



Avaya Diagnostic Server 3.0 – Release Notes

Introduction

This document provides late-breaking support information to supplement other Avaya Diagnostic Server 3.0 documentation. For updated documentation, product support notices, and service pack information, go to the Avaya Support website at <http://support.avaya.com>.

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Installation

Product releases

Avaya Diagnostic Server Release 3.0 includes the following product releases:

- Avaya Diagnostic Server 3.0
 - SAL Gateway 3.0
 - SLA Mon 3.0
- SAL Policy Manager with SSH Proxy 3.0

Installing the release

To install Avaya Diagnostic Server 3.0 or upgrade to Avaya Diagnostic Server 3.0, follow the instructions in *Deploying Avaya Diagnostic Server 3.0*.

To install SAL Policy Manager with SSH Proxy 3.0, follow the instructions in *Deploying SAL Policy Manager with SSH Proxy*.

The documents are available on the Avaya Support website at <https://support.avaya.com/ads>.

As described in the *Post installation customer responsibilities* section of the *Deploying Avaya Diagnostic Server 3.0* document, the customer is responsible for:

- Applying any operating system patches whenever new packages are available from OS vendor that contain bug fixes or resolutions to security issues.
- Upgrading or applying patches from third party vendor that contains bug fixes or resolutions to security issues.



- Upgrading or applying patches/service packs from Avaya that contains bug fixes or resolutions to security issues.

Best practices

- 1) If you are upgrading existing SAL Gateway to Release 3.0 release, ensure that the Avaya URLs mentioned in *Avaya Diagnostic Server 3.0 Port Matrix* have connectivity from SAL Gateway.
 - a. SAL Gateway 3.0 cannot work with the "sl1.sal.avaya.com" URL for Remote Server. If the previous version of SAL Gateway is configured to use "sl1.sal.avaya.com", then upgrading to SAL Gateway 3.0 will change this URL to "remote.sal.avaya.com".
- 2) Taking a configuration backup of the installed Avaya Diagnostic Server version using the application's backup utility before performing any upgrade tasks is a best practice.
- 3) If the model associated with an imported device supports multiple products, the device is added to SAL Gateway with the default product for that model. For example, if the model assigned to the device is CM_Media_Server_<version>, this model supports more than one product. When imported, the device is added as CM Media Server, which is the default product for the model. After the import operation, you must therefore edit the configuration of such managed devices to select the correct product.

What's new in this release

The following is the list of new features that were added to the Avaya Diagnostic Server components in this release:

Feature	Avaya Diagnostic Server component	Description
Import and Export Managed Devices	SAL Gateway	<p>These features provide you the following capabilities:</p> <ul style="list-style-type: none">• Export the managed devices added on SAL Gateway to a .csv file.• Import managed devices from a .csv file to SAL Gateway. <p>The export functionality is supported on SAL Gateway 2.x onwards. You can import device data exported from SAL Gateway 2.x or later to SAL Gateway 3.0 or later.</p>
Enhanced web interface	SAL Gateway	The SAL Gateway user interface is enhanced for ease of use and better navigation.
Increase in the number of supported managed devices	SAL Gateway	The maximum managed devices supported in SAL Gateway are increased to 1000.
Remote Access Policies and Permissions	SAL Policy Manager with SSH Proxy	<p>When you install SAL Policy Manager with SSH Proxy on your network and configure SAL Gateway to use the policies from SAL Policy Manager, you can:</p> <ul style="list-style-type: none">• Control who can remotely access products.• Control when products can be accessed.• Control which products can be remotely accessed.• Control what protocols can be employed to access products remotely.• Terminate any remote access sessions on an on-demand basis.• Confine a remote user to the connected device and prevent host hopping during an SSH remote session.
Remote SSH session monitoring	SAL Policy Manager with SSH Proxy	<ul style="list-style-type: none">• Host containment: You can isolate a remote user to the connected device and prevent host hopping during an SSH remote session.• SSH session logging: You can audit SSH remote sessions initiated by Avaya and BusinessPartner support personnel. The entire SSH session, including commands entered and



Feature	Avaya Diagnostic Server component	Description
		product responses to the commands, is logged for auditing.
Extended Packet Capture (EPC)	SLAMon Agent	Packet capture duration is now extended for 10 minutes. It is configurable in 1 minute intervals with a default of 2 minutes. This feature is supported in Avaya Diagnostic Server 3.0 for agents version 2.5.2 and later.
Support for Avaya J129 IP Phone	SLAMon Agent	Avaya Diagnostic Server 3.0 now supports Avaya J129 IP Phones with agent version 2.5.2 and later. All standard features are supported except certain CLI commands, such as answer call, terminate, and execute bulk call.
Agent support deprecation	SLAMon Server	Avaya Diagnostic Server 3.0 supports agent version 2.0.0 and later. Older agents are no longer supported.
"Select All on Page" function	SLAMon Server	A new "Select All on Page" function has been implemented in every instance where the selection could span multiple pages. This applies to Discovery, Agents, Test Patterns, and Packet Capture tabs.
Export Agents	SLAMon Server	You can now export the agent information in the Agents tab by clicking the new "Export Agents" button. The export is in an Excel file.
Enhanced Access Security Gateway (EASG) Support	SLAMon Server	Avaya Diagnostic Server 3.0 supports secure EASG instead of ASG as in earlier versions.

Fixes

Component/area	Fix description
Tomcat upgrade for SAL Gateway and SLA Mon™ server	Fixes several vulnerabilities that were in the earlier version of Tomcat.
General	Provides software enhancements for stability improvement.

Known issues and resolutions

Issue	Resolution
Sometimes If you add a managed device to SAL Gateway, the "Remote Connectivity" option is not selected by default for that device.	While adding a device, ensure that you select the checkbox for "Remote Connectivity" option for that device.
When someone views syslogs, SAL Remote Access Debug Logs from the SAL Gateway UI, it shows the wrong year in logs in tabular format.	You can view logs from CLI.
The existing Policy Server rules associated with Avaya Diagnostic Server 2.5 cannot be exported.	No fix planned. Customers must install the new Policy Manager shipped along with Avaya Diagnostic Server 3.0. All policies must be recreated manually.
Avaya Diagnostic Server 3.0 SAL Gateway cannot work with an old Policy Server.	No fix planned, Customers must ensure that there is no hybrid deployment. Avaya Diagnostic Server 3.0 SAL Gateway works only with Avaya Diagnostic Server 3.0 Policy manager.



Issue	Resolution
Sometimes If you add a managed device to SAL Gateway, error message displayed on message area of GatewayUI	This error can be ignored, device can be added to SAL Gateway with this error message.

Appendix

- 1) The [Compatibility Matrix](#), which contains the supported list of phone/firmware for SLAMon-3.0.

The following phones/firmwares are not supported with SALMon-3.0 (ADS-3.0):

Avaya product	Models	Unsupported FW versions for ADS3.0	Unsupported Agent versions for ADS3.0
Avaya IP Deskphones 9600 Series H.323 – 96x0	9610	3.1.5	1.3.1
	9620	3.2, 3.2.1, 3.2.2	1.6.1
	9630	3.2, 3.2.1, 3.2.2	1.6.1
	9640	3.2, 3.2.1, 3.2.2	1.6.1
	9650	3.2, 3.2.1, 3.2.2	1.6.1
	9670	3.2, 3.2.1, 3.2.2	1.6.1
Avaya IP Deskphones 9600 Series H.323 – 96x1	9608	6.4	1.6.5
	9611	6.4	1.6.5
	9621	6.4	1.6.5
	9641	6.4	1.6.5
Avaya IP Deskphones 9600 Series SIP – 96x1	9608	6.2.2, 6.3.1, 6.4	1.6.2, 1.6.5
	9611	6.2.2, 6.3.1, 6.4	1.6.2, 1.6.5
	9621	6.2.2, 6.3.1, 6.4	1.6.2, 1.6.5
	9641	6.2.2, 6.3.1, 6.4	1.6.2, 1.6.5
	9601	6.3.1, 6.4	1.6.2, 1.6.5

- 2) Ensure that you have latest available update of JRE 1.7 or 1.8 on your machine.

Contacting support

Contact Support Checklist

If you are having trouble with Avaya Diagnostic Server, you should:

1. Retry the action. Carefully follow the instructions in written or online documentation.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.

If you continue to have a problem, log on to the Avaya Technical Support website <http://support.avaya.com> to:

1. Use the online service request system to create a service request.



2. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

If you have difficulty reaching Avaya Technical Support through the above URL, please go to <http://www.avaya.com> for further information.

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya Web site.

Contact Support Tasks

You might be asked to email one or more files to Technical Support for analysis of your application and its environment.