



# Product Support Notice

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PSN# PSN003312u

Original publication date: 09-May-11. This is Issue #59, published date: 13-September-2018

Severity High /risk level

Urgency Immediately

### Name of problem

Product compatibility with the latest Avaya Aura® System Platform service packs and patches.

### Products affected

All products running on Avaya Aura® System Platform: Releases 6.x and 1.1.x

### Problem description

Products running on System Platform are on different development schedules and certify System Platform service packs at different times. Products announce support for service packs individually. The PSN provides the latest System Platform service packs and patch compatibility for all products on System Platform. The PSN does not list earlier service packs and patches. The PSN is updated when a product announces adoption of the latest System Platform release. See the product documentation for compatibility with earlier System Platform releases.

### Resolution

## Compatibility Matrix Part 1

Avaya Aura® Product Names	Avaya Aura® System Platform (6.4.x)			
	Service Pack 6.4.3.0.01002 (RPM) <b>(NIC Bonding is not supported on 6.4.3.0.01002. See Note 7 below.)</b>	Service Pack 6.4.2.0.01003 (RPM)	Service Pack 6.4.1.0.01008 (RPM)	Service Pack 6.4.0.0.17006 (ISO Image) (See Note 1 for 6.4.0.0.17004)
Application Enablement Services	6.3.3 Super Patch 11	6.3.3 Super Patch 10	6.3.3 Super Patch 7, 6.3.3 Super Patch 8, 6.3.3 Super Patch 9, 6.3.3 Super Patch 10	<del>6.3.3 Super Patch 6</del> (See Note 3 below the table) 6.3.3 Super Patch 7, 6.3.3 Super Patch 8, 6.3.3 Super Patch 9, 6.3.3 Super Patch 10
Communication Manager	6.3.18, 6.3.118	6.3.18, 6.3.118	6.3.16, 6.3.116, 6.3.17, 6.3.117	6.3.15.1, 6.3.115.1
Communication Manager Messaging - Federal Markets			6.3 SP7, 6.3i SP7	
Utility Services	6.3.18	6.3.17	6.3.15, 6.3.16	6.3.14
Conferencing (Standard edition)				
Solution for Midsize Enterprise				6.2.2.1 with Aura 6.2 Feature Pack 4 September 2016 Updates (See Note 4)

Avaya Aura® Product Names	Avaya Aura® System Platform (6.4.x)			
	Service Pack 6.4.3.0.01002 (RPM) <b>(NIC Bonding is not supported on 6.4.3.0.01002. See Note 7 below.)</b>	Service Pack 6.4.2.0.01003 (RPM)	Service Pack 6.4.1.0.01008 (RPM)	Service Pack 6.4.0.0.17006 (ISO Image) (See Note 1 for 6.4.0.0.17004)
Midsize Business Template				
Avaya Aura Messaging		6.3.3 Service Pack 8	6.3.3 Service Pack 7	6.3.3 Service Pack 6
Modular Messaging (Single Server)				
One-X Services			6.2.6.0.25	
Presence Services			6.2.7.7	
System Manager	6.3.22	6.3.21	6.3.19, 6.3.20	6.3.18
Services Virtual Machine (SVM)	4.0 (See Notes 2, 5, 6)	4.0 (See Notes 2, 5, 6)	4.0 (See Notes 2, 5, 6)	3.0, 4.0 (See Notes 2, 5, 6)
Meeting Exchange (MX)				CRS 6.2 SP3 Web Portal 6.2 SP3

#### Notes for Compatibility Matrix Part 1:

1. System Platform 6.4.0.0.17004 was replaced with System Platform 6.4.0.0.17006 to fix sanity heartbeat issues with templates without the POODLE fix, Meeting Exchange Client Registration Server deployment problems, and broken raid\_status command. For information, see the System Platform 6.4 Release Notes.
2. System Platform 6.4 is packaged with Services-VM 2.0.0.9, which is a transient Services-VM with a non-functioning SAL Gateway. Customers who wish to utilize the SAL Gateway in the Services-VM MUST upgrade to Services-VM 3.0 or later. See the Services-VM 2.0.0.9 [release notes](#) and [implementation guide](#). For details, see the **Upgrading Services-VM** section in the Release Notes.
3. Application Enablement Services 6.3.3 Super Patch 6 has been recalled and replaced with AES 6.3.3 Super Patch 7.
4. Solution for Midsize Enterprise is only supported on the HP DL360 G7 and HP DL360p G8 servers.
5. Two profiles of Services\_VM are supported in Services-VM 4.0. On “CSR2 and CSR3” hardware type “Services\_VM Medium” Profile is supported and on “CSR1 and Other” hardware type “Services\_VM Small” profile is supported.
6. To install latest Avaya Diagnostic Server-3.0 Service Pack 3 on Services-VM-4.0, see [service pack release notes](#) for detailed installation steps.
7. **If you are using NIC Bonding, do not upgrade to System Platform 6.4.3.0.01002. A problem has been identified that prevents Virtual Machines from starting if System Platform Service Pack 6.4.3.0.01002 is applied to a System Platform that utilizes NIC bonding; i.e., a bond interface that has been added from the CDOM Webconsole Server Management → Network Configuration screen. If the Bonding Interface section of that screen shows a bond interface administered, do not install the 6.4.3.0.01002 service pack. See PSN027071u for details.**

**Compatibility Matrix Part 2**

Avaya Aura® Product Name	Avaya Aura® System Platform (6.3.x) – Table 1 of 2			
	Service Pack 6.3.8.03001.0 (RPM)	Service Pack 6.3.8.02001.0 (RPM)	Service Pack 6.3.8.01002.0 (RPM)(See Note 4 for 6.3.8.01001.0)	Service Pack 6.3.7.05001.0 (ISO Image)
Application Enablement Services	6.3.3 Super Patch 11	6.3.3 Super Patch 8, 9, 10	6.3.3 Super Patch 5, 6, 7	6.3.3 Super Patch 3, 4
Communication Manager			6.3.14, 6.3.15.1, 6.3.114, 6.3.115.1	6.3.11, 6.3.12, 6.3.13, 6.3.112, 6.3.113
Communication Manager Messaging - Federal Markets			6.3 SP6	
Utility Services			6.3.13, 6.3.14	6.3.10, 6.3.11, 6.3.12
Conferencing (Standard edition)				
Solution for Midsize Enterprise			6.2.2.1 with Aura 6.2 Feature Pack 4 March 2016 Updates	6.2.2.0, 6.2.2.1 with Aura 6.2 Feature Pack 4 September 2015 Updates
Midsize Business Template				
Avaya Aura Messaging			6.3.3 Service Pack 5, 6	
Modular Messaging (Single Server)			5.2 SP20	
One-X Services				6.2.4, 6.2.5
Presence Services				
Session Border Controller				
System Manager			6.3.17, 6.3.18	6.3.14, 6.3.15, 6.3.16
Services Virtual Machine (SVM)			3.0, 4.0 See Notes 2, 5, 6	3.0, 4.0 See Notes 2, 5, 6
Meeting Exchange (MX)			CRS 6.2 SP2 Web Portal 6.2 SP2	CRS 6.2 SP2 Web Portal 6.2 SP2

Avaya Aura® Product Name	Avaya Aura® System Platform (6.3.x) – Table 2 of 2					
	Service Pack 6.3.6.01005.0 (RPM)	Service Pack 6.3.5.01003.0 (RPM)	Service Pack 6.3.4.08011.0 (RPM)  (See Note 3 for 6.3.4.08007.0)	AA Feature Pack 3 6.3.1.08003.0 (RPM)	AA Feature Pack 3 6.3.1.08002.0 (RPM)	AA Feature Pack 2 6.3.0.0.018002 (ISO Image)
Application Enablement	6.3.3	6.3.3	6.3.3		6.3.1	6.3

Avaya Aura® Product Name	Avaya Aura® System Platform (6.3.x) – Table 2 of 2					
	Service Pack 6.3.6.01005.0 (RPM)	Service Pack 6.3.5.01003.0 (RPM)	Service Pack 6.3.4.08011.0 (RPM)  (See Note 3 for 6.3.4.08007.0)	AA Feature Pack 3 6.3.1.08003.0 (RPM)	AA Feature Pack 3 6.3.1.08002.0 (RPM)	AA Feature Pack 2 6.3.0.0.018002 (ISO Image)
<b>Services</b>						
<b>Communication Manager</b>	6.3.10	6.3.8, 6.3.9, 6.3.10	6.3.6, 6.3.7, 6.3.8		6.3.2, 6.3.3, 6.3.4	6.3, 6.3.1
<b>Communication Manager Messaging - Federal Markets</b>			6.3			
<b>Utility Services</b>	6.3.8	6.3.6, 6.3.7, 6.3.8	6.3.4, 6.3.5		6.3.2, 6.3.3	6.3.0
<b>Conferencing (Standard edition)</b>		-	-	-	-	-
<b>Solution for Midsize Enterprise</b>	6.2.2 with Aura 6.2 Feature Pack 4 April 2015 Updates	6.2.2 with Aura 6.2 Feature Pack 4 October 2014 Updates	6.2.2 with Aura 6.2 Feature Pack 4 August 2014 Updates	6.2.2 with Aura 6.2 Feature Pack 3	-	6.2.2
<b>Midsize Business Template</b>		-	-	-	-	
<b>Avaya Aura Messaging</b>	6.3.2 Patch 3	6.3.2	6.3.1 Patch 2	-	6.3	
<b>Modular Messaging (Single Server)</b>		5.2 SP18 Patch 2	5.2 SP18	-	-	
<b>One-X Services</b>		-	-	-	6.2.1, 6.2.3, 6.2.5	
<b>Presence Services</b>	6.2.6	6.2.6	6.2.4, 6.2.5, 6.2.6, 6.2.7	6.2.7	6.2.2	6.2
<b>Session Border Controller</b>		-	-	-	-	
<b>System Manager</b>	6.3.13	6.3.10, 6.3.11, 6.3.12	6.3.8, 6.3.9		6.3.4, 6.3.5, 6.3.6, 6.3.7	6.3.2, 6.3.3
<b>Services Virtual Machine (SVM)</b>	3.0, 4.0 See Notes 2, 5, 6	3.0, 4.0 See Notes 2, 5, 6	3.0, 4.0 See Notes 2, 5, 6	3.0, 4.0 See Notes 2, 5, 6	3.0, 4.0 See Notes 2, 5, 6	2.0, 4.0 See Notes 1, 3
<b>Meeting Exchange (MX)</b>					CRS 6.2 SP2 Web Portal 6.2 SP2	CRS 6.2 SP2 Web Portal 6.2 SP2

## Notes for Compatibility Matrix Part 2:

1. Services Virtual Machine upgrades must be done in a maintenance window. Adopters have tested the upgrade of Services Virtual Machine from 1.0 to 2.0 in SP 6.3.0. The following versions are compatible with Services Virtual Machine 2.0:
  - System Manager 6.3.2
  - Communication Manager 6.3
  - Midsize Enterprise 6.2.2
  - AES 6.3
  - Presence 6.2
  
2. Services Virtual Machine upgrade must be done in a maintenance window. Adopters have tested the upgrade of the Services Virtual Machine from 1.0 or 2.0 to 3.0 in SP 6.3.1. The following versions are compatible with Services Virtual Machine 3.0:
  - Communication Manager 6.3.2, 6.3.3, 6.3.4, 6.3.6, 6.3.7, 6.3.8, 6.3.9, 6.3.10, 6.3.11, 6.3.12, 6.3.13, 6.3.14, 6.3.15, 6.3.112, 6.3.113, 6.3.114, 6.3.115
  - System Manager 6.3.4, 6.3.5, 6.3.6, 6.3.7, 6.3.8, 6.3.9, 6.3.10, 6.3.11, 6.3.12, 6.3.13, 6.3.14, 6.3.15, 6.3.16
  - Avaya Aura Enablement Services 6.3.1, 6.3.3
  - Midsize Enterprise 6.2.2 with Avaya Aura® 6.2 Feature Pack 3, 6.2.2 with Avaya Aura® 6.2 Feature Pack 4
  - Presence 6.2.2, 6.2.4, 6.2.5, 6.2.6
  
3. System Platform 6.3.4.08007.0 is replaced by System Platform 6.3.4.08011.0.
  
4. System Platform 6.3.8.01001.0 is replaced by System Platform 6.3.8.01002.0 with a pre-install check to allow the installation of 6.3.8 only on 6.3.7.
  
5. Two profiles of Services\_VM are supported in Services-VM 4.0. On “CSR2 and CSR3” hardware type “Services\_VM Medium” Profile is supported and on “CSR1 and Other” hardware type “Services\_VM Small” profile is supported.
  
6. To install latest Avaya Diagnostic Server-3.0 Service Pack 3 on Services-VM-4.0, see [service pack release notes](#) for detailed installation steps.

**Compatibility Matrix Part 3**

Avaya Aura® Product Name	Avaya Aura® System Platform (6.2.x)						
	AA Feature Pack 1 6.2.2.09001 (RPM)	AA Feature Pack 1 6.2.2.08001.0 (RPM)	AA Feature Pack 1 6.2.2.06002.0 (RPM)	Service Pack 6.2.1.3.9 (RPM)	Service Pack 6.2.1.0.9 (ISO image)	Service Pack 6.2.0.2.27 (RPM)	Release 6.2.0.0.27 (ISO image)
Application Enablement Services	6.2				6.2	-	-
Communication Manager		6.2 SP5	6.2 SP 4		6.2 SP 3, SP 2	-	CM 6.2
Utility Services	6.2.10, 6.2.9	6.2.8, 6.2.7, 6.2.6	6.2.5, 6.2.4, 6.2.3, 6.2.2		6.2.1, 6.2.0		
Conferencing (Standard edition)					-	-	-
Solution for Midsize Enterprise				6.2	6.2.0.0.3105	ME 6.2	-
Midsize Business Template						-	-
Messaging					6.2	-	-
Modular Messaging (Single Server)			5.2 SP 14		-	-	-
One-X Services	1XCES 6.2, 6.2.3, 6.2.5				-	-	-
Presence Services			PS 6.1 SP 5		-	-	-
Session Border Controller					-	-	6.0
System Manager		R6.3 SP1	6.3 (6.2 FP1)	6.2 SP3 y SP4	6.2 SP 2	-S 6.2 SP 1	6.2 GA
Services Virtual Machine (SVM)	SVM 1.X, 4.0	SVM 1.X, 4.0	SVM 1.X, 4.0	SVM 1.X, 4.0	SVM 1.X, 4.0	SVM 1.X,4.0	SVM 1.X, 4.0

**Compatibility Matrix Part 4**

Avaya Aura® Product Name	Avaya Aura® System Platform							
	Patch 6.0.3.10.3 (RPM)	Patch 6.0.3.9.3 (RPM)	Patch 6.0.3.7.3 (RPM)	Patch 6.0.3.6.3 (RPM)	Patch 6.0.3.4.3 (RPM)	Priority Patch 6.0.3.3.3 (RPM)	Patch 6.0.3.1.3 (RPM)	Service Pack 6.0.3.0.3 (ISO Image)
Application Enablement Services	6.1.2	R5.2.4	-	-	6.1.2	6.1.1	6.1.1	6.1.1
	5.2.4	-	-	-	5.2.3	-	5.2.3	5.2.3
Communication Manager	6.0.1, SP11	6.0.1 SP 8.01, SP9, SP10	-	6.0.1 SP 7	6.0.1 SP 6	6.0.1 SP4	6.0.1 SP2	6.0.1 SP2
		-	-	-	-	-	6.0 SP 3.01	6.0 SP 3.01
Conferencing (Standard edition)		-	6.0.1	6.0 SP 1	6.0 SP 1	6.0 SP 1	6.0 SP 1	6.0 SP 1
Solution for Midsize Enterprise		6.1-	-	AASME 6.1	AASME 6.1	6.1	6.1	6.1
Midsize Business Template	5.2.1.1.10	-	MBT 5.2.1.1.1 0	-	-	5.2.1.0.7	5.2.1.0.7	5.2.1.0.7
Messaging		6.1 SP2-	6.1	6.1 SP 1	6.1 SP 0	6.0.1 SP 2	6.0.1 SP 2	6.0.1 SP 2
Modular Messaging (Single Server)		5.2 SP 12	-	-	MM 5.2 SP 8	MM 5.2 SP 8	MM 5.2 SP 8	MM 5.2 SP 8
One-X Services		1XCES 6.1 & 6.2	-	-	-	-	-	1X Client Enablement Services 6.1
Presence Services		-	6.1 SP2 patch 1	6.1 SP 1	-	6.1 SP 1	6.1 SP 1	6.1 SP 1
Session Border Controller	SBC 6.0.3	AA-SBC 6.0	AA-SBC 6.0.3.1.2	6.0.3	6.0.3	6.0.2.0.3	-	6.0.2.0.3
System Manager	SMGR 6.1 SP8	-	SMGR 6.1 SP 7 y SP 8	SMGR 6.1 SP 6	-	6.1 SP 5		6.1 SP 1.1 & SP 2 & SP 3 & SP4.

**Compatibility Matrix Part 5**

Avaya Aura® Product Name	Avaya Aura® System Platform					
	Pre-upgrade Patch 6.0.2.6.5 (RPM)	Patch 6.0.2.5.5 (RPM)	Patch 6.0.2.1.5 (RPM)	SP 6.0.2.0.5 (ISO Image)	SP 6.0.0.0.11 (ISO Image)	SP 6.0.1, 6.0.1.2.5 6.0.1.3.5
Application Enablement Services	AES 6.1	-	AES 6.1			
	-	-	AES 5.2.3			AES 5.2.2
Communication Manager	-	Apply to S8300D servers running SP 6.0.2 BEFORE upgrading to System Platform 6.0.3.0.3	CM 6.0.1 SP0.01			
	-	-	CM 6.0 SP 2			
CM Messaging Federal Markets	-	-	CMM-FM 6.0.1			
Conferencing (Standard edition)	AAC 6.0 SP 1	-	AAC 6.0 SP 1			
Collaboration Server	-	-	CS 6.1			
Midsize Business Template	-	-	-			
Messaging	-	-	AAM 6.0.1			
Modular Messaging (Single Server)	-	-	-			
One-X Services	-	-	1X Presentation Services 6.1			
Presence Services	-	-	PS 6.1			
System Manager	-	SMGR 6.1 SP 0		SMGR 6.0 SP 2	SMGR 6.0 SP 1	
	-	-	-	SMGR 6.1	SMGR 6.0	



**Compatibility Matrix Part 6**

Avaya Aura® Product Name	Avaya Aura® System Platform	
	Patch 1.1.1.97.2 (RPM)	SP 1.1.1.4.2
Application Enablement Services	-	
	AES 5.2.1 + Super Patch 5	
Communication Manager	-	
	-	
CM Messaging Federal Markets	-	
Conferencing (Standard edition)	-	
Collaboration Server	-	
Midsize Business Template	MBT 5.2.1	
Messaging	-	
Modular Messaging (Single Server)	MM 5.2 + SP 7	
One-X Services	-	
Presence Services	-	
System Manager	-	SMGR 5.2 & 5.2 SP 1
	SMGR 5.2, SP 2	

Warning: Use the following table to determine the process to change the IP addresses on your template. Check each application.

Avaya Aura® Product	Process to change system IP addresses
Communication Manager	Use System Platform change network parameters webpage.
Utility Services	Use System Platform change network parameters webpage.
Midsized Business Template	DO NOT use the Change network parameters page. Requires APS custom quotation (check note below).
Midsized Enterprise	Use System Platform change network parameters page for ME6.2.2 only. Change network parameters page should NOT be used for ME 6.1 and ME6.2. Requires APS customer quotation (check note below).
Presence	DO NOT use the Change network parameters page. Requires APS custom quotation (check note below).
Application Enablement Services	IP change process, consult AES administration documentation.
System Manager 6.0	IP change process, consult System Manager administration documentation.
System Manager 6.1 (or later)	Use System Platform change network parameters webpage. support.avaya.com ( <a href="https://downloads.avaya.com/css/P8/documents/100160077">https://downloads.avaya.com/css/P8/documents/100160077</a> ). See Appendix A: Changing the IP address or host name
Services VM (as part of System Platform 6.2)	Use System Platform change network parameters webpage.
Session Manager	Use System Platform change network parameters webpage.
SBC	Use System Platform change network parameters webpage.
Avaya Aura® Messaging	Use System Platform change network parameters webpage.
Modular Messaging	DO NOT use the Change network parameters page.

**Note:** Requires APS custom quotation:

**Direct Customers** - For information about Avaya Products and Services, or to begin your quote today, contact your Account Manager or Authorized Business Partner.

**Avaya Sales Teams and Partners** - To begin your services quote today, follow the steps outlined below that best suit your need:

- For Avaya Sales Team requests: Go to Avaya Enterprise Portal, Tools, Sales Tools, [Salesforce.com](https://www.salesforce.com).
- For Distributors and Partners who have a contract agreement with Avaya to buy services direct, send requests to PRM at [www.avaya.com/prmportal](http://www.avaya.com/prmportal).
- For all other Authorized Business Partner requests, work through your Distributor.

#### Workaround or alternative remediation

n/a

#### Remarks

Avaya recommends that you update to the latest product release to enhance serviceability and avoid any known issues.

#### Notes:

1. This PSN is not intended to override or replace System Platform compatibility information published by a Product. In the event of ambiguity or doubt, see the PCN, PSN, and Release Notes of the product.
2. System Platform software is a combination of the following:
  - a. Latest ISO image
  - b. Latest Service Pack
  - c. Latest patch

#### Notes:

- The latest service pack may also be the latest ISO image.
- ISO images can be used for either a new installation or to update/upgrade already installed software.
- Patches and service packs are cumulative, which means later releases contain new content plus the previous release content.

Example: If System Platform 6.0.3.6.3 is required, install (as new) or update/upgrade the existing system to 6.0.3.0.3 (ISO image), and then install the 6.0.3.6.3 patch.

Table Key: SP = Service Pack.

## Patch Notes

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

Backup before applying the patch	
n/a	
Download	
n/a	
Patch install instructions	Service-interrupting?
n/a	No
Verification	
n/a	
Failure	
n/a	
Patch uninstall instructions	
n/a	

## Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks
n/a
Avaya Security Vulnerability Classification
Not Susceptible
Mitigation
n/a

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

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