therefore, it is strongly recommended to update firmware as new vintages become available.

Whenever updating vintages of firmware and software, it is extremely important to review the readme file or Product Correction Notice (PCN) associated with the firmware or software update. Readme files and PCNs document any known caveats or issues with compatibility. While the general rule is that the latest firmware is backwards compatible with older Communication Manager releases, there are sometimes exceptions and these exceptions, when known, are documented in readme files and/or PCNs. Refer to specific sections in this document for additional compatibility details.

When upgrading Servers, LSPs, and ESSs to new releases of Communication Manager, the upgrade path must be checked to ensure the currently running release can upgrade to the new release without experiencing translation corruption or loss of functionality. See the Supported Communication Manager Upgrade Paths and Media Gateway, LSP/ESS, & Primary Server Compatibility sections for a mapping of valid Communication Manager upgrade paths.

For servers running Communication Manager the latest service pack must be applied. For additional information see the Service Pack Compatibility section.

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E-Notifications

To be automatically notified via e-mail when new service packs and firmware updates are available, you can subscribe to receive all PCN notifications via **Set E-Notifications** on support.avaya.com.

Server Hardware Compatibility History

Communication Manager 2.0 and later releases are not available for the DEFINITY Server R.

Communication Manager 2.1 and later releases are not available for the S8100 Server.

Communication Manager 2.1 and later releases do not install or run on an S8300A Server. An S8300B or later server must be used.

Communication Manager 3.0 and later releases are not available for the DEFINITY Server SI.

Communication Manager 4.0 and later releases are not available for the DEFINITY Server CSI.

Communication Manager 5.0 and later releases do not install or run on an S8500A Server. An S8500B or later server must be used.

Communication Manager 5.0 and later releases do not install or run on an S8700 Server. An S8710 or later server must be used along with the DAL2 board for systems with hardware duplication.

Communication Manager 6.0 and later System Platform based releases do not install or run on S8300B, S8300C, S8400, S8400B, S8500B, S8500C, S8710, S8720 or S8730 Servers.

Communication Manager 7.0 and later Appliance Virtualization Platform (AVP) based releases are not supported on S8510 or S8800 servers.

Media Gateways and Media Modules

G700 / G150 / G350 / G430 / G450 Media Gateways

Note the G700 Media Gateway is EOMS: https://downloads.avaya.com/css/P8/documents/100019642

Note the G150 Media Gateway is EOMS: https://downloads.avaya.com/css/P8/documents/100040760

Note the G250 and G350 Media Gateways are EOMS: https://downloads.avaya.com/css/P8/documents/100067521

The Media Module versions are located on the Avaya Support Site at:
https://support.avaya.com/downloads/download-details.action?contentId=C2009071015481543462560 7&productId=P0001

To help ensure the highest quality solutions for our customers, Avaya recommends use of *like* gateway firmware version series and Communication Manager releases. This means the following gateway firmware series are recommended with the following Communication Manager releases:

Communication Manager Release(s)	G250/G350/G700 Firmware Series	G450 Firmware Series	G430 Firmware Series
3.x.x	25.x.y	NA	NA
4.x.x	26.x.y	NA	NA
5.0.x	27.x.y	27.x.y	NA
5.1.x	28.x.y	28.x.y	NA
5.2	29.x.y	29.x.y	29.x.y
5.2.1	30.x.y	30.x.y	30.x.y
6.0 to 6.2 SP3 (20001)	30.x.y	31.x.y	31.x.y
6.2 SP4 (20199) and greater*	30.x.y	31.x.y **or** 32.x.y*	31.x.y **or** 32.x.y*
6.3	30.x.y	36.x.y	36.x.y
7.0	EOMS	37.x.y	37.x.y

*The latest gateway firmware version within firmware series 32.x.y for G430/450 can be used with Communication Manager 6.2 Service Pack 4 (20199) and greater when new features supported by this firmware series are used. All firmware fixes delivered to the 31.x.y series are also delivered to the 32.x.y series.

Newer gateway firmware versions running with older Communication Manager software releases are still supported. For example, running gateway firmware version series 37.x.y with Communication Manager 6.3 is still supported. However, prolonged running in this type of mixed configuration is not recommended. Avaya recommends running in a mixed configuration only as long as necessary to support gateway upgrades prior to upgrading Communication Manager software. Newer Communication Manager releases running with older gateway firmware versions are not supported.

Customer impacting gateway issues will be addressed in new firmware versions within each supported gateway firmware series (e.g., 36.x.y is considered a firmware series). This ensures customer impacting fixes will be delivered and available within each supported gateway firmware series until end of manufacturer support. The latest gateway firmware version within a given firmware series should be used since it will have all of the latest fixes. New gateway features and functionality will not be supported in configurations running newer series of gateway firmware with older Communication Manager releases.

Gateway firmware support follows the Communication Manager software end of manufacturer support model. This means that as soon as a Communication Manager release goes end of manufacturer support, new gateway firmware will no longer be supported with that particular Communication Manager release. For example, when Communication Manager 6.3 goes end of manufacturer support, gateway firmware series 36.x.y will no longer be supported.

The latest media gateway firmware in a given firmware series, media module firmware, readme files and installation instructions are available on the Avaya Support Site:
https://support.avaya.com/downloads/download-details.action?contentId=C2009071015481543462560 7&productId=P0001

Whenever firmware is updated, the readme file or associated PCN should be checked for specific Communication Manager compatibility information.

Historical Media Gateway Compatibility Information

The G430 Media Gateway is not supported in configurations with primary Servers and LSPs running Communication Manager releases earlier than 5.2.

The G450 Media Gateway is not supported in configurations with primary Servers and LSPs running Communication Manager releases earlier than 5.0.

The G860 High Density Trunk Gateway is not supported in configurations with primary Servers running Communication Manager releases earlier than 4.0. The minimum recommended release is Communication Manager 4.0.4. The G860 is now EOMS.

The IG550 Integrated Gateway is not supported in configurations with primary Servers running Communication Manager releases earlier than 4.0. The IG550 is now EOMS.

The G350 Media Gateway is not supported in configurations with primary Servers and LSPs running Communication Manager releases earlier than 2.0. The G350 is now EOMS.

The G250 Media Gateway is not supported in configurations with primary Servers and LSPs running Communication Manager releases earlier than 3.0. The G250 is now EOMS

The G150 Media Gateway is not supported in configurations with primary Servers and LSPs running Communication Manager releases earlier than 2.2 or greater than 5.2.1. The G150 is now EOMS.

Historical G350/G700 Media Gateway Compatibility Issues

G350 Media Gateways running MGP firmware vintages earlier than 25.23.0 do not recognize the MM314 hardware suffix C and MM316 Media Modules. Likewise, the MM716 Media Module is not recognized in G350 and G700 Media Gateways running MGP firmware vintages earlier than 25.23.0. The MM316 and MM716 Media Modules are new with Communication Manager 3.1.

The MM314 is not a new Media Module, but the MM314C is based on new hardware and a new form factor. The MM314C can be differentiated from the original MM314 by the hardware suffix. The “new” MM314 reports as hardware suffix “C”, while older MM314 Media Modules report as a hardware suffix “B” or hardware suffix “A”.

G700 Media Gateway firmware vintages 24.xx.x (e.g., 24.17.0, 24.21.1, etc.) are not compatible with primary Servers and LSPs running Communication Manager releases earlier than 3.0. For Communication Manager 2.x releases, G700 Media Gateway firmware vintages 23.xx.x should be used.

G700 Media Gateway firmware v22.8.0 and earlier vintages are incompatible with S8300 Servers using IA770 and running Communication Manager 2.1 and later releases due to port assignments. The Media Gateway firmware

must be upgraded to the latest supported version for an S8300 Server using IA770 and running Communication Manager 2.1 or later software.

A maximum of 3 MM717 24-port DCP Media Modules can be installed in a single G700. The number of MM717 Media Modules supported is limited by power draw. Also, the ports on the MM717 are intended for in-building use only**.** Phone lines connected to those ports are not to be routed out-of-building. Failure to comply with this restriction could cause harm to personnel or equipment.

Historical Media Module 711 Firmware and Hardware Dependencies

There are currently 4 distinct Media Module 711 (MM711) firmware vintages for 3 distinct MM711 hardware vintage ranges. These distinct firmware vintage ranges are incompatible with any other MM711 hardware vintages than the ones for which they were intended.

Media Module 711 (MM711) hardware vintages 3 through 6 require firmware vintages lower than V19, and any vintages greater than V19 are incompatible. MM711 hardware vintage 7 requires firmware vintages greater than V20, but less than V57, and any other vintages are incompatible. MM711 hardware vintage 20 through vintage 29 requires firmware vintages V57 and greater and any other vintages are incompatible. MM711 hardware vintage 30 and above requires firmware vintage V80 and greater

The firmware filename structure for the MM711 shows the hardware designation since there is now a hardware dependency on the firmware. For example, the filename MM711h7v21.fdl denotes the hardware vintage via h7 and v21 maps to the firmware vintage.

IG550, G860 and M3K Media Gateways

Note the IG55 and G860 Media Gateways are EOMS: https://downloads.avaya.com/css/P8/documents/100113824

G860 and M3K gateways are tested with specific Communication Manager releases and service packs. Customer's using G860 and M3K gateways are strongly encouraged to use these tested SW versions even though newer releases or service packs may be available. Qualified SW/FW versions for earlier Communication Manager releases are maintained in the release specific compatibility pages of this document. For Communication Manager 5.2.1 and greater the qualified SW/FW versions are maintained in a separate matrix:
https://downloads.avaya.com/css/P8/documents/100134360.

The latest firmware/software for these Gateways 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 click **LOG IN**.
2. Hover over **Support by Product** at the top of the page and select **Product-specific Support** in the menu.
3. Select the appropriate product category (**A** or **G**) in the **Choose Product From A-Z List**.
4. Select the specific product of interest (either **AudioCodes Mediant™ 3000 Gateway** or **G860 Media Gateway**).
5. The **Software Lifecycle** table provides a list of the GA FW/SW.
6. Select the **Downloads** tab.
7. Select the desired FW/SW Release or Release Notes from the presented lists.

TN Circuit Packs

The current TN Circuit Pack versions are located on the Avaya Support Site. Review the information provided with the specific firmware download for compatibility information:
https://support.avaya.com/downloads/download-details.action?contentId=C2009071015481543462560 7&productId=P0001

Telephones and Video Endpoints

Review the Lifecycle Summary Matrix for EOMS endpoints: https://downloads.avaya.com/css/P8/documents/100172510

The latest firmware for specific endpoints 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 click **LOG IN.**
2. Hover over **Support by Product** at the top of the page and select **Product-specific Support** in the menu.
3. Select the appropriate product category in the **Choose Product From A-Z List**
    a. Most endpoints will be under 1-9

   b. The E129 will be under **E**, the H175 will be under **H**, etc.
4. Select the specific endpoint product of interest (e.g., **9600 Series IP Deskphones**).
5. The **Software Lifecycle** table provides a list of the GA FW/SW and EOS FW/SW for the endpoint.
6. Select the **Downloads** tab.
7. Select the desired FW/SW Release or Release Notes from the presented lists.
8. Release Notes for a given FW/SW Release contain CM compatibility information.

For telephones that support software downloads, the latest telephone software available for the specific phone should typically be used regardless of the release of Communication Manager being used. Whenever telephone software is updated, the Release Notes file should be checked for specific Communication Manager compatibility issues and supported releases. Also note that a new Communication Manager release is generally required to support new telephone features although most telephone software is backward compatible with earlier releases of Communication Manager.

The most recent (highest numbered) telephone software should generally be used (e.g., R1.8.1 is more recent than R1.8). For each telephone, the most recent software available can be found on http://support.avaya.com.

Historical Endpoint Information

The following historical telephone software dependencies are presented as a convenience, but the Release Notes should always be consulted for detailed feature support and compatibility information.

14xx Telephones
The 1408 and 1416 Digital Telephones are supported by Communication Manager 5.2.1 and later releases.

16xx Telephones
The 16xx IP Telephones are supported by Communication Manager 3.1 and later releases. Communication Manager 5.2 provides native administration support for 1603, 1608 and 1616. In releases prior to Communication Manager 5.2 the 1603 and 1608 should be administered as a 4610 and the 1616 should be administered as a 4620.

The 1603SW-I supports SIP R1.0.1 software with Communication Manager 5.2.1 / SIP Enablement Services 5.2.1 running on MBT as well as Communication Manager 6.0 / Session Manager 6.0 and greater.

46xx Telephones
The CM 3.0.1 features *Security of IP Telephone Registration/H.323 Signaling Channel* and *Emergency Calls from Unnamed IP Endpoints* require IP telephone software R2.3 or later. IP telephone software R2.3 or later requires TN799C hardware vintage 3 or later circuit packs.

The 4606, 4612, and 4624 IP telephones do not support 2.0 and later firmware.
The 4630 and 4630SW IP telephones do no support 2.1 and later firmware.
The 4690 IP telephone requires 1.7.5 or later firmware to be compatible with Communication Manager 2.1.
4630/4630SW IP Telephone R2.0 and R2.0.1 firmware is not compatible with server software Releases 10 and earlier.

94xx Digital Telephones
The 9404 and 9408 digital telephones are compatible with Communication Manager 5.2.1, 6.0.1 and greater 6.x releases. However, native administration is only available with CM 6.2 and greater. Refer to the Release Notes for administration recommendations and CM service pack compatibility.

96xx IP Telephones
The 96xx Series IP Telephones are supported by Communication Manager 3.0 and later releases. However, native support is only available with CM 4.0 and greater. Refer to the Release Notes for administration recommendations.

Communication Manager 3.1.3 or greater is required for 96xx IP Telephone Software Release 3.x.

The 9608, 9611G, 9621G and 9641G IP Telephones are supported with Communication Manager 3.1.4 and greater. Refer to the Release Notes for 96xx SIP telephone software releases that are supported with Communication Manager, Session Manager and SIP Enablement Services.

Service Pack Compatibility

Communication Manager Service Packs

The latest Communication Manager Service Packs for a given release, and the associated Product Correction Notices are located on the Avaya Support Site at:
https://support.avaya.com/downloads/download-details.action?contentId=C2009071015481543462560 7&productId=P0001

Earlier CM Service Packs for a given release can be downloaded from PLDS: https://plds.avaya.com

When initially deploying Communication Manager it is recommended that the latest Service Pack for the specific release be activated. Service Packs are release dependent so it is extremely important to be sure the service pack you are applying is for the appropriate software release. Only one CM Service Pack or custom patch can be running on a system at a given time. This excludes over-writable patches (e.g., Shellshock, DST patches, etc.), Kernel Service Packs and Security Service Packs.

Kernel Service Packs

Communication Manager releases 4.0.5, 5.2.1 and 6.2 and greater also support Kernel Service Packs, which update the Linux operating system kernel running on the system. Kernel Service Packs allow remediation of kernel security vulnerabilities and other kernel issues which were previously not patchable.

The latest Communication Manager Kernel Service Packs for a given release, and the associated Product Correction Notices are located on the Avaya Support Site at:
https://support.avaya.com/downloads/download-details.action?contentId=C2009071015481543462560 7&productId=P0001

Security Service Packs

Communication Manager 4.0 and greater releases may also have Security Service Packs which resolve operating system and platform vulnerabilities not associated with the kernel. Communication Manager 6.0 and greater may also require specific System Platform Service Packs and patches. Communication Manager 7.0 and greater may also require specific Appliance Virtualization Platform Service Packs and patches.

The latest Communication Manager Security Service Packs for a given release, and the associated Product Correction Notices are located on the Avaya Support Site at:
https://support.avaya.com/downloads/download-details.action?contentId=C2009071015481543462560 7&productId=P0001

Service Packs, Kernel Service Packs and Security Service Packs are independent of each other and patch different areas of the Communication Manager Software. All service packs are issued with Product Correction Notices (PCN). Product Correction Notices contain important information about the service pack and allow for automated notification via e-mail when new service packs become available.

Prior to CM 5.2.1 the application of service packs is service disrupting since a reset 4 is required. On CM 5.2.1 and later releases Service Packs and patches can be activated in a connection preserving manner. Review PSN002589u on Avaya Support (http://support.avaya.com) for more information. Kernel Service Packs require full Linux reboots. Consult the PCNs for further information.

It is best to subscribe to automated PCN e-mail notifications (E-notifications) to be informed when new CM SPs, KSPs and SSPs are available.

Avaya Aura® Compatibility

For information pertaining to CM compatibility with other Avaya Aura® products, such as System Manager and Session Manager, refer to the Product Compatibility Matrix and Software Compatibility Audit Tools on support.avaya.com.

Avaya Aura® Media Server

CM 7.0.0.0.0 and later SPs/Releases support Avaya Aura® Media Server. For more information, including compatibility information, review the Quick Start Guide White Paper:
https://downloads.avaya.com/css/P8/documents/101013885

Historical and Current CM Upgrade Paths

Due to the overlapping nature and timing of Communication Manager release launches, it is not always possible to upgrade from a lower release to a higher release without the possibility of encountering corruption or having a needed fix or enhancement not be available in the higher release. Therefore, not all Communication Manager upgrade paths are supported. The information presented in this section should be used to determine supported Communication Manager upgrade paths.

The upgrade path depends on which, if any, Service Pack is installed. Communication Manager upgrade paths are documented in PSN020272u on Avaya Support (http://support.avaya.com).

Historical SIP Enablement Services & CM Compatibility

SES	CM 6.x	CM 5.2.x	CM 5.1.x	CM 5.0	CM 4.0, 4.0.1	CM 3.1.x	CM 3.0.x	CM 2.1.1 & 2.2.x	CM 2.0 back to DEFINITY R9.5
SES5.2.x	NO	YES - stand-alone and Co-res on S8300C/D	YES - stand-alone and Co-res on S8300C	YES - stand-alone and Co-res on S8300C	YES	YES	IM-Only	IM-Only	IM-Only
SES 5.1.x	NO	YES - stand-alone and Co-res on S8300C	YES - stand-alone and Co-res on S8300C	YES - stand-alone and Co-res on S8300C	YES	YES	IM-Only	IM-Only	IM-Only
SES 5.0	NO	YES - stand-alone and Co-res on S8300C	YES - stand-alone and Co-res on S8300C	YES - stand-alone and Co-res on S8300C	YES	YES	IM-Only	IM-Only	IM-Only
SES 4.0	NO	YES	YES	YES	YES	YES	IM-Only	IM-Only	IM-Only
SES 3.1.2	NO	YES	YES	YES	YES	YES	IM-Only	IM-Only	IM-Only
SES 3.1.1	NO	IM-Only	IM-Only	IM-Only	IM-Only	YES	IM-Only	IM-Only	IM-Only
SES 3.1	NO	IM-Only	IM-Only	IM-Only	IM-Only	YES	YES	IM-Only	IM-Only
SES 3.0	NO	IM-Only	IM-Only	IM-Only	IM-Only	YES	YES	IM-Only	IM-Only
SES 2.1	NO	IM-Only	IM-Only	IM-Only	IM-Only	YES	YES	YES	IM-Only

A value of YES indicates support for both telephony and Presence/IM. A value of IM-Only indicates support for stand-alone SES deployments with Presence/IM only. SIP Enablement Services is not supported with Communication Manager 6.0 and greater.

Historical Session Manager / System Manager & CM Compatibility

SessionManager /System Manager	CM 5.1.2	CM 5.2	CM 5.2.1	CM 6.0	CM 6.0.1	CM 6.2*	CM 6.3
SM 1.1 /SMGR 1.0	**Access Element**	**Access Element**	Not Supported	Not Supported	Not Supported	Not Supported	Not Supported
SM 5.2 /SMGR 5.2	Not Supported	Not Supported	**Access Element -OR- FS**	Not Supported	Not Supported	Not Supported	Not Supported
SM 6.0 /SMGR 6.0	Not Supported	Not Supported	**Access Element -OR- FS**	**Access Element -OR- FS/ES**	**Access Element -OR- FS/ES**	Not Supported	Not Supported
SM 6.1 /SMGR 6.1	Not Supported	Not Supported	**Access Element -OR- FS**	Not Supported	**Access Element -OR- FS/ES**	Not Supported	Not Supported
SM 6.2 /SMGR 6.2	Not Supported	Not Supported	**Access Element -OR- FS**	Not Supported	**Access Element -OR- FS/ES**	**Access Element -OR- FS/ES**	Not Supported
SM 6.3*/SMGR 6.3	Not Supported	Not Supported	**Access Element -OR- FS**	Not Supported	Not Supported	**Access Element -OR- FS/ES***	Not Supported
SM 6.3.2/SMGR 6.3.2	Not Supported	Not Supported	**Access Element -OR- FS**	Not Supported	Not Supported	**Access Element -OR- FS/ES**	**Access Element -OR- FS/ES**

Communication Manager (CM) is supported in the following configurations with Session Manager (SM):

1. **CM as an Access Element** – Non-SIP stations (DCP, H.323, Analog) can register to CM and have access to all applicable features. CM routes traffic to SM over the "SIP Entity Link" between the two and SM routes SIP traffic over SIP trunks to the PSTN or other SIP entities.
2. **CM as a Feature Server (FS)** – Communication Manager provides applicable features to SIP stations registered to Session Manager. Non-SIP stations are not supported. Session Manager routes SIP traffic over SIP trunks to the PSTN or other SIP entities**.** *CM 5.2.1 can only be used as a Feature Server in non-redundant configurations*.
3. **CM as an Evolution Server (ES)** – CM provides applicable features to both SIP and non-SIP stations. SIP stations register to SM and Non-SIP stations register to CM. SM routs traffic to and from SIP endpoints. The SIP endpoints can then communicate with all other endpoints that are connected to the Communication Manager. As in the other configurations Session Manager routes SIP traffic over SIP trunks to the PSTN or other SIP entities.

*When Session Manager 6.3 is used in the core, CM 6.2 servers running the Survivable Remote or Embedded Survivable Remote templates should be updated to run Branch Session Manager 6.3. The template versions that include BSM 6.3 are on the Avaya Aura® 6.2.1 Communication Manager Solution Templates version 6.2.1.0.3345 (DVD Material ID 700504624). The versions of CM 6.2 and Utility Services 6.2 on version 6.2.1.0.3345 are unchanged from the original Avaya Aura® 6.2 Communication Manager Solution Templates version 6.2.0.0.3086 (DVD Material ID 700501472). See PCN 1599S for more information.

LSP SW vs Primary, ESS SW Compatibility Matrix[1]

YES = Compatible NO = Not Compatible	Primary Server Running CM 1.3.x Software	Primary Server Running CM 2.x Software	Primary or ESS Server Running CM 3.x Software	Primary or ESS Server Running CM 4.x Software	Primary or ESS Server Running CM 5.x Software	Primary or ESS Server Running CM 6.x Software	Primary or ESS Server Running CM 7.x Software
LSP Running 1.3.x CM SW	YES [2]	NO	NO	NO	NO	NO	NO
LSP Running 2.x CM SW	YES [2 3]	YES [2]	NO	NO	NO	NO	NO
LSP Running CM 3.x SW	YES [2 3]	YES [2]	YES [2]	NO	NO	NO	NO
LSP Running CM 4.x SW	YES [2 4]	YES [2]	YES [2]	YES [2]	NO	NO	NO
LSP Running CM 5.x SW	YES [2 5]	YES [2]	YES [2]	YES [2]	YES [2]	NO	NO
LSP Running CM 6.x SW	NO	YES[2 6]	YES[2 7]	YES[2]	YES[2]	YES[2]	NO
LSP Running CM 7.x SW	NO	YES[2 6]	YES[2 7]	YES[2]	YES[2]	YES[2]	YES[2]
ESS Running CM 3.x SW	NO	NO	YES [2]	NO	NO	NO	NO
ESS Running CM 4.x SW	NO	NO	YES [2]	YES [2]	NO	NO	NO
ESS Running CM 5.x SW	NO	NO	YES [2]	YES [2]	YES [2]	NO	NO
ESS Running CM 6.x SW	NO	NO	YES [2 7]	YES[2]	YES[2]	YES[2]	NO
ESS Running CM 7.x SW	NO	NO	YES [2 7]	YES[2]	YES[2]	YES[2]	YES[2]

[1] An LSP or ESS should only run a more recent release/load of Communication Manager than the primary Server for a limited time. The expectation is that in systems with many LSP/ESS servers, Communication Manager software upgrades may occur slowly over a period of time, but that eventually the primary Server will be upgraded to the same release running on the LSP/ESS servers.

[2] As long as the LSP or ESS is running a release equal to or greater than the primary server **AND** the LSP/ESS release is a valid upgrade path for the release running on the primary server (Communication Manager upgrade paths are documented in PSN020272u on Avaya Support (http://support.avaya.com). In some cases when upgrading an LSP or ESS to a more recent release of CM than the primary server, firewall changes are required to support file synchronization between the servers.

[3] Primary Servers running Communication Manager Releases 1.3.1 and earlier are not compatible with LSPs running 2.x and later releases of Communication Manager Software. The primary server must be running CM 1.3.2 or greater

[4] If LSP will be running CM 4.0.1 and will be an S8300C, see PSN001641r1 / r2.

[5] An LSP running CM 5.x or later on a Main running CM 1.3.2 will work in terms of fail-over function; however, filesync will NOT work. This means that translation updates for the LSP cannot be saved until the Main site is on CM 2.x or later.

[6] An LSP running CM 6.x or 7.x will register with the 2.x main but CM 6.0 SP 1 (18444) or greater must be activated on the LSP for filesync to work, and a local login must be administered on the LSP.

[7] PSN020171u provides CM 6.3 load 124/141 compatibility. An LSP or ESS running CM 6.x or 7.x will register with the 3.x main and filesync works; however a local login must be administered on the survivable server.

Historical LSP/ESS Compatibility Issues and Notes

There is a known issue when upgrading an LSP to a later version of Communication Manager than the primary Server when the primary server is running Communication Manager releases 1.3 through 2.1. In this case a patch must be applied to the primary server prior to upgrading the LSP to prevent system resets from occuring every 2 minutes on the LSP (Rolling reboots) after the upgrade. See PSN000877u on Avaya Support (http://support.avaya.com) for additional information.

When upgrading an LSP to a later version of Communication Manager than the primary Server it is possible that file synchronization might not work after the LSP has been upgraded. This can be caused because firewall changes are required between releases, but it can also be caused by software problems. See PSN000796u on Avaya Support (http://support.avaya.com) for one example of this problem.

When upgrading an LSP server from CM 5.2.1 or earler to CM 6.x, the boot time memory must be set using the System Management Interface web pages based on the memory configuration of the main server:

- If the main server was/is standard memory configuration the LSP is set to medium survivable
- If the main server was/is XL memory configuration the LSP is set to large survivable
- If the main server was/is an S8300 the LSP is set to small survivable.

Historical Pre-Upgrade Installation Patch Information

Pre-upgrade installation patches are a specialized version of Service Pack. For various reasons, pre-upgrade installation patches are required for upgrading from certain releases. The pre-upgrade installation patches are installed on the Starting Release prior to upgrade or migration to the later release. Pre-upgrade installation patches have been provided for functions such as back-up and restore, server BIOS updates and to insure subsequent upgrade steps are successful. To identify and download patches necessary for a given "Upgrade to:" Release, go to the Service Pack page as outlined above, and look for **Pre-Installation Software. Pre-upgrade patches for CM 6.2 and greater are included on the full ISO download page for the release (not on the service pack page).**

Starting Release	"Upgrade to:" Release	Pre-upgrade patch(es) required?
1.2, 1.3 [1], 1.3.1, 1.3.2	2.x and greater	YES
2.0, 2.0.1, 2.1, 2.1.1, 2.2, 2.2.1, 2.2.2	3.x and greater	YES
3.x	4.0 through 5.1.2	NO
3.0, 3.0.1	5.2 and 5.2.1	YES (S8710 only)
3.1.x	5.2.1	YES (S8710 only)
4.0.x	5.0 and greater	YES (on certain servers)
4.0.5	6.0.1 and greater[2]	YES
5.0, 5.1, 5.1.1, 5.1.2, 5.2	5.2.1	YES (S8710 only)
5.2.1	6.0 and greater[2]	YES

[1] If update 03.0.526.5-6111 or later is already applied, CM 1.3 does not need an upgrade patch, since the update already includes the fix.

[2] **Main** server upgrades or migrations were only supported from or through CM 5.2.1 to CM 6.0. Upgrades or migrations to CM 6.0.1 and greater are supported from or through CM 4.0.5 and CM 5.2.1. This requires a two-step upgrade. Step one is to upgrade to CM 5.2.1 and step two is to upgrade or migrate to CM 6.x using the appropriate pre-upgrade installation patch. CM 2.x, 3.x, 4.x and 5.x LSP/ESS servers running supported hardware can be upgraded directly to CM 6.x

Historical Communication Manager Installation & Upgrade Information

The latest up-to-date documentation can be found on support.avaya.com.

Relevant documentation may be found under both the Avaya Aura® Communication Manager or Server name product links (e.g. S8510). System Platform documentation may also be required for Communication Manager 6.x.

There is no longer any Communication Manager software shipped on the hard disk drive for the S8xx0 Servers or Avaya Common Servers (HP® DL360G7 and Dell R610). The hard drive must be formatted and populated with software by using the software CD delivered with the server for releases up to and including Communication Manager 5.2.1.

When installing Communication Manager 2.2 and later releases on an S8300B Server, the installation fails if the hard drive is loaded with Remaster Program (RP) 3-11 software and TFTP via the service port is the installation method used. The version of RP software on the S8300 hard drive can be checked via the label affixed to the top of the hard drive. A CD-ROM drive and the Communication Manager software CD can be used to work around this issue.

Starting with Communication Manager 6.0, installation software is downloadable from the PLDS system although physical software media (CD/DVD) is still shipped as the default. The "Suggested Downloads" from PLDS which are required to provision, install and update Communication Manager 6.0 and greater are linked to the Communication Manager Download pages at http://support.avaya.com.

Historical Distributed System Upgrade Order

The following order of upgrading a distributed configuration with primary server(s), media gateways, port networks, LSPs, and ESSs should be followed. As a matter of convenience, remote sites can be upgraded over time prior to the main site. Note that the upgrade order may vary when using other methods such as the Software Update Manager (SUM) tool.

1. Per remote site
   a. LSP(s) and Media Gateways (MGP and Media Modules).
      1. LSP(s) - Upgrading Communication Manager on the LSP(s) first provides a TFTP server and firmware files for the Media Gateway and Media Module upgrades. However, using this method requires all Media Gateways supported by the LSP(s) to be upgraded at the same time as the LSP(s) to avoid software/firmware version mismatches.
      2. Media Gateways and Media Modules - The order in which the Media Gateway (MGP) and Media Modules (MM) are upgraded does not matter.

   b. ESSes
      1. It is recommended that port networks such as G650 are upgraded prior to the ESS and primary servers they are associated with. In some cases TN2312 (IPSI) circuit pack firmware upgrades are required prior to ESS and main server upgrades. Check the TN circuit pack firmware readme files for specific Communication Manager compatibility issues.
2. At the main site:
   a. LSP(s) and Media Gateways if present (MGP and Media Modules).
      1. LSP(s) - Upgrading Communication Manager on the LSP(s) first provides a TFTP server and firmware files for the Media Gateway and Media Module upgrades. However, using this method requires all Media Gateways supported by the LSP(s) to be upgraded at the same time as the LSP(s) to avoid software/firmware version mismatches.
      2. Media Gateways and Media Modules - The order in which the Media Gateway (MGP) and Media Modules (MM) are upgraded does not matter.

   b. Primary Servers

1. It is recommended that port networks such as G650 are upgraded prior to the ESS and primary servers they are associated with. In some cases TN2312 (IPSI) circuit pack firmware upgrades are required prior to the ESS and main server upgrades. Check the TN circuit pack firmware readme files for specific Communication Manager compatibility issues.

If an LSP or ESS is to be upgraded to a new version of Communication Manager Software, all Media Gateways supported by that LSP/ESS must be running the appropriate new vintages of media gateway firmware. As stated previously, running newer gateway firmware versions with older Communication Manager releases is supported but only recommended as an interim solution to allow gateway upgrades prior to upgrading Communication Manager software.

In addition, all media gateways, media modules, LSPs, and ESSs in the configuration must be upgraded appropriately before an upgrade of Communication Manager Software on the primary server(s) is attempted.

Historical Conferencing (EMMC) Co-Resident Compatibility

Note EMMC went End of Manufacturer Support on January 15, 2011

CM & EMMC RELEASES	CM 3.1.2 (632.1)	CM 3.0.x (340.3)	CM 2.x and Earlier
EMMC 1.0.16	NO	YES	Not Supported
EMMC 1.0.17	NO	YES	Not Supported
EMMC 1.0.21	YES	NO	Not Supported

A value of YES indicates that the specified Communication Manager and EMMC releases are compatible. A value of NO indicates that they are not compatible as software co-residing on the same S8500B or C. EMMC 1.0.21 was created to support S8500C platforms, and is backwards compatible with S8500B platforms. No new functionality was added, other than the support of S8500C.

Historical Integrated Management Information

Note most Integrated Management products are End of Manufacturer Support

The latest updates for Integrated Management applications can be accessed at http://support.avaya.com.

Upgrading IM application software releases 1.3 and earlier to 2.1 requires a two-step (release) upgrade process for the Integrated Management offers. 2.1 IM offers contain both a 2.0 and 2.1 software CD. An upgrade from 1.3 and earlier IM releases to 2.1 requires an upgrade to 2.0, then an upgrade to 2.1. Upgrading directly to release 2.1 results in loss of previously saved data.

The version of Avaya Site Administration (ASA) must be the same release or a later release than the most current release of Communication Manager in your network. This means that you must use ASA 4.0 for managing a Communication Manager 4.0 server and you cannot use an older release of ASA (e.g. ASA 3.0, ASA 2.0, etc.) to manage a Communication Manager 4.0 server. The same applies to System Manager. For example System Manager 6.0 is required for Communication Manager 6.0 / Session Manager 6.0.

New Daylight Saving Time Rules

Localities worldwide routinely adjust their Daylight Saving Time (DST) rules. Avaya Communication Manager can automatically adjust for Daylight Saving Time, based on the built-in rules for Daylight Saving Time for each locality. If there is a change in these rules for a particular locality, Avaya Communication Manager may require software updates. For the latest information on Daylight-Saving time updates search for PSN100190u on Avaya Support (http://support.avaya.com)

Historical Avaya Video Conferencing Solutions Compatibility with Communication Manager 6.3

These downloads are available at http://support.avaya.com and http://support.radvision.com/Support.

Vendor	Product	Version
AVAYA	Avaya one-X®Communicator (H.323 & SIP)	6.1 SP8 (6.1.8.06)
	One-X Mobile (SIP)	6.2 (6.2.0-702)
	Avaya A175 Desktop Video Device	ADVD 1.1.3 (1.1.3_020002)
	Avaya 1000-series video endpoints	4.8.3 (26)
	Avaya Video Conferencing Manager	5.5.0 (5)
	Avaya Aura®Conferencing (ADVD Ad-hoc functionality supported)	Conferencing Standard Edition Template 6.0.1.0.53 + Patch 6.0.1.7.1
	Avaya Aura®Conferencing (Flare Ad-hoc functionality supported)	7.0 SP4
	Avaya VirtualLink Software	1.0.0.4
	Avaya one-X® Deskphone 96x0 H.323 3.1	96xx-IPT-H323-R3_1_4-031612 (SP4) (audio only)
	Avaya one-X® Deskphone 96X0 SIP 2.6	96xx-IPT-SIP-R2_6_9-110812 (SP9) (audio only)
	Avaya one-X® Deskphone 96x1 H.323 6.2.3	6.2.3.13 - 96x1-IPT-H323-R6_2_3_13-011613 (SP3) (audio only)
	Avaya one-X® Deskphone 96x1 H.323 6.3	6.3.0.1 - 96x1-IPT-H323-R6_3_0_1-010213 (audio only)
	Avaya one-X® Deskphone 96X1 SIP 6.0	96x1-IPT-SIP-R6_0_3-120511 (SP3) (audio only)
	Avaya one-X® Deskphone 96x1 SIP 6.2.1	6.2.1.26 - 96x1-IPT-SIP-R6_2_1-120412 (audio only)
	Avaya one-X® Deskphone 96x1 SIP 6.3	6.3.0.62 - 96x1-IPT-SIP-R6_3_0-061313 (audio only)
	Avaya one-X® Deskphone 9601 SIP 6.1	9601-IPT-SIP-R6_1_3-120611 (SP3) (audio only)
	Avaya Flare®Experience for iPad 1.2	1.2
	Avaya Flare®Experience for Windows 1.2	1.2
	Flare Experience for MAC	TBD
	Standard Template	6.3.0.0.1085
	Avaya Aura Communication Manager 6.3.6	CM 6.3 load 03.0.124.0 patch #21298
	Avaya Aura Session Manager 6.3.8	6.3.8.0.100008 (alpha load)
	Avaya Aura System Manager 6.3.8	6.3.8.2.2153 (alpha load)
	Avaya Aura System Platform 6.3.4	6.3.4.03001.0 (alpha load)
	Avaya Aura Presence Services 6.2.4	6.2.4 build 445 (alpha candidate)
	Media Gateway 6.3.6 (G430 & G450)	36.1.0
Radvision 8.0	XT1200 (H.323)	2.5.416
	XT4200 (H.323 or SIP)	8.3.055
	XT5000 (H.323 or SIP)	8.3.055
	XTE240 (H.323 or SIP)	8.3.055
	Scopia Management 8.3	8.0.1.0.80
	Scopia Elite MCU 5000 7.7	7.7.6.5.0
	Scopia Elite MCU 6000 8.3	8.3.0.9.0
	Scopia ECS	8.3.0.17.0
	Scopia Desktop Server 8.2	8.3.000.062
	Scopia Mobile iOS 3.3	3.3 (68.2)
	Scopia Mobile Android	8.3 (46)
	Scopia PathFinder	8.3.0.0.15
POLYCOM	HDX	3.1
	RMX	7.8
	DMA	5.2.1
	VVX	4.0.4

*See SCOPIA ECS_RN_7_7_0_0_25 for more information on how to apply the Hot Fix