



# **Migrating and Installing Avaya Appliance Virtualization Platform**

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# Chapter 1: Introduction

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## Purpose

This document contains checklists and procedures related to:

- Installing Appliance Virtualization Platform
- Migrating from Avaya Aura® System Platform to Appliance Virtualization Platform
- Configuring Appliance Virtualization Platform
- Administering Appliance Virtualization Platform
- Troubleshooting Appliance Virtualization Platform

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## Intended audience

This document is intended for people who need to migrate data from System Platform to Appliance Virtualization Platform, or to configure a system with Appliance Virtualization Platform preinstalled.

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## Related resources

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## Documentation

The following table lists the documents related to this product. Download the documents from the Avaya Support website at <http://support.avaya.com>.

Title	Use this document to:	Audience
Overview		
Avaya Aura® Virtualized Environment Solution Description	Understand the high-level solution features and functionality	Customers and sales, services, and support personnel

*Table continues...*

<b>Title</b>	<b>Use this document to:</b>	<b>Audience</b>
<i>Avaya Aura® System Manager Overview and Specification</i>	Understand the high-level solution features and functionality	Customers and sales, services, and support personnel
<b>Administering</b>		
<i>Administering Avaya Aura® System Manager</i>	Perform administration tasks	System administrators
<i>Administering Network Connectivity on Avaya Aura® Communication Manager, 555-233-504</i>	Administer the network components of Communication Manager	System administrators
<i>Administering Avaya Aura® Communication Manager, 03-300509</i>	Administer Communication Manager components, such as trunks, signalling groups, and dial plans. Set up telephony features, such as conferencing, transfer, and messaging. Communication Manager	System administrators
<b>Implementing</b>		
<i>Deploying Avaya Aura® applications from Avaya Aura® System Manager</i>	Install and configure Avaya applications	Implementation personnel
<i>Upgrading and Migrating Avaya Aura® applications from Avaya Aura® System Manager</i>	Upgrade Avaya Aura® applications to Release 7.0 on Appliance Virtualization Platform running on Avaya-provided servers, and on customer Virtualized Environment	System administrators and IT personnel
<b>Troubleshooting</b>		
<i>Troubleshooting Avaya Aura® System Manager</i>	Perform troubleshooting tasks	

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<b>Course code</b>	<b>Course title</b>
Avaya Aura® core implementation	
1A00234E	Avaya Aura® Fundamental Technology
4U00040E	Avaya Aura® Session Manager and System Manager Implementation
4U00030E	Avaya Aura® Communication Manager and Communication Manager Messaging Implementation
10U00030E	Avaya Aura® Application Enablement Services Implementation
8U00170E	Avaya Aura® Presence Services Implement and Support

*Table continues...*



Course code	Course title
AVA00838H00	Avaya Aura® Media Server and Media Gateways Implementation Workshop
ATC00838VEN	Avaya Aura® Media Server and Gateways Implementation Workshop Labs
Avaya Aura® core support	
5U00050E	Session Manager and System Manager Support
5U00060E	ACSS - Avaya Aura® Communication Manager and CM Messaging Support
4U00115I 4U00115V	Avaya Aura® Communication Manager Implementation Upgrade (R5.x to R6.x)
1A00236E	Avaya Aura® Session Manager and System Manager Fundamentals
2008W	What is New in Avaya Aura® Application Enablement Services 7.0
2008T	What is New in Avaya Aura® Application Enablement Services 7.0 Online Test
2009W	What is New in Avaya Aura® Communication Manager 7
2009T	What is New in Avaya Aura® Communication Manager 7.0 Online Test
2010W	What is New in Avaya Aura® Presence Services 7.0
2010T	What is New in Avaya Aura® Presence Services 7.0 Online Test
2011W	What is New in Avaya Aura® Session Manager and Avaya Aura® System Manager 7.0
2011T	What is New in Avaya Aura® Session Manager and Avaya Aura® System Manager 7.0 Online Test
2013V	Avaya Aura® 7 Administration
Avaya Aura® core administration and maintenance	
9U00160E	Avaya Aura® Session Manager for System Administrators
1A00236E	Avaya Aura® Session Manager and Avaya Aura® System Manager Fundamentals
5U00051E	Avaya Aura® Communication Manager Administration
5M00050A	Avaya Aura® Communication Manager Messaging Embedded Administration, Maintenance & Troubleshooting
2012V	Migrating and Upgrading to Avaya Aura® 7.0
2012I	Migrating and Upgrading to Avaya Aura® 7
2017	Avaya Aura® 7 Administration Delta
2017V	Avaya Aura® 7 Administration Delta
Unified Communications soft clients	
5U00150E	Knowledge Access: Avaya UC Soft Clients Implementation and Support
5106	Avaya UC Soft Clients Implementation and Maintenance Test
8U00030O	What's New in Avaya Multimedia Messaging 2.1, Avaya Communicator for Android 2.1 and Avaya Communicator for Windows 2.1
2002W	What is New in Avaya Communicator 2.1 for iPhone and Android

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[Support](#) on page 10

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# Chapter 2: Network

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## Appliance Virtualization Platform networking

### Overview

When you install Appliance Virtualization Platform, the public network of virtual machines is assigned to NIC1 of the server.

In the installation spreadsheet, if Out of Band Management is:

- Disabled: The public and management interfaces of virtual machines are assigned on the public network. Assign public and management interfaces of virtual machines on the same network.
- Enabled: The public interfaces of virtual machines are assigned to NIC1, and the Out of Band Management interfaces are assigned to NIC3. Assign separate network ranges to the public and management interfaces of virtual machines.

When Out of Band Management is:

- Disabled: The management port of Appliance Virtualization Platform is assigned to the public interface.
- Enabled: The management port of Appliance Virtualization Platform is assigned to the Out of Band Management network. The management port must be given an appropriate IP address of the public and Out of Band Management network.

The NIC2 of the server is assigned to the services port.

The hypervisor is 192.168.13.6 on the services port network.

After Utility Services is deployed, you can gain access to Utility Services with the services port virtual machine with 192.11.13.6 as the IP address.

With eth1 or NIC2, the IP address of the hypervisor is 192.168.13.6.

### **Note:**

An Appliance Virtualization Platform host and all virtual machines running on the host must be on the same subnet mask.

If Out of Band Management is configured in an Appliance Virtualization Platform deployment, you need two subnet masks, one for each of the following:

- Public or signaling traffic, Appliance Virtualization Platform, and all virtual machines public traffic.
- Management, Appliance Virtualization Platform, and all virtual machine management ports.

## Common servers

When Appliance Virtualization Platform is installed, the first Ethernet port of the server called NIC1 is assigned to the public interface of virtual machines.

When deploying or reconfiguring Appliance Virtualization Platform, if Out of Band Management is:

- Disabled: The public and Out of Band Management ports are assigned to the public interface and must remain on the same network. The Appliance Virtualization Platform management interface is on NIC1.
- Enabled: The public interfaces of virtual machines are assigned to NIC1, and Out of Band Management interfaces are assigned to NIC3. Assign separate network ranges to the public and Out of Band Management interfaces. The Appliance Virtualization Platform management interface is on NIC3.

## S8300D

When Appliance Virtualization Platform installs the connection through the media gateway, Ethernet ports are assigned to the public interface of virtual machines. This can be on a VLAN or independent of the network setup within the G4x0 gateway.

If Out of Band Management is enabled, the Out of Band Management network is assigned to a separate VLAN on the public interface. Otherwise all virtual machine interfaces are on the same network.

The Appliance Virtualization Platform management interface is assigned to:

- The public VLAN if Out of Band Management is disabled
- The Out of Band Management VLAN if Out of Band Management is enabled

### Note:

To support Out of Band Management on S8300D, you require specific versions of gateway firmware. To ensure that you are running the correct version, see the gateway documentation.

## S8300E

When Appliance Virtualization Platform installs the connection through the gateway, Ethernet ports are the public interface of virtual machines. This can be on a VLAN or independent of the network setup within the G4x0 gateway.

If Out of Band Management is enabled, the Out of Band Management network is on the LAN2 interface on the S8300E faceplate.

The Appliance Virtualization Platform management interface is assigned to:

- The public VLAN if Out of Band Management is disabled
- The Out of Band Management network if Out of Band Management is enabled

---

# Appliance Virtualization Platform NIC ports

## Terminology

- The OS VMNIC ports numbering starts from 0 and refers to the NIC ports from the operating system.

- The Server NIC ports numbering starts from 1 and refers to the external physical NIC ports.

**\* Note:**

Avaya servers might contain up to 8 NIC ports.

The table provides the first four ports. The numbering continues in the same way for values greater than 4.

NIC port	Server NIC	VMNIC port
First NIC port	Server NIC 1	VMNIC 0 VMNIC 0 is also called eth0
Second NIC port	Server NIC 2	VMNIC 1
Third NIC port	Server NIC 3	VMNIC 2
Fourth NIC port	Server NIC 4	VMNIC 3

## General

- Appliance Virtualization Platform is installed with a fixed network configuration.

**! Important:**

Do not change the vSwitch and port group network configuration on Appliance Virtualization Platform. If you change the network configuration that Avaya does not support, deployment might fail or connection to the deployed virtual machines might fail. Solution Deployment Manager maps and creates port groups while deploying the virtual machines as required.

- Appliance Virtualization Platform is installed with a normal or Out of Band Management configuration setup.
- Appliance Virtualization Platform is installed on a common server with the following network configuration if Out of Band Management is disabled:
  - Server NIC 1 (VMNIC0): Public and management port. Appliance Virtualization Platform management port is enabled on this Ethernet, and applications are deployed with both Public and Out of Band Management ports assigned to this interface. All IP addresses must be on the same network.
  - Server NIC 2 (VMNIC1): Services Port for use with the technician laptop. Initial Appliance Virtualization Platform installation must use the IP address 192.168.13.5 255.255.255.248. Connections after Utility Services is deployed must use 192.11.13.5 255.255.255.252 with the gateway set as 192.11.13.6.
  - Server NIC 3 (VMNIC2): Out of Band Management port. This port is not used in this setup.
  - Additional network interfaces for virtual machines, such as duplex Communication Manager and Application Enablement Services private interface. These interfaces can be assigned to a free VMNIC of the installers during the virtual machine deployment.
  - Any other Ethernet ports that can be used for NIC teaming.
- Appliance Virtualization Platform is installed on a common server with the following network configuration if Out of Band Management is enabled:
  - Server NIC 1 (VMNIC0): Public port and applications Public VMNICs are deployed to this interface. All public virtual machine IP addresses must be on the same network.

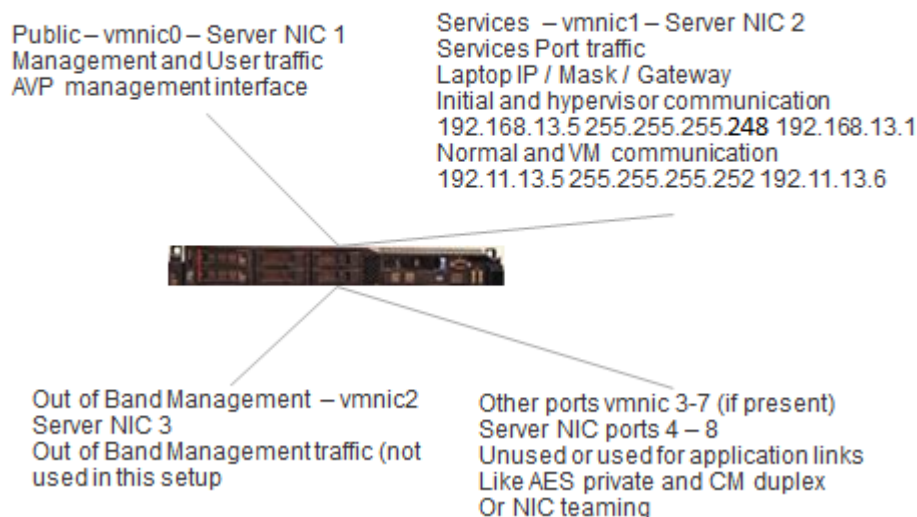
- Server NIC 2 (VMNIC1): Services Port for use with a technician’s laptop. Initial Appliance Virtualization Platform installation must use the IP address 192.168.13.5 255.255.255.248. Connections after Utility Services is deployed must use 192.11.13.5 255.255.255.252 with the gateway set as 192.11.13.6.
- Server NIC 3 (VMNIC2): Out of Band Management port. The Appliance Virtualization Platform management port is assigned to this Ethernet. On virtual machines, application interfaces of Out of Band Management are assigned to this Ethernet. The following IP addresses must be on the same network and different from the Public network:
  - Appliance Virtualization Platform management IP address
  - Out of Band Management network IP address of Utility Services
  - Out of Band Management IP address of the virtual machines
- Additional network interfaces for virtual machines to a free VMNIC: During the virtual machine deployment, the installer can assign additional network interfaces for virtual machines to a free VMNIC. Duplex Communication Manager and Application Enablement Services private interfaces require additional network interfaces.
- Any other Ethernet ports that can be used for NIC teaming.

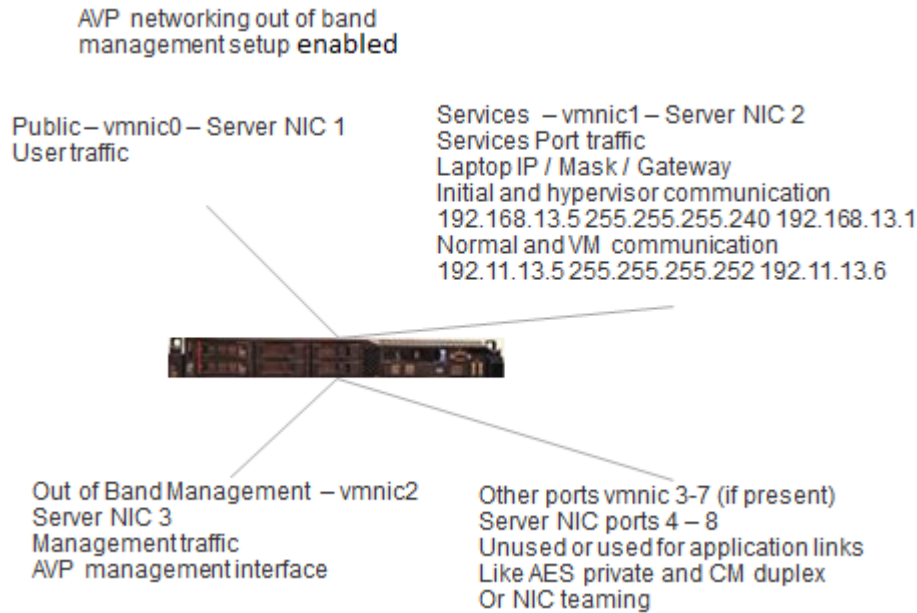
Out of Band Management must be enabled from the configuration spreadsheet or on the Appliance Virtualization Platform by using the `set_oobm` command before a virtual machine is deployed.

If you must enable Out of Band Management, enable on Appliance Virtualization Platform before you deploy virtual machines. You must enable Out of Band Management on all virtual machines running on the Appliance Virtualization Platform host.

On the same Appliance Virtualization Platform host, you cannot run some applications with Out of Band Management enabled and some applications with Out of Band Management disabled.

**AVP networking in normal or out of band management disabled**





## Teaming NICs from CLI

### About this task

With Appliance Virtualization Platform, you can team NICs together to provide a backup connection when the server NIC or the Ethernet switch fails. You can also perform NIC teaming from the command line on Appliance Virtualization Platform.

Appliance Virtualization Platform supports Active-Standby and Active-Active modes of NIC teaming. For more information, see “NIC teaming modes”.

### Procedure

1. Log in to the Appliance Virtualization Platform host command line, and type `# /opt/avaya/bin/nic_teaming list`.

The system displays the current setup of the system, and lists all vmnics.

For example:

```
Current Setup:
Name: vSwitch0
Uplinks: vmnic0
Name: vSwitch1
Uplinks: vmnic1
Name: vSwitch2
Uplinks: vmnic2
List of all vmnics on host:
vmnic0
vmnic1
vmnic2
vmnic3
```



2. To add a free vmnic to a vSwitch, type `# /opt/avaya/bin/nic_teaming add <vmnic> <vSwitch>`.

The command changes the links to the active standby mode.

For example, to add eth3 to the public virtual switch, type `# /opt/avaya/bin/nic_teaming add vmnic3 vSwitch0`. To verify the addition of eth3, type `esxcli network vswitch standard policy failover get -v vSwitch0`.

The system displays the following message:

```
Load Balancing: srcport
Network Failure Detection: link
Notify Switches: true
Failback: true
Active Adapters: vmnic0
Standby Adapters: vmnic3
Unused Adapters:
```

3. To add eth3 to the list of active adapters, type `# esxcli network vswitch standard policy failover set -v vSwitch0 --active-uplinks vmnic0,vmnic3`.

The command changes the vmnic3 to the active mode.

4. To verify the mode of eth3, type `# esxcli network vswitch standard policy failover get -v vSwitch0`.

The system displays the following message:

```
Load Balancing: srcport
Network Failure Detection: link
Notify Switches: true
Failback: true
Active Adapters: vmnic0, vmnic3
Standby Adapters:
Unused Adapters:
```

5. To remove a vmnic from a vSwitch, type `# /opt/avaya/bin/nic_teaming remove <vmnic> <vSwitch>`.
6. To move an additional vmnic back to standby mode, type `# esxcli network vswitch standard policy failover set -v vSwitch0 --active-uplinks vmnic0 --standby-uplinks vmnic3`

This puts the additional NIC back to standby mode.

7. To verify if the vmnic is moved to standby, type `# esxcli network vswitch standard policy failover get -v vSwitch0`.

The system displays the following:

```
Load Balancing: srcport
Network Failure Detection: link
Notify Switches: true
Failback: true
Active Adapters: vmnic0
Standby Adapters: vmnic3
Unused Adapters:
```

**Warning:**

The management and virtual machine network connections might be interrupted if you do not use correct network commands. Do not remove or change vmnic0, vmnic1, and vmnic2 from vSwitches or active modes.

**Related links**

[NIC teaming modes](#) on page 18

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## NIC teaming modes

Appliance Virtualization Platform supports two modes of NIC teaming: Active-Standby and Active.

### Active-Standby

In normal operation all the traffic goes through the active NIC setup. If this connection fails, the other standby link is activated and all the traffic uses the standby link. The settings for active and standby setup are:

- Network failover detection: Link status only
- Notify Switches: Yes
- Failback: Yes. If the active NIC becomes available again, you can use the active NIC over the standby NIC.

### Active-Active

This is an active setup that uses route based load balancing based on the originating virtual port ID. This is a basic form of load balancing that may not provide full capacity of both links.

- Load Balancing: Route based on the originating virtual port ID
- Network failover detection: Link status only
- Notify Switches: Yes
- Failback : Yes

---

## Setting the Ethernet port speed

### About this task

Avaya recommends that the Appliance Virtualization Platform server, Ethernet ports, and the switch ports to which they are connected must be set to autonegotiate on both the server and the customer network switch.

Use the procedure if you must change the Ethernet port speeds.

### Procedure

1. Log in to the Appliance Virtualization Platform host command line.

2. To list vmnics, type `#/opt/avaya/bin/nic_port list`.

You must provide the full path.

3. To set a port to 1000 MBps full duplex, type `/opt/avaya/bin/nic_port set <100|1000> <vmnic>`.

Where 100 or 1000 is the speed in MBps, and vmnic is the vmnic number. For example, vmnic0 for the public interface of the server.

**\* Note:**

Half duplex and 10 MBps speeds are not supported for use with Appliance Virtualization Platform. Use 100 MBps only in specific instances, such as while replacing a server that was previously running at 100MBps. All NIC ports must be connected to the network at least 1GBps speeds. Most server NICs support 1GBps.

4. Type `#/opt/avaya/bin/nic_port set auto vmnic`.

**\* Note:**

The default setting for ports is autonegotiate. You do not require to configure the speed in normal setup of the system.

# Chapter 3: Solution Deployment Manager and Appliance Virtualization Platform overview

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## Appliance Virtualization Platform overview

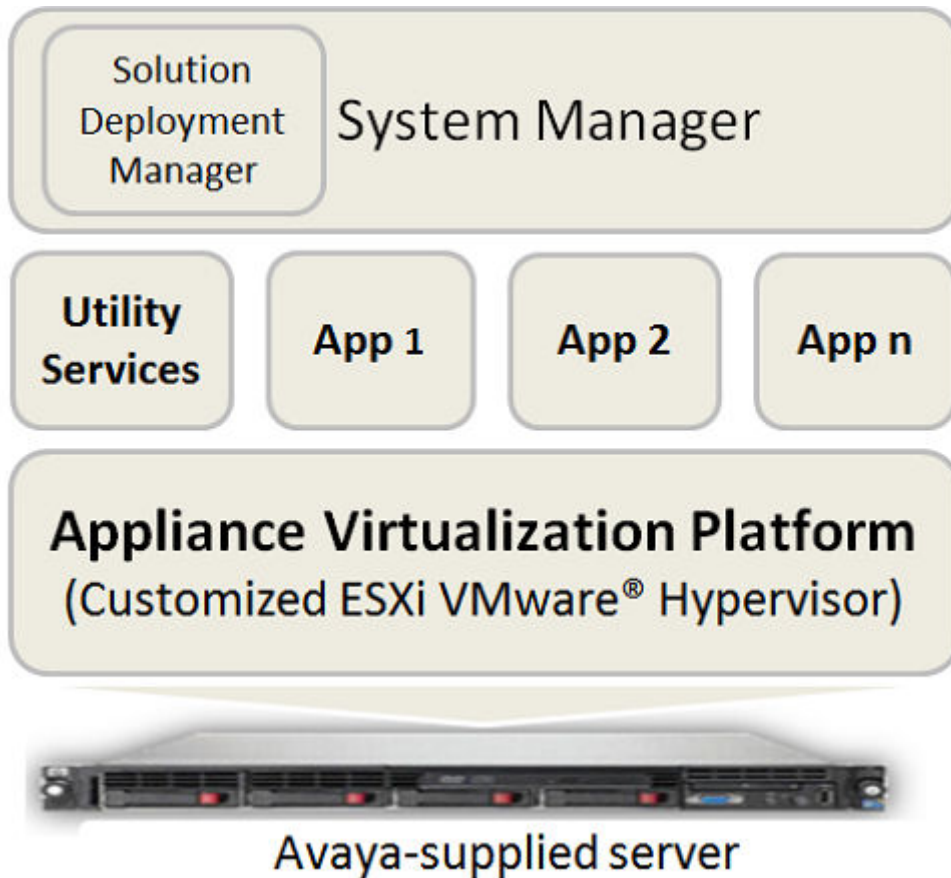
From Release 7.0, Avaya uses the VMware®-based Avaya Appliance Virtualization Platform to provide virtualization for Avaya Aura® applications in Avaya appliance offer.

Avaya-appliance offer includes:

- Common Servers: Dell™ PowerEdge™ R610, Dell™ PowerEdge™ R620, HP ProLiant DL360 G7, and HP ProLiant DL360p G8
- S8300D and S8300E

Appliance Virtualization Platform is the customized OEM version of VMware® ESXi 5.5. With Appliance Virtualization Platform, customers can run any combination of supported applications on Avaya-supplied servers. Appliance Virtualization Platform provides greater flexibility in scaling customer solutions to individual requirements.

Appliance Virtualization Platform is available only in an Avaya-appliance offer. Avaya-appliance offer does not support VMware® tools, such as vCenter and vSphere Client. You can configure and manage Appliance Virtualization Platform by using Solution Deployment Manager that is part of System Manager, or by installing the Solution Deployment Manager client.



In Release 7.0, Appliance Virtualization Platform replaces System Platform.

Avaya Aura® Release 7.0 supports the following applications on Appliance Virtualization Platform:

- Utility Services 7.0
- System Manager 7.0
- Session Manager 7.0
- Branch Session Manager 7.0
- Communication Manager 7.0
- Application Enablement Services 7.0
- WebLM 7.0
- Engagement Development Platform 3.1
- SAL 2.5
- Communication Manager Messaging 7.0
- Avaya Aura® Media Server 7.7

## Solution Deployment Manager overview

Solution Deployment Manager is a centralized software management solution in System Manager that provides deployments, upgrades, migrations, and updates to suite of Avaya Aura® 7.0 applications. Solution Deployment Manager supports the operations on customer Virtualized Environment and Avaya-provided appliance model.

Solution Deployment Manager provides the combined capabilities that Software Management, Avaya Virtual Application Manager, and System Platform provided in earlier releases.

System Manager Release 7.0 is the primary management solution for Avaya Aura® 7.0 applications.

System Manager with the Solution Deployment Manager runs on:

- An Avaya-provided appliance: Contains server, Appliance Virtualization Platform, and Avaya Aura® application OVA. Appliance Virtualization Platform includes a VMware ESXi 5.5 hypervisor.

From Release 7.0, Appliance Virtualization Platform replaces System Platform.

- Customer-provided Virtualized Environment solution: Avaya Aura® applications are deployed on customer-provided, certified VMware® hardware.

With Solution Deployment Manager, you can perform the following operations in Virtualized Environment and Avaya appliance models.

- Deploy Avaya Aura® applications
- Upgrade and migrate Avaya Aura® applications
- Download Avaya Aura® applications
- Install service packs, feature packs, and software patches for the following Avaya Aura® applications:
  - Communication Manager and associated devices, such as gateways, media modules, and TN boards.
  - Session Manager
  - Branch Session Manager
  - Utility Services
  - Appliance Virtualization Platform. The ESXi host running on Avaya-provided appliance.

The upgrade process involves the following key tasks:

- Discover the Avaya Aura® application.
- Analyze and download the necessary software components.
- Run the preupgrade check to ensure successful upgrade environment.
- Upgrade the Avaya Aura® application.

## Solution Deployment Manager options

Avaya provides the following Solution Deployment Manager options:

- **Centralized Solution Deployment Manager:** The System Manager capability to deploy, upgrade, migrate, and install software patches for Avaya Aura® applications. Release 7.0 supports migration of System Platform-based Avaya Aura® 6.x applications to Release 7.0 on Avaya-provided appliance.

However, in Release 7.0, Solution Deployment Manager does not support migration of Virtualized Environment-based 6.x applications to 7.0 in customer Virtualized Environment. Use vSphere Client to migrate to customer Virtualized Environment.

- **Solution Deployment Manager client:** A lightweight tool that can reside on the computer of a technician. The technician can gain access to the client by using the web browser.

Use the Solution Deployment Manager client to:

- Deploy virtual appliances on Virtualized Environment or Avaya-provided appliance.
- Upgrade System Manager, install System Manager patches, and install hypervisor patches.
- Start, stop, and restart a virtual machine.
- Change the footprint size based on the capacity requirements of the Avaya Aura® application.

The centralized and client Solution Deployment Manager provide the following capabilities:

Centralized Solution Deployment Manager	Solution Deployment Manager client
Manage virtual machine lifecycle	Manage virtual machine lifecycle
Deploy Avaya Aura® applications	Deploy Avaya Aura® applications
Deploy hypervisor patches only for Appliance Virtualization Platform	Deploy hypervisor patches only for Appliance Virtualization Platform
Upgrade Avaya Aura® applications Release 7.0 supports upgrades from Linux-based or System Platform-based to Virtualized Environment or Appliance Virtualization Platform. Release 7.0 does not support Virtualized Environment to Virtualized Environment upgrades.	Upgrade System Platform-based System Manager
Install software patches for Avaya Aura® applications	Install System Manager patches
Discover Avaya Aura® applications	Deploy System Manager
Analyze Avaya Aura® applications	-
Create and use the software library	-

## Solution Deployment Manager client

For the initial System Manager deployment or when System Manager is inaccessible, you can use the Solution Deployment Manager client. The client can reside on the computer of the technician.

The Solution Deployment Manager client provides the functionality to install the OVAs on an Avaya-provided server or customer-provided Virtualized Environment. The user interface of the Solution Deployment Manager client looks similar to the centralized Solution Deployment Manager.

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

The Solution Deployment Manager client runs on Windows 7.0 and Windows 8, 64 bit.

Use the Solution Deployment Manager client to:

- Deploy System Manager and Avaya Aura® applications on Virtualized Environment or Avaya appliances.
- Upgrade System Platform-based System Manager and install System Manager and hypervisor patches.
- Start, stop, and restart a virtual machine.
- Change the footprint size based on the capacity requirements of the Avaya Aura® application.

You can deploy or upgrade the System Manager virtual machine only by using the Solution Deployment Manager client.

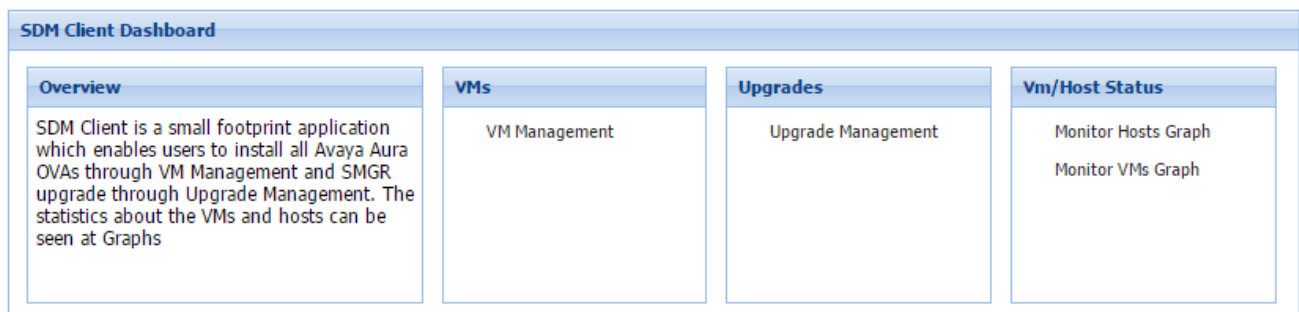


Figure 1: Solution Deployment Manager client dashboard

## Related links

[Installing the Solution Deployment Manager client on your computer](#) on page 24

[Accessing the Solution Deployment Manager client dashboard](#) on page 27

[Solution Deployment Manager client capabilities](#) on page 27

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## Installing the Solution Deployment Manager client on your computer

### About this task

In Avaya-appliance offer, when the centralized Solution Deployment Manager on System Manager is unavailable, use the Solution Deployment Manager client to deploy the Avaya Aura® applications.

You can use the Solution Deployment Manager client to install software patches and hypervisor patches.



Use the Solution Deployment Manager client to deploy, upgrade, and update System Manager.

**! Important:**

For deployments through service port by using the Solution Deployment Manager client, get the Solution Deployment Manager client software from the Avaya support site at <http://support.avaya.com>. The Solution Deployment Manager client software version available in the media does not support the service port deployment.

**Before you begin**

1. Ensure that Windows 7.0 or 8.1 operating system is installed on the computer.

**+ Tip:**

On **Computer**, right-click properties, and ensure that Windows edition section displays the version of Windows operating system.

2. Ensure that at least 5 GB of disk space is available at the location where you want to install the client.

**+ Tip:**

In the explorer, click **Computer**, and verify that the Hard Disk Drives section displays the available disk space available.

3. To avoid port conflict, stop any application server that is running on your computer.

**+ Tip:**

From the system tray, open the application service monitor, select the application server that you want to stop, and click **Stop**.

4. Ensure that the firewall allows the ports that are required to install the Solution Deployment Manager client installation and use the Solution Deployment Manager functionality.
5. Ensure that 443 and 1527 ports are available.
6. Close all applications that are running on your computer.
7. Do not set CATALINA\_HOME as environment variable on the computer where you install the Solution Deployment Manager client.

**+ Tip:**

On **Computer**, right-click properties, and perform the following:

- a. In the left navigation pane, click **Advanced system settings**.
  - b. On the System Properties dialog box, click Advanced tab, and click **Environment Variables**.
  - c. Verify the system variables.
8. Ensure that the computer on which the Solution Deployment Manager client is running is connected to the network.

Any operation that you perform might fail if the computer is not connected to the network.

**Procedure**

1. Download the `Avaya_SDMClient_win64_7.0.0.1.17824_7.zip` file from the Avaya PLDS website at <https://plds.avaya.com/>.

On the Avaya PLDS website, you can provide the application name as **System Manager**, and version as **7.0**.

2. Copy the zip file, and extract to a location on your computer by using the WinZip application.
3. Using the **Run as administrator** option, run the `Avaya_SDMClient_win64_7.0.0.1.17824_7.exe` file.

The system displays the Avaya Solution Deployment Manager screen.

4. On the Welcome page, click **Next**.
5. On the License Agreement page, click **I accept the terms of the license agreement** and click **Next**.
6. On the Install Location page, perform one of the following:
  - To install the Solution Deployment Manager client in the system-defined folder, click **Restore Default Folder**.
  - To specify a different location for installation, click **Choose** and browse to an empty folder.
7. Click **Next**.
8. On the Preinstallation Summary page, review the information, and click **Next**.
9. On the Summary and Validation page, perform the following:
  - a. To start the Solution Deployment Manager client at the start of the system, select the **Automatically start SDM service at startup** check box.
  - b. To change the default directory, in Select Location of Software Library Directory, click **Choose** and select a directory.

The system saves the artifacts in the specified directory. During deployments, you can select the OVA file from the directory.


- c. Verify the product information and the system requirements.

The system performs the feasibility checks, such as disk space and memory. If the requirements are not met, the system displays an error message. To continue with the installation, make the disk space, memory, and the ports available.

**! Important:**

If port 443 is unavailable, verify if the Skype application is running on the computer, and quit the application. If you close Skype, the application continues to run in the background. For more information, see “Solution Deployment Manager client installation fails” in *Troubleshooting Avaya Aura® System Manager*.

10. Click **Install**.
11. To exit the installer, on the Install Complete page, click **Delete**.

The installer creates a shortcut on the desktop.
12. To start the client, click .

## Next steps

To enable the Solution Deployment Manager client to communicate with the services port of Appliance Virtualization Platform, set the following on the technician computer:

- IP address: 192.168.13.5
- Netmask: 255.255.248
- Gateway: 192.168.13.1

## Related links

[Solution Deployment Manager client](#) on page 23

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# Accessing the Solution Deployment Manager client dashboard


## About this task

### \* Note:

If you perform deploy, upgrade, and update operations from the Solution Deployment Manager client, ignore the steps that instruct you to access System Manager Solution Deployment Manager and the related navigation links.

## Procedure

To start the Solution Deployment Manager client, perform one of the following:

- Click **Start > All Programs > Avaya**, and click **SDM Client > Avaya SDM Client**.
- Click .

## Related links

[Solution Deployment Manager client](#) on page 23

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# Solution Deployment Manager client capabilities

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

- Runs on the technician computer on the following operating systems:
  - Windows 7 Professional or Enterprise
  - Windows 8.1 Professional or Enterprise
- Supports the same web browsers as System Manager Release 7.0.
- Provides the user interface with similar look and feel as the central Solution Deployment Manager in System Manager Release 7.0
- Supports deploying the System Manager OVA. The Solution Deployment Manager client is the only option to deploy System Manager.
- Supports Flexible footprint feature. The size of the virtual resources depends on the capacity requirements of the Avaya Aura® applications.

- Defines the physical location, Appliance Virtualization Platform or ESXi host, and discovers virtual machines that are required for application deployments and virtual machine life cycle management.
- Manages lifecycle of the OVA applications that are deployed on the ESXi host. The lifecycle includes start, stop, and reset virtual machines.
- Deploys the Avaya Aura® applications that can be deployed from the central Solution Deployment Manager for Avaya-provided appliance and customer Virtualized Environment. You can deploy one application at a time.
- Configures application and networking parameters required for application deployments.
- Supports the local computer or an HTTP URL to select the application OVA file for deployment. You do not need access to PLDS.
- Supports changing the hypervisor IP address on Appliance Virtualization Platform.
- Supports installing patches for the hypervisor on Appliance Virtualization Platform.
- Supports installing patches for only System Manager.

Avaya Aura® applications must use centralized Solution Deployment Manager from System Manager to install software patches.

#### Related links

[Solution Deployment Manager client](#) on page 23

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## Solution Deployment Manager

The Solution Deployment Manager capability simplifies and automates the deployment and upgrade process.

With Solution Deployment Manager, you can deploy the following Avaya Aura® Release 7.0 applications:

- Utility Services 7.0
- System Manager 7.0
- Session Manager 7.0
- Branch Session Manager 7.0
- Communication Manager 7.0
- Application Enablement Services 7.0
- WebLM 7.0
- Engagement Development Platform 3.1
- SAL 2.5
- Communication Manager Messaging 7.0
- Avaya Aura® Media Server 7.7

With Solution Deployment Manager, you can migrate, upgrade, and update the following applications:

- Linux-based Communication Manager and the associated devices, such as Gateways, TN boards, and media modules.
- Linux-based Session Manager
- System Platform-based Communication Manager
  - Duplex CM Main / Survivable Core with Communication Manager
  - Simplex CM Main / Survivable Core with Communication Manager, Communication Manager Messaging, and Utility Services
  - Simplex Survivable Remote with Communication Manager, Branch Session Manager, and Utility Services
  - Embedded CM Main with Communication Manager, Communication Manager Messaging, and Utility Services
  - Embedded Survivable Remote with Communication Manager, Branch Session Manager, and Utility Services
- System Platform-based Branch Session Manager
  - Simplex Survivable Remote with Communication Manager, Branch Session Manager, and Utility Services
  - Embedded Survivable Remote with Communication Manager, Branch Session Manager, and Utility Services

**\* Note:**

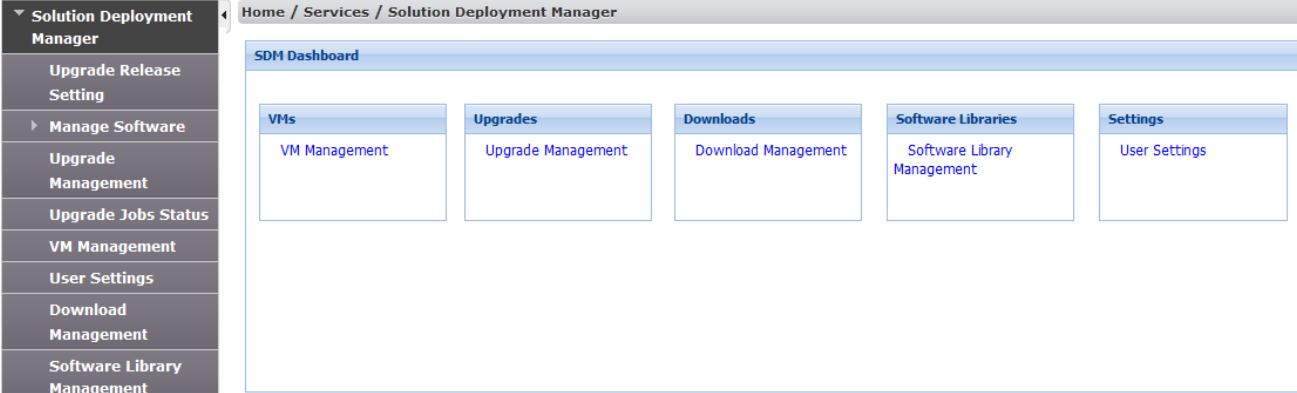
However, you must manually migrate Services VM that is part of the template.

You require only one SAL or Services VM per enterprise to support an Avaya Services offer.

The centralized deployment and upgrade process provide better support to customers who want to upgrade their systems to Avaya Aura® Release 7.0. The process reduces the upgrade time and error rate.

## Solution Deployment Manager dashboard

You can gain access to the Solution Deployment Manager dashboard from the System Manager web console or by installing the Solution Deployment Manager client.



The screenshot shows the Solution Deployment Manager dashboard interface. On the left is a dark navigation sidebar with the following menu items: Solution Deployment Manager (expanded), Upgrade Release Setting, Manage Software, Upgrade Management, Upgrade Jobs Status, VM Management, User Settings, Download Management, and Software Library Management. The main content area is titled 'SDM Dashboard' and contains five management tiles: VMs (VM Management), Upgrades (Upgrade Management), Downloads (Download Management), Software Libraries (Software Library Management), and Settings (User Settings). The breadcrumb path at the top reads 'Home / Services / Solution Deployment Manager'.

## Solution Deployment Manager capabilities

With Solution Deployment Manager, you can perform deployment and upgrade-related tasks by using the following links:

- **Upgrade Release Setting:** To select **Release 7.0** or **6.3.8** as the target upgrade. Release 7.0 is the default upgrade target.
- **Manage Software:** To upgrade the legacy IP Office and B5800.
- **VM Management:** To deploy OVA files for the supported Avaya Aura® application.
- **Upgrade Management:** To upgrade Communication Manager that includes TN boards, media gateways and media modules, Session Manager, Communication Manager Messaging, Utility Services, Branch Session Manager to Release 7.0.
- **User Settings:** To configure the location from where System Manager displays information about the latest software and firmware releases.
- **Download Management:** To download the OVA files and firmware to which the customer is entitled. The download source can be the Avaya PLDS or an alternate source.
- **Software Library Management:** To configure the local or remote software library for storing the downloaded software and firmware files.

# Chapter 4: Migration overview and considerations

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## Required permissions

You must have administrator credentials to perform the data migration from System Platform to Appliance Virtualization Platform.

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## Supported migrations

### System Platform to Appliance Virtualization Platform 7.0

Template
High Duplex / CM
Duplex CM Main / Survivable Core
Simplex CM Main / Survivable Core
Simplex Survivable Remote
System Manager including WebLM
Midsize Enterprise
SAL or SVM
Utility Services
Session Manager
Presence Services
Application Enablement Services

---

## Licensing

Appliance Virtualization Platform is automatically licensed when the EULA is accepted. You do not need a separate license file.

## Supported servers

- S8300D
- S8300E
- Dell™ PowerEdge™ R610
- HP ProLiant DL360 G7
- Dell™ PowerEdge™ R620
- Dell™ PowerEdge™ R620

 **Note:**

Neither the S8510 nor the S8800 are supported.



# Chapter 5: Planning for migration

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## Planning for migration

### Considerations

- Migration requires physical access to the server.
- The time needed for migration varies by application.
- Plan on double the time required for migration when scheduling the maintenance window, in case rollback to System Platform is necessary.

### Migration times

- Template migration can take between 2 and 8 hours to complete.
- Midsize Enterprise may take up to 15 hours.

# Chapter 6: Migration process

## Migration checklist

No.	Task	Description	✓
1	Get the backup media.	<p>The backup media contains the following software:</p> <ul style="list-style-type: none"> <li>• System Platform</li> <li>• Templates</li> <li>• DVD with System Platform service packs and software patches.</li> <li>• Linux live CD-ROM</li> </ul> <p>Download any missing components from the PLDS website.</p>	
2	Get the migration media.	<p>The following components are required to migrate to Appliance Virtualization Platform:</p> <ul style="list-style-type: none"> <li>• The Appliance Virtualization Platform DVD</li> <li>• USB in FAT32 format</li> <li>• OVA files</li> </ul>	
3	Create a local backup of System Platform and the template data.	<a href="#">Creating a backup of the existing configuration</a> on page 37	
4	Create a back up all virtual machines.	<p>Create a backup of every virtual machine. For more information, see the documentation of the application templates.</p> <p><b>* Note:</b></p> <p>If you have System Platform Release 6.0, perform the following:</p> <ul style="list-style-type: none"> <li>• Log in to System Platform console.</li> <li>• Navigate to the SAL gateway.</li> <li>• Note the values that you need to enter into the new SAL that you create.</li> </ul>	

*Table continues...*

No.	Task	Description	✓
5	Record System Platform and template values.	Record the data on the <a href="#">System Platform and template values worksheet</a> on page 35 <ol style="list-style-type: none"> <li>1. On the Main Console page, note the IP addresses.</li> <li>2. On the <b>Server Management &gt; Network Configuration</b>, note the network configuration settings including DNS.</li> <li>3. On the Date and Time page, note the NTP and timezone.</li> <li>4. On the <b>Server Management &gt; SNMP Trap Receiver Configuration</b> tab, note the SNMP settings.</li> </ol>	
6	Configure the USB drive.	<a href="#">Configuring the Appliance Virtualization Platform USB drive</a> on page 39	
7	Insert the USB drive and Appliance Virtualization Platform DVD into the server.		
8	Install Appliance Virtualization Platform.	<a href="#">Installing Appliance Virtualization Platform</a> on page 40	
9	Verify the Appliance Virtualization Platform installation.		
10	Load the authentication file.	<a href="#">Loading a customer-specific authentication file</a> on page 43	

## System Platform and template values worksheet

While migrating the data from System Platform to Appliance Virtualization Platform, make a note of the following values:

Reference	Name	Value
A	System Platform Domain 0 IP address	
B	System Platform Console Domain IP address	
C	Services VM IP address if used	
D	Template VM 1 IP	
E	Template VM2 IP address	

*Table continues...*

Reference	Name	Value
F	Template VM3 IP address	
G	Template VM 4 IP address	
H	Template VM 5 IP address	
I	Template VM6 IP address	
J	Template VM 7 IP address	
K	Template VM 8 IP address	
L	Template VM 9 IP address	
M	Subnet mask	
N	Gateway	
O	Routes	
P	NTP	
R	DNS	
S	SNMP trap target 1	
T	SNMP trap target 2	
U	SNMP trap target 3	
V	SNMP trap target 4	
W	SNMP trap target 5	
X	Timezone	

Parameter	Location on System Platform
IP addresses	Main System Platform web console page
Network settings that includes DNS	<b>Server Management &gt; Network Configuration</b>
NTP and Timezone	Date and Time page
SNMP settings	<b>Server Management &gt; SNMP Trap Receiver Configuration</b>

## IP address mapping

Release	IP address mapping	
	From	To
6.2 or later	System Platform Domain 0	Appliance Virtualization Platform host
	System Console Domain	Utility Services virtual machine
	Services VM	SAL virtual machine
6.0	System Platform Domain 0	Appliance Virtualization Platform host

*Table continues...*

Release	IP address mapping	
	System Console Domain	SAL virtual machine
	Utility Services	New Utility Services IP address

---

## Creating a backup of the existing configuration

### About this task

Use this procedure to create a local backup of the System Platform and the template data prior to migrating to the Appliance Virtualization Platform.

### Procedure

1. Log on to System Platform web console as an administrator.
2. Click **Server Management > Backup/Restore**.
3. Click **Backup**.
4. To take a local backup, in **Backup Method**, click **Local**.
5. Click **Backup Now**.

The system creates a backup file in the `/vspdata/backup/archive` location in the System Platform console domain (C-DOM).

6. Log in to C-DOM.
7. Navigate to `/vspdata/backup/archive`.
8. Save a copy of the backup file in a location from where you can gain access to the file.

The System Platform backup file contains the backup data from System Platform and the template.

---

## Appliance Virtualization Platform configuration spreadsheet field descriptions

Name	Description
<b>AVP management IP address</b>	Customer IP address for Appliance Virtualization Platform host. Format is x.x.x.x.
<b>AVP netmask</b>	Customer subnet mask for the Appliance Virtualization Platform host. Format is x.x.x.x.

*Table continues...*

Name	Description
<b>AVP gateway IP address</b>	IP address of the customer default gateway on the network. Must be on the same network as the Host IP address. Format is x.x.x.x.
<b>AVP Hostname</b>	<p>Hostname for the Appliance Virtualization Platform host.</p> <p>The hostname:</p> <ul style="list-style-type: none"> <li>• Can contain alphanumeric characters and hyphen</li> <li>• Can start with an alphabetic or numeric character</li> <li>• Must contain 1 alphabetic character</li> <li>• Must end in an alphanumeric character</li> <li>• Must contain 1 to 63 characters</li> </ul>
<b>AVP Domain</b>	Domain for the Appliance Virtualization Platform host. If customer does not provide the host, use the default value. Format is alphanumeric string dot separated. For example, mydomain.com.
<b>NTP server</b>	IP address or FQDN of customer NTP server. Format is x.x.x.x or ntp.mycompany.com
<b>Secondary NTP server</b>	IP address or FQDN of customer NTP server. Format is x.x.x.x or ntp.mycompany.com.
<b>Main DNS server</b>	IP address of customer DNS server. One DNS server entry in each line. Format is x.x.x.x.
<b>Secondary DNS server</b>	IP address of customer DNS server. Format is x.x.x.x. One DNS server entry in each line.
<b>Public VLAN ID</b>	<p>VLAN ID for the S8300D and S8300E. If the customer does not use VLANs, leave as 1. For any other server type, leave as 1. The range is 1 through 4095.</p> <p>Use <b>Public VLAN ID</b> only on S8300D and S8300E servers.</p>
<b>Out of Band Management setup</b>	<p>The option to install Appliance Virtualization Platform with Out of Band Management enabled. The options are:</p> <ul style="list-style-type: none"> <li>• <b>Yes:</b> To enable Out of Band Management</li> </ul> <p>The management port is connected to eth2 of the server, and applications can deploy in the Out of Band Management mode.</p> <ul style="list-style-type: none"> <li>• <b>No:</b> To disable Out of Band Management. The default option.</li> </ul>

*Table continues...*

Name	Description
<b>OOBM VLAN ID</b>	Out of Band Management VLAN ID for S8300D. Use <b>OOBM VLAN ID</b> only on the S8300D server. <ul style="list-style-type: none"> <li>• For S8300E, use the front plate port for Out of Band Management</li> <li>• For common server, use eth2 for Out of Band Management.</li> </ul>
<b>AVP user root Password</b>	Root password for Appliance Virtualization Platform. This field is hidden. <p>The password must contain 8 characters and can include alphanumeric characters and @!\$.</p> You must make a note of the password because you require to register to System Manager.

---

## Configuring the Appliance Virtualization Platform USB drive

### Before you begin

Use the USB drive that Avaya provides in the media kit for this procedure. The provided USB is a FAT 32 format. If you must use a different USB, use a FAT 32 format file.

### Procedure

1. Download a copy of Avaya Aura® Appliance Virtualization Platform 7.0 Kick Start Generator from Avaya PLDS at <https://plds.avaya.com/> or from Avaya support site at <https://support.avaya.com>.  
The kick start generator is also available from the 700510424 media kit on the USB stick.
2. Type the required details in the spreadsheet.
3. Click **Generate AVP installation configuration file**.
4. Save a copy of `ks.cfg` on the USB drive.

### Next steps

Install Appliance Virtualization Platform.

---

# Installing Appliance Virtualization Platform

## About this task

### Warning:

You can obtain the root password for the Appliance Virtualization Platform system from the USB configuration file. The file must be kept secure. After installation, you must change the root password for the Appliance Virtualization Platform host to a different value with the password change option from Solution Deployment Manager.

Install Appliance Virtualization Platform on one of the following servers:

- Dell™ PowerEdge™ R610 2CPU MID2
- HP ProLiant DL360 G7 2CPU MID4
- Dell™ PowerEdge™ R620 1CPU MID3
- HP ProLiant DL360p G8
- S8300D for Communication Manager
- S8300E for Communication Manager

Release 7.0 does not support S8150 and S8800 servers.

## Before you begin

- Configure the USB drive.
- Ensure that the backup file is saved on a different server because after the Appliance Virtualization Platform installation, server restarts, and all data is lost.
- To use the Solution Deployment Manager client for deploying the virtual machines, install the Solution Deployment Manager client on your computer.

### Note:

To install Appliance Virtualization Platform server while connected to the customer network, ensure that the IP address used for Appliance Virtualization Platform is not in use by another system. If the configured IP address is already in use on the network during installation, the installation process stops. You must remove the duplicate IP address, and restart the installation.

## Procedure

1. Insert the USB drive and the Appliance Virtualization Platform CD-ROM into the server.  
Use an external Avaya-approved USB and CD-ROM drives for installing Appliance Virtualization Platform on S8300D or S8300E. The only supported USB CD-ROM drive is Digistor DIG73322, comcode 700406267.
2. Log on to the System Platform web console, and click **Server Management > Server Reboot/Shutdown > Reboot** to restart the server.



**⚠ Warning:**

When the server restarts, Appliance Virtualization Platform is installed, and all existing data on the server is lost.

The system installs Appliance Virtualization Platform and ejects CD-ROM. The installation process might takes about 30 minutes to complete.

**★ Note:**

If using a monitor, the screen changes to black before the installation is complete. A message in red text might briefly display, which is an expected behavior. Do not take any action.

3. Remove the USB drive and CD-ROM.

**★ Note:**

When installing Appliance Virtualization Platform on an HP server, you must remove the USB drive when the server ejects CD-ROM. Otherwise, the server might become nonoperational on reboot. If the server becomes nonoperational, remove the USB drive, and restart the server.

4. Using an SSH client, connect to the server through the eth1 services port by using the following network parameters for your system:

- IP address: 192.168.13.5
- Netmask: 255.255.255.248
- Gateway: 192.168.13.1

The SSH client must use UTF-8. Alternatively, you can connect to the public network address that was configured during the installation from a computer on the customer network.

5. Log in to Appliance Virtualization Platform as root and provide the password that is configured in the spreadsheet.

The system displays the End user license agreement (EULA) screen.


6. Read the EULA, and type **Y** to accept the terms.

You can press any key to read EULA, and use the space bar to scroll down.

**⚠ Warning:**

Accept EULA before you deploy virtual machines. If deployments are attempted before you accept EULA, deployments fail.

7. Perform one of the following:

- For System Manager Solution Deployment Manager, on the web console, click **Services > Solution Deployment Manager**, and then click **VM Management**.
- For the Solution Deployment Manager client, on the desktop, click the SDM icon () and then click **VM Management**.

8. Deploy the Utility Services virtual machine, and then all other virtual machines with the data that you noted in “System Platform and Template values”.

For instructions to deploy Utility Services and other virtual machines, see *Deploying Avaya Aura® applications from Avaya Aura® System Manager*.

9. From System Manager Solution Deployment Manager, install the required software patches for the virtual machines.

### Related links

[System Platform and template values worksheet](#) on page 35

---

## Enabling IP forwarding using Services Port VM for Utility Services

### About this task

You can access virtual machines on Utility Services by connecting a laptop to the Services Port VM. By default, the system enables IP forwarding. To configure IP forwarding manually, use the Services Port VM.

#### Note:

For security reasons, you must always disable IP forwarding after finishing your task.

### Procedure

1. Start an SSH session.
2. Log in to Utility Services as admin.
3. In the command line, perform one of the following:
  - To enable IP forwarding, type `IP_Forward enable`.
  - To disable IP forwarding, type `IP_Forward disable`.
  - To view the status of IP forwarding, type `IP_Forward status`.

### Example

```
IP_Forward enable
Enabling IP Forwarding
Looking for net.ipv4.ip_forward in /etc/sysctl.conf
Status of IP Forwarding
..Enabled
```

---

## Validating the migration

1. Verify that the ping to virtual machine is successful.
2. Verify if you can log on to each virtual machine successfully.

3. Verify that the customer configuration is restored correctly.
4. Verify that applications are licensed.
5. Verify that endpoints are registered.
6. Perform the postmigration validation steps that are specific to each application.

For more information on postmigration validation checks, see the appropriate application documentation.

---

## Loading a customer-specific authentication file

### About this task

Avaya provides the default authentication file for Appliance Virtualization Platform. You must download the customer-specific authentication file from the Authentication File System website.

### Procedure

1. To gain access to the Avaya RFA Home page, type <http://rfa.avaya.com> in the web browser.
2. Log on to the RFA Home page.
3. Click **Start the AFS Application**.
4. On the license page, click **I Agree**.
5. In the **Product** field, select **Appliance Virtualization Platform**.
6. In the **Release** field, click 7.x.
7. Click **Next**.
8. On the Deliver an Authentication File page, perform one of the following:
  - To create an authentication file for a new system, click **New System - Product: <Appliance Virtualization Platform Release: 7.x>**.
  - To create an authentication file for an upgrade or re-delivery for an existing system, click **Upgrade or Re-deliver for Existing System or re-deliver for existing system - Product: <Appliance Virtualization Platform Release: 7.x>**, and type the authentication file ID.
9. Click **Next**.
10. Ensure that SSH is running on the Appliance Virtualization Platform host, and if required, activate through Utility Services.
 

For more information, see “Activating SSH” to Appliance Virtualization Platform.
11. Click **Download file to my PC**.
12. Using WinSCP or a similar application, copy the authentication file on to the Appliance Virtualization Platform system by using the root account and the password set at installation.

13. Using PuTTY or a similar SSH client, log in to Appliance Virtualization Platform by using the root account and the password set at installation.
14. Type `/opt/avaya/bin/loadauth -l AF-7001064472-150430-131707.xml -o /etc/asg/lacfile`  
  
Where `AF-7001064472-150430-131707.xml`, is the authentication file name and `-l` is the location where the system downloaded the `xml` file. Always include the `-o` option as `-o /etc/asg/lacfile`.
15. Using the SSH client, log in to Appliance Virtualization Platform as `sroot`, and view the updated product ID displayed with the ASG challenge.

---

## Migrating from System Platform to Appliance Virtualization Platform by using hard disk drives

---

### Installing Appliance Virtualization Platform by using hard disk drive

#### Before you begin

- Connect a monitor and USB keyboard to the server.
- Obtain the Appliance Virtualization Platform drive kit. The kit contains the following:
  - Hard disk drives
  - RAID configuration disk for your system
  - RAID documentation
  - Dell server import document, required if you must perform a rollback on the Dell serverFor more information about the drive kits, see “Appliance Virtualization Platform Drive Kits”.
- A marker to label the removed disk drives.

#### Procedure

1. Shut down System Platform, and turn off the power to the server.  
For more information, see System Platform and the server documentation.
2. Remove each hard disk drive from the server, and mark the drive with the designated slot number.
3. Keep the removed drives in a safe place.  
You require the drives to rollback to System Platform.
4. Insert new hard disk drives into the server hard disk drive slots starting with the lowest order server slot number.

For example, Dell slot 0 and HP slot 1.

5. Turn on the power to the server.
6. Open the DVD drive tray, and insert the appropriate server RAID configuration disk.  
The server boots from the RAID configuration disk. For more information, see the RAID documentation for your system.
7. **(Optional)** If the server does not start from the RAID configuration disk, perform the following:
  - a. Press `Control+Alt+Delete` a couple of times.
  - b. If server does not still start from the disk, press F9 for HP or F2 for Dell to check the boot order in the server setup menu.
8. When the RAID configuration tool starts, follow the instructions to view RAID Array configuration progress.  
The tool automatically configures the Array Controller to: 2xHDD = RAID 1. 3x, 4x and 5xHDD = RAID 5. When the RAID configuration is complete, the system shuts down the server, and ejects the disk.
9. Install Appliance Virtualization Platform.  
For instructions, see “Installing Appliance Virtualization Platform”.

**Related links**

- [Installing Appliance Virtualization Platform](#) on page 40
- [Appliance Virtualization Platform drive kits](#) on page 45

## Appliance Virtualization Platform drive kits

700511583 R610, R620 300GB 10K HDD 5 DRIVE KIT

Code	Qty	Component
700506756	5	R620 300GB 10K SAS 2.5" HDD
700501523	1	SOFTWARE, Dell R610 RAID1 to RAID5 UPGR + Doc
700506915	1	SOFTWARE, R620 RAID1 to RAID5 UPGR +Doc
-	1	Document for Setup of HDDs in Upgrade Kits
-	1	Instructions to get the latest <i>Migrating and Installing Avaya Appliance Virtualization Platform</i> document in “Finding documents on the Avaya Support website at <a href="http://support.avaya.com">http://support.avaya.com</a> ”.

700511584 R610, R620 300GB 10K HDD 3 DRIVE KIT

Code	Qty	Component
700506756	3	R620 300GB 10K SAS 2.5" HDD

Table continues...

Code	Qty	Component
700501523	1	SOFTWARE, Dell R610 RAID1 to RAID5 UPGR + Doc
700506915	1	SOFTWARE, R620 RAID1 to RAID5 UPGR +Doc
-	1	Document for Setup of HDDs in Upgrade Kits
-	1	Instructions to get the latest <i>Migrating and Installing Avaya Appliance Virtualization Platform</i> document in "Finding documents on the Avaya Support website at <a href="http://support.avaya.com">http://support.avaya.com</a> ".

## 700511585 R610, R620 300GB 10K HDD 2 DRIVE KIT

Code	Qty	Component
700506756	2	R620 300GB 10K SAS 2.5" HDD
700501523	1	SOFTWARE, Dell R610 RAID1 to RAID5 UPGR + Doc
700506915	1	SOFTWARE, R620 RAID1 to RAID5 UPGR +Doc
-	1	Document for Setup of HDDs in Upgrade Kits
-	1	Instructions to get the latest <i>Migrating and Installing Avaya Appliance Virtualization Platform</i> document in "Finding documents on the Avaya Support website at <a href="http://support.avaya.com">http://support.avaya.com</a> ".

## 700511586 DL360G7 300GB 10K HDD 3 DRIVE KIT

Code	Qty	Component
700501314	3	DL360G7 300GB 10K SAS 2.5" HDD
700501446	1	SOFTWARE, HP DL360G7 RAID1 to RAID5 UPGR + Doc
-	1	Document to Setup of HDDs in Upgrade Kits
-	1	Instructions to get the latest <i>Migrating and Installing Avaya Appliance Virtualization Platform</i> document in "Finding documents on the Avaya Support website at <a href="http://support.avaya.com">http://support.avaya.com</a> ".

## 700511587 DL360G7 300GB 10K HDD 2 DRIVE KIT

Code	Qty	Component
700501314	2	DL360G7 300GB 10K SAS 2.5" HDD
700501446	1	SOFTWARE, HP DL360G7 RAID1 to RAID5 UPGR + Doc
-	1	Document to Setup of HDDs in Upgrade Kits
-	1	Instructions to get the latest <i>Migrating and Installing Avaya Appliance Virtualization Platform</i> document in "Finding documents on the Avaya Support website at <a href="http://support.avaya.com">http://support.avaya.com</a> ".

## 700511588 DL360PG8 300GB 10K HDD 3 DRIVE KIT

Code	Qty	Component
700506773	3	DL360PG8 300GB 10K SAS 2.5" HDD

Table continues...

Code	Qty	Component
700501523	1	SOFTWARE, DL360/380PG8 RAID1 to RAID5 UPGR+ Doc
-	1	Document to Setup HDDs in Upgrade Kits
-	1	Instructions to get the latest <i>Migrating and Installing Avaya Appliance Virtualization Platform</i> document in "Finding documents on the Avaya Support website at <a href="http://support.avaya.com">http://support.avaya.com</a> ".

700511589 DL360PG8 300GB 10K HDD 2 DRIVE KIT

Code	Qty	Component
700506773	2	DL360PG8 300GB 10K SAS 2.5" HDD
700501523	1	SOFTWARE, DL360/380PG8 RAID1 to RAID5 UPGR+ Doc
-	1	Document to Setup HDDs in Upgrade Kits
-	1	Instructions to get the latest <i>Migrating and Installing Avaya Appliance Virtualization Platform</i> document in "Finding documents on the Avaya Support website at <a href="http://support.avaya.com">http://support.avaya.com</a> ".

**Related links**

[Finding documents on the Avaya Support website](#) on page 10

# Chapter 7: Rollback process

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## Rolling back to System Platform

### About this task

#### \* Note:

The S8300D does not need to use this rollback procedure. Due to the on-board flash drive, you can reinstall System Platform without the recovery DVD. You require the recovery disk for S8300E.

### Before you begin

Keep the System Platform backup handy.

### Procedure

1. Insert the recovery CD-ROM into the server.

The **Avaya Aura® Appliance Virtualization Platform 7.0 CentOS Recovery ISO** disk is available on PLDS and the Avaya Support site. Also, the 700510424 media kit contains the disk.

2. Log on to System Platform web console.
3. Restart the system.
4. Connect the laptop to the following:
  - For HP server, eth0 port, the first port on the back of an HP server
  - For CS R1 or CS R2 server, eth1 port on the rear side of the server
  - For S8300D or S8300E server, service port network on the front panel
5. Reconfigure the laptop to the following:
  - IP address: 192.11.13.5
  - Netmask: 255.255.255.252
6. Start an SSH session, and connect to 192.11.13.6.
7. Login is admin and provide the password admin01.
8. To change to the super user, type `su - root`.
9. Perform the following:
  - For S8300D, type `parted /dev/sdb`.





# Chapter 8: New AVP Installation

---

## Configuring servers preinstalled with Appliance Virtualization Platform

### About this task

You can obtain the root password for the Appliance Virtualization Platform system from the USB configuration file. The file must be kept secure. After installation, you must change the root password for the Appliance Virtualization Platform host to a different value with the password change option from Solution Deployment Manager.

For newly purchased common servers, Appliance Virtualization Platform is preinstalled. This does not apply for migration. You must configure the customer network settings through the Solution Deployment Manager client that is installed on a computer that is running Windows. The media comes with the server. The new S8300D and S8300E servers require an installation at the customer site.

### \* Note:

When possible, perform the deployment from the main System Manager. Only when System Manager is unreachable, use the Solution Deployment Manager client that is installed on the computer.

### Procedure

1. Turn on the power to the server.
2. Install the Solution Deployment Manager client on the computer.
3. Configure the computer with the following:
  - IP address: 192.168.13.5
  - Netmask: 255.255.255.248
  - Gateway: 192.168.13.1
4. Connect to NIC2 with a network cable.
5. Start an SSH session, log in to 192.168.13.6 as root, and type `Avaya123$` as password. The system prompts to change the password immediately.
6. To change the root password, perform the following:
  - a. At the prompt, type the current UNIX password.
  - b. Type the new password.

For more information about password rules, see “Password policy”.

- c. Type the password again.

The system changes the host password.

7. Read and accept the license terms.

8. Type `cd /opt/avaya/bin`.

Not all commands are available in the `/opt/avaya/bin` location, and must be run with `./`. For example, `./nic_port`. The system only runs the commands that are specified in the procedure from `/opt/avaya/bin` or as directed by Avaya Services. The system might get incorrectly configured if you run commands that are not specified in the procedure.

Most systems will not enable Out of Band Management. Use the `set_oobm` command only if you want to enable Out of Band Management for the host and all virtual machines.

9. **(Optional)** To enable Out of Band Management on the Appliance Virtualization Platform host, type `# ./set_oobm on`.

The system displays `Host Out of Band Management set up is complete`.

10. At the prompt, perform the following:

- a. Type `./serverInitialNetworkConfig`.

Host IP address details are mandatory. Though DNS and NTP values are optional, you must provide the values.

- b. At the prompt, provide the following host details:

```
System is not in a default setup, please use SDM to change IP addresses
Do you wish to setup networking? (y/n)  y
Please enter IP address for the AVP host in the format x.x.x.x
For example 172.16.5.1
Please enter value      172.16.107.21
Please enter subnet mask for the AVP host in the format x.x.x.x
For example 255.255.255.0
Please enter value      255.255.255.0
Please enter a default gateway for the AVP host in the format x.x.x.x
For example 172.16.5.254
Please enter value      172.16.107.1
Please enter a hostname for the AVP host.
For example myhost
Please enter value      avphost
Please enter a domain for the AVP host.
For example mydomain.com
Please enter value      mydomain.com
Please enter a main DNS server for the AVP host.
For example 172.16.10.54
Please enter value      172.16.107.1
Please enter a secondary DNS server for the AVP host.
For example 172.16.10.54
Please enter value      172.16.107.2
Please enter a NTP server for the AVP host
For example 172.16.10.55
Please enter value      172.16.107.50
Stopping ntpd
watchdog-ntpd: Terminating watchdog process with PID 33560
Starting ntpd
```

11. To verify the vmk0 settings, type `# esxcli network ip interface ipv4 get`.

**\* Note:**

Do not change the vmk1s address. vmk1s is fixed for the services port.

The system displays the following details:

Name	IPv4 Address	IPv4 Netmask	IPv4 Broadcast	Address Type	DHCP DNS
vmk1	192.168.13.6	255.255.255.248	192.168.13.7	STATIC	false
vmk0	172.16.107.21	255.255.255.0	172.16.107.255	STATIC	false

12. Add a host on the Solution Deployment Manager client as 192.168.13.6.
13. On Solution Deployment Manager, click **Change Network Params**, and change the IP address to the customer IP address.
14. Click **Change Password**, and change the password.
15. Register the host on the main System Manager.
16. Deploy Utility Services.
17. Deploy other application OVA files on the system.

**Related links**

[Password policy](#) on page 52

## Password policy

The password must meet the following requirements:

- Must contain at least eight characters.
- Must contain at least one of each of the following: uppercase alphabet, lowercase alphabet, numerical, and special character.
- Must not contain an uppercase alphabet at the beginning and a digit or a special character at the end.

Examples for invalid password:

- Password1: Invalid. Uppercase in the beginning and a digit at the end.
- Password1!: Uppercase in the beginning and a special character at the end.

Example for valid password: myPassword!1ok

If the password does not meet the requirements, the system prompts you to enter a new password. Enter the existing password and the new password in the correct fields.

Ensure that you keep the root password safe. You need the password while adding the host to Solution Deployment Manager and for troubleshooting in future.

---

# Activating SSH from Utility Services

## About this task

For security purpose, SSH access to Appliance Virtualization Platform shuts down in the normal operation. You must activate SSH on Appliance Virtualization Platform.

When you install or preinstall Appliance Virtualization Platform on a server, SSH is enabled. After you accept the license terms during Appliance Virtualization Platform installation, SSH shuts down within 24 hours. After SSH shuts down, you must reactivate SSH by using the `AVP_SSH enable` command from Utility Services.

## Before you begin

Start an SSH session.

## Procedure

1. Log in to the Utility Services virtual machine running on Appliance Virtualization Platform with an admin account.
2. Type `/opt/avaya/common_services`.
3. Perform one of the following:
  - To enable SSH, type `AVP_SSH enable`.
  - To disable SSH, type `AVP_SSH disable`.
  - To find the status of SSH, type `AVP_SSH status`.
4. Type `# AVP_SSH enable`.

Within 3 minutes, the SSH service starts on Appliance Virtualization Platform and runs for two hours. After two hours, you must reactivate SSH from Utility Services.

When SSH is enabled, you can use an SSH client such as PuTTY to gain access to Appliance Virtualization Platform on customer management IP address or the services port IP address of 192.168.13.6.

# Chapter 9: Administration

---

## Shutting down Appliance Virtualization Platform host from CLI

### Before you begin

From Solution Deployment Manager, shut down the virtual machines that are running on the host.

### Procedure

1. Start an SSH session and log in to the Appliance Virtualization Platform host.
2. At the prompt, type `/opt/avaya/bin/avpshutdown.sh`.

The system displays `Are you sure you want to stop all VMs and shutdown?`

3. To confirm the shutdown operation, type `Y`.

The system shuts down Appliance Virtualization Platform host, and stops all virtual machines running on the Appliance Virtualization Platform host. The host does not restart automatically.

You must manually turn on the Appliance Virtualization Platform server. All virtual machines running on Appliance Virtualization Platform automatically start.

---

## Resetting the Appliance Virtualization Platform host from CLI

### Before you begin

From Solution Deployment Manager, shut down the virtual machines that are running on the host.

### Procedure

1. Start an SSH session and log in to the Appliance Virtualization Platform host.
2. At the prompt, type `/opt/avaya/bin/avpshutdown.sh -r`.

The system displays `Are you sure you want to stop all VMs and reboot?.`

**⚠ Warning:**

If you fail to provide the `-r` option, the system displays `Are you sure you want to stop all VMs and shutdown?` and assumes that you want to perform the shutdown operation.

- To confirm the reset operation, type `Y`.

The system resets Appliance Virtualization Platform, and stops all virtual machines that are running on the Appliance Virtualization Platform host. The Appliance Virtualization Platform host reboots and restarts all virtual machines automatically.

---

## Changing the network parameters for an ESXi host


### About this task

Use this procedure to change the network parameters of Appliance Virtualization Platform after deployment. You can change network parameters only for the Appliance Virtualization Platform host.

### \* Note:

If you are connecting to Appliance Virtualization Platform through the public management interface, you might lose connection during the process. When the IP address changes, you must reconnect by using the new IP address.

### Procedure

- Perform one of the following:
  - For System Manager Solution Deployment Manager, on the web console, click **Services > Solution Deployment Manager**, and then click **VM Management**.
  - For the Solution Deployment Manager client, on the desktop, click the SDM icon () and then click **VM Management**.
- In VM Management Tree, select a location.
- On the Host tab, in the Host for Selected Location <location name> section, select an ESXi host and click **Change Network Params**.
- In the Network Parameters section, change the IP address, subnetmask, and other parameters as appropriate.
- To change the gateway IP address, perform the following:
  - Click **Change Gateway**.  
The **Gateway** field becomes available for providing the IP address.
  - In **Gateway**, change the IP address.
  - Click **Save Gateway**.

6. Click **Save**.

The system updates the Appliance Virtualization Platform host information.


---

## Changing the password for an ESXi host

### About this task

You can change password only for the Appliance Virtualization Platform host.

### Procedure

1. Perform one of the following:
  - For System Manager Solution Deployment Manager, on the web console, click **Services > Solution Deployment Manager**, and then click **VM Management**.
  - For the Solution Deployment Manager client, on the desktop, click the SDM icon () and then click **VM Management**.
2. In VM Management Tree, select a location.
3. On the Host tab, in the Host for Selected Location <location name> section, select an ESXi host and click **Change Password**.
4. In the Change Password section, enter the current password and the new password, and reenter the password.

For more information about password rules, see “Password policy”.

5. Click **Change Password**.

The system updates the password of the Appliance Virtualization Platform host.

### Related links

[Password policy](#) on page 52

---

## Updating the Appliance Virtualization Platform host from Solution Deployment Manager

### About this task

You can update only the Appliance Virtualization Platform host using this procedure.

#### **Note:**


Install Avaya-approved service packs or software patches on Appliance Virtualization Platform only. Do not install the software patches that are downloaded directly from VMware®.



**Before you begin**

1. Install the Solution Deployment Manager client on your computer.
2. Add a location.
3. Add a host.
4. Enable the SSH service on the Appliance Virtualization Platform host.
5. Stop all virtual machines that are running on the Appliance Virtualization Platform host.

**Procedure**

1. To start the Solution Deployment Manager client, perform one of the following:
  - On the desktop, click the SDM icon .
  - Click **Start > All Programs > Avaya**, and click **SDM Client > Avaya SDM Client**.
2. In VM Management Tree, select a location.
3. On the **Host** tab, in the Host for Selected Location <location name> section, select the Appliance Virtualization Platform host, and click **More Actions > Update**.
4. On the Update Host page, select the file from the local System Manager or software library.
5. Click **Update Host**, and copy the Appliance Virtualization Platform host with the absolute path to the file.
 

In the Host for Selected Location <location name> section, the system displays the update status.
6. To view the details, in the **Current Action** column, click **Patching**.
 

Host Patching Status window displays the details. The patch installation takes some time. When the patch installation is complete, the **Current Action** column displays the status.

**Next steps**

Start the virtual machines that were running on the Appliance Virtualization Platform host.

---

## Change Network Parameters field descriptions

**Network Parameters**

Name	Description
<b>Name</b>	The name of the Appliance Virtualization Platform host. The field is display-only.
<b>IP</b>	The IP address of the Appliance Virtualization Platform host

*Table continues...*

Name	Description
<b>Subnet Mask</b>	The subnet mask the Appliance Virtualization Platform host
<b>Host Name</b>	The host name the Appliance Virtualization Platform host
<b>Domain Name</b>	The domain name the Appliance Virtualization Platform host
<b>Preferred DNS Server</b>	The preferred DNS server
<b>Alternate DNS Server</b>	The alternate DNS server
<b>Gateway</b>	The gateway IP address. The field is available only when you click <b>Change Gateway</b> .

Button	Description
<b>Change Gateway</b>	Makes the <b>Gateway</b> field available, and displays <b>Save Gateway</b> and <b>Cancel Gateway Change</b> buttons.
<b>Save Gateway</b>	Saves the gateway IP address value that you provide.
<b>Cancel Gateway Change</b>	Cancels the changes made to the gateway.

Button	Description
<b>Save</b>	Saves the changes that you made to network parameters.

---

## Change Password field descriptions

Name	Description
<b>Current Password</b>	The current password
<b>New Password</b>	The new password
<b>Confirm New Password</b>	The new password

Button	Description
<b>Change Password</b>	Saves the new password.

---

## Update Host field descriptions

Name	Description
<b>Patch location</b>	The location where the Appliance Virtualization Platform patch that is available. The options are: <ul style="list-style-type: none"><li>• <b>Select Patch from Local SMGR:</b> The Appliance Virtualization Platform patch is available on the local System Manager.</li><li>• <b>Select Patch from software library:</b> The Appliance Virtualization Platform patch that is available in the software library.</li></ul>
<b>Select patch file</b>	The absolute path to the Appliance Virtualization Platform patch file.
Button	Description
<b>Update Host</b>	Updates the Appliance Virtualization Platform host.

# Chapter 10: Troubleshooting

---

## Troubleshooting Appliance Virtualization Platform

### Appliance Virtualization Platform does not install

Perform the following as appropriate:

- Ensure that you are connected to the services port on the server with the following network configuration on the laptop:
  - IP address: 192.168.13.5
  - Netmask: 255.255.255.248
  - Gateway: 192.168.13.1
- Defective USB drive. Place the `ks.cfg` file on another USB and connect the USB to the server
- Unsupported server: Release 7.0 does not support S8500 and S8800 servers. Change to a Release 7.0 supported server.
- Duplicate IP address for Appliance Virtualization Platform management interface already on the network. Remove the duplicate IP address and reinstall Appliance Virtualization Platform.
- USB stick left plugged in on HP servers. Remove the USB stick, and reboot the server.
- Deployments take longer duration or fail. Ensure that the network settings and network configuration is correct for the virtual machine that is being deployed.

### Virtual machine deployment fails during the sanity check

- Ensure that IP forwarding is enabled on Utility Services if you deploy virtual machines from the services port with the Solution Deployment Manager client.
- Ensure that System Manager Solution Deployment Manager or Solution Deployment Manager client can connect to the management IP address of the application being deployed.
- Ensure that the server is physically connected. If Out of Band Management is enabled, ensure that the Appliance Virtualization Platform host and the virtual machines are deployed with Out of Band Management configurations.

### Virtual machine deployment fails

Ensure that you accept EULA by gaining access to Appliance Virtualization Platform using SSH, and accepting the EULA.

### Cannot SSH to Appliance Virtualization Platform

SSH has shutdown. Activate SSH from Utility Services. For more information, see Activating SSH from Utility Services.

**On the monitor, the screen displays a warning message in red and then goes blank**

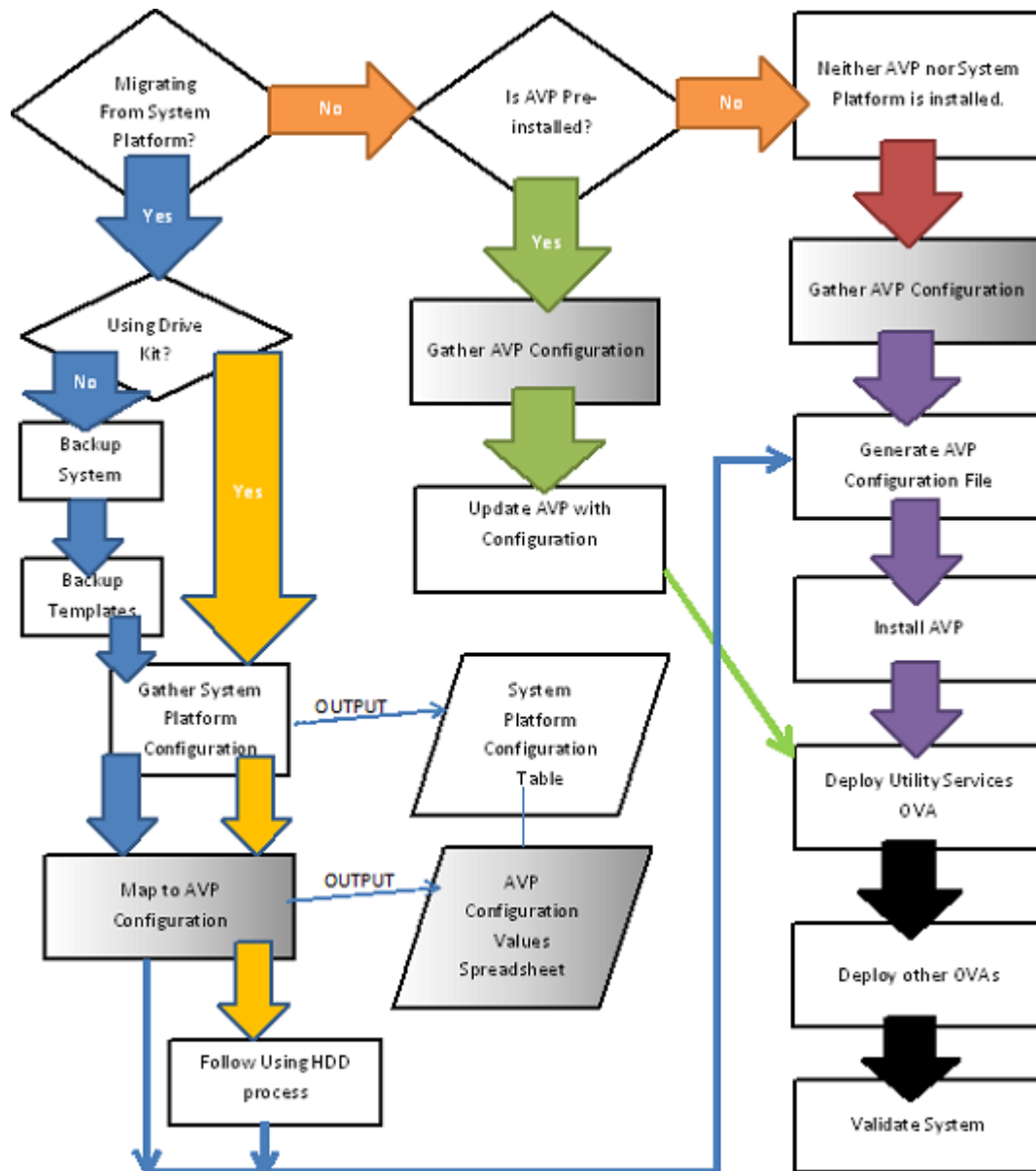
During the Appliance Virtualization Platform installation, the monitor displays blank screen, which is a normal behavior. No action is required.

**Related links**

[Activating SSH from Utility Services](#) on page 53

# Appendix A: System Platform to Appliance Virtualization Platform migration scenarios

## Appliance Virtualization Platform installation scenarios



---

## Deploying Utility Services and virtual machines when Out of Band Management is enabled

### Before you begin

Install the Solution Deployment Manager client on your computer.

### Procedure

1. Connect the computer to the public network with access to the Appliance Virtualization Platform Management Network IP address that you configured in the kick start generator file.
2. Using the Solution Deployment Manager client, create a location.
3. In the location that you created, create a host of Appliance Virtualization Platform by using the Management Network IP address of Appliance Virtualization Platform.
4. Ensure that Utility Services OVA is saved in the sub-folder in the `Default_Artifacts` directory during the Solution Deployment Manager client installation.

You can save all OVA files of virtual machines that you want to deploy.

5. Create a new virtual machine in the host that you created in Step 3.
6. To set the OVA software library, select the complete path to the `Default_Artifacts` directory.

In the Configuration Parameters section, the page displays parameters that are specific to Utility Services.

7. Fill in the Utility Services parameters.

Provide the IP address that you want to allocate to Communication Manager.

If Out of Band Management is enabled, provide information in the Out of Band Management-related fields. If Out of Band Management is disabled, leave the fields blank.

8. Deploy Utility Services, and wait for the virtual machine to deploy successfully.
9. Deploy all other virtual machines in the solution one after the other.
10. Validate the system.

### Related links

[Enabling IP forwarding using Services Port VM for Utility Services](#) on page 42

---

## Deploying Utility Services and virtual machines on the services port

### Before you begin

- Download the Solution Deployment Manager client from the PLDS website.

The DVD version must use the public IP address on Appliance Virtualization Platform.

- Install the Solution Deployment Manager client on your computer.

## Procedure

1. Using the Solution Deployment Manager client, create a location.
2. To connect the computer to the services port on the server, configure the following:
  - **IP address:** 192.168.13.5
  - **Netmask:** 255.255.255.248
  - **Gateway:** 192.168.13.6

On the Solution Deployment Manager client, in the Appliance Virtualization Platform host, provide the IP address 192.168.13.6.

3. In the location that you created, create a host of Appliance Virtualization Platform by using the Management Network IP address of Appliance Virtualization Platform.
4. Ensure that Utility Services OVA is saved in the sub-folder in the `Default_Artifacts` directory during the Solution Deployment Manager client installation.

You can save all OVA files of virtual machines that you want to deploy.

5. Create a new virtual machine in the host that you created in Step 3.
6. To set the OVA software library, select the complete path to the `Default_Artifacts` directory.

In the Configuration Parameters section, the page displays parameters that are specific to Utility Services.

7. Enter the IP address details for Utility Services, deploy Utility Services, and wait for the virtual machine to deploy successfully.
8. Change the Utility Services configuration parameters to the following:
  - **IP address:** 192.11.13.5
  - **Netmask:** 255.255.255.252
  - **Gateway:** 192.168.13.6

On the Solution Deployment Manager client, in the Appliance Virtualization Platform host, leave the IP address as 192.168.13.6.

9. Ensure that the IP forwarding feature is enabled on Utility Services.
10. Deploy all other virtual machines in the solution one after the other.
11. **(Optional)** During the deployment, if the sanity check fails, verify the host network configuration.

The deployment might be successful, however, sanity check can fail due to a bad network connection.

12. Validate the system.



**Related links**

[Enabling IP forwarding using Services Port VM for Utility Services](#) on page 42

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