



# **Using the Solution Deployment Manager client**

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# Chapter 1: Solution Deployment Manager client overview

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## 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.

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

Use the Solution Deployment Manager client to:

- Deploy System Manager and Avaya Aura<sup>®</sup> applications on Avaya appliances and Virtualized Environment.
- Upgrade System Platform-based System Manager.
- Upgrade Virtualized Environment-based System Manager from Release 7.0.x to Release 7.1 and later.
- Install System Manager software patches, service packs, and feature packs.
- Configure Remote Syslog Profile.
- Create Appliance Virtualization Platform Kickstart file.
- Install Appliance Virtualization Platform patches.
- Restart and shutdown the Appliance Virtualization Platform host.
- Start, stop, and restart a virtual machine.
- Change the footprint of Avaya Aura<sup>®</sup> applications that support dynamic resizing. For example, Session Manager and Avaya Breeze<sup>™</sup>.

 **Note:**

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

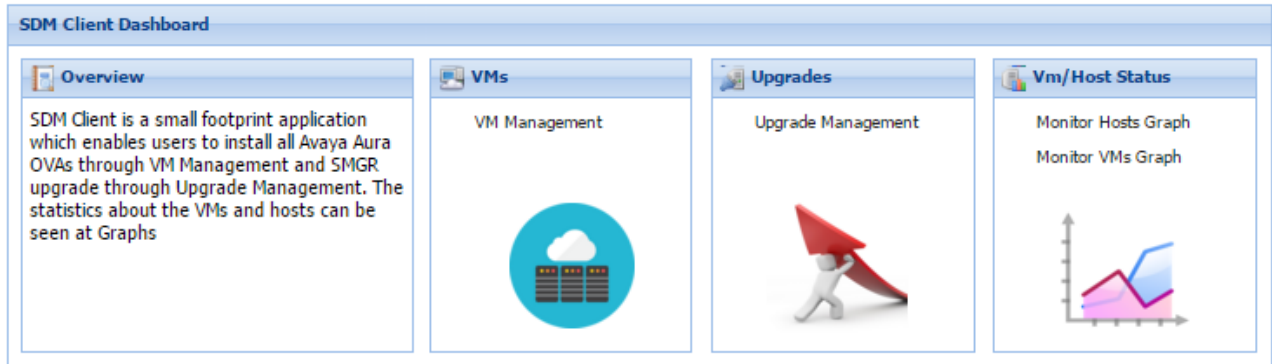


Figure 1: Solution Deployment Manager client dashboard

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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, 64-bit Professional or Enterprise
  - Windows 8.1, 64-bit Professional or Enterprise
  - Windows 10, 64-bit Professional or Enterprise
- Supports the same web browsers as System Manager.
- Provides the user interface with similar look and feel as the central Solution Deployment Manager in System Manager.
- Supports deploying the System Manager OVA. The Solution Deployment Manager client is the only option to deploy System Manager.
- Supports the 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, reset virtual machines, and establishing trust for virtual machines.
- Deploys the Avaya Aura® applications that can be deployed from the central Solution Deployment Manager for Avaya Aura® Virtualized Appliance and customer Virtualized Environment. You can deploy one application at a time.

**\* Note:**

- System Manager must be on the same or higher release than the application you are upgrading to. For example, you must upgrade System Manager to 7.1.3.2 before you upgrade Communication Manager to 7.1.3.2.

All the applications that are supported by System Manager do not follow the general Avaya Aura® Release numbering schema. Therefore, for the version of applications that are supported by System Manager, see Avaya Aura® Release Notes on the Avaya Support website.

- Solution Deployment Manager Client must be on the same or higher release than the OVA you are deploying. For example, if you are deploying Communication Manager 7.1.3 OVA, Solution Deployment Manager Client version must be on Release 7.1.3, 7.1.3.1, 7.1.3.2, or 8.0. Solution Deployment Manager Client cannot be on Release 7.1.
- 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 network parameters, such as, IP Address, Netmask, Gateway, DNS, and NTP on Appliance Virtualization Platform.
- Supports installing patches for the hypervisor on Appliance Virtualization Platform.
- Supports installing software patches, service packs, and feature packs only for System Manager.

**\* Note:**

To install the patch on System Manager, Solution Deployment Manager Client must be on the same or higher release as the patch. For example, if you are deploying the patch for System Manager Release 7.1.1, you must use Solution Deployment Manager Client Release 7.1.1 or higher.

However, to install the patch on System Manager Release 7.0.x, Solution Deployment Manager Client must be on Release 7.0.x.

Avaya Aura® applications use centralized Solution Deployment Manager from System Manager to install software patches, service packs, and feature packs. The applications that cannot be patched from centralized Solution Deployment Manager, use the application Command Line Interface or web console.

For more information about supported releases and patching information, see Avaya Aura® Release Notes on the Avaya Support website.

- Configures Remote Syslog Profile.
- Creates the Appliance Virtualization Platform Kickstart file.

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## Supported Avaya Aura® Release 7.1.3 applications

With the Solution Deployment Manager client, you can deploy the following applications:

- Utility Services 7.1.3
- System Manager 7.1.3
- Session Manager 7.1.3
- Branch Session Manager 7.1.3
- Communication Manager 7.1.3
- Application Enablement Services 7.1.3
- WebLM 7.1.3
- Avaya Breeze™ 3.3.x with Presence Services
- SAL 3.0
- Communication Manager Messaging 7.0
- Avaya Aura® Messaging 7.0
- Avaya Aura® Device Services 7.1.2
- Avaya Aura® Media Server 7.8
- Avaya Equinox 9.1
- Avaya Proactive Contact 5.1.2

For more information about installing Avaya Proactive Contact and administering Appliance Virtualization Platform with Avaya Proactive Contact, see the Avaya Proactive Contact documentation.

# Chapter 2: Installing the Solution Deployment Manager client

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## Installing the Solution Deployment Manager client

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### Prerequisites

1. If an earlier version of the Solution Deployment Manager client is running on the computer, remove the older version from **Control Panel > Programs > Programs and Features**.  
For information about uninstalling the Solution Deployment Manager client, see “Uninstalling the Solution Deployment Manager client”.
2. Ensure that Windows 7, Windows 8.1 64-bit, or Windows 10 64-bit 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.
3. Ensure that at least 5 GB of disk space is available at the location where you want to install the client. To deploy applications, you must have additional 15 GB of disk space on your system.  
**+ Tip:**  
Using the Windows file explorer, click **Computer**, and verify that the Hard Disk Drives section displays the available disk space.
4. 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**.
5. 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.
6. Ensure that ports support Avaya Aura® 7.1.3 supported browsers.
7. Close all applications that are running on your computer.

8. 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 the **Advanced** tab, and click **Environment Variables**.
  - c. Verify the system variables.
9. Ensure that the computer on which the Solution Deployment Manager client is running is connected to the network.

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

## Port utilization

System Manager 7.1.3 Port Matrix lists all the ports and protocols that System Manager uses. Avaya Direct, Business Partners, and customers can find the port matrix document at <http://support.avaya.com/security>. On the webpage, select the Avaya Product Port Matrix Documents link, and click the System Manager 7.1.3 Port Matrix document.

You can gain access to the port matrix document only after you log in to the Avaya Support site by using the valid support site credentials.

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## Installing the Solution Deployment Manager client on your computer

### About this task

In Avaya Aura® Virtualized 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.

From Avaya Aura® Appliance Virtualization Platform Release 7.0, Solution Deployment Manager is mandatory to upgrade or deploy the Avaya Aura® applications.

### Procedure

1. Download the Avaya\_SDMClient\_win64\_7.1.3.0.0330162\_32.zip file from the Avaya Support website at <http://support.avaya.com> or from the Avaya PLDS website, at <https://plds.avaya.com/>.
2. On the Avaya Support website, click **Support by Products > Downloads**, and type the product name as **System Manager**, and Release as **7.1.x**.

3. Click the **Avaya Aura® System Manager Release 7.1.x SDM Client Downloads, 7.1.x** link. Save the zip file, and extract to a location on your computer by using the WinZip application.

You can also copy the zip file to your software library directory, for example, `c:/tmp/Aura`.

4. Right click on the executable, and select **Run as administrator** to run the `Avaya_SDMClient_win64_7.1.3.0.0330162_32.exe` file.

The system displays the Avaya Solution Deployment Manager screen.

5. On the Welcome page, click **Next**.
6. On the License Agreement page, read the License Agreement, and if you agree to its terms, click **I accept the terms of the license agreement** and click **Next**.
7. On the Install Location page, perform one of the following:
  - To install the Solution Deployment Manager client in the system-defined folder, leave the default settings, and click **Next**.
  - To specify a different location for installing the Solution Deployment Manager client, click **Choose**, and browse to an empty folder. Click **Next**.

To restore the path of the default directory, click **Restore Default Folder**.

The default installation directory of the Solution Deployment Manager client is `C:\Program Files\Avaya\AvayaSDMClient`.

8. Click **Next**.
9. On the Pre-Installation Summary page, review the information, and click **Next**.
10. On the User Input 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 default software library of the Solution Deployment Manager client is `C:\Program Files\Avaya\AvayaSDMClient\Default_Artifacts`.

You can save the artifacts in the specified directory.

- c. In **Data Port No**, select the appropriate data port.
 

The default data port is 1527. The data port range is from 1527 through 1627.
- d. In **Application Port No**, select the appropriate application port.
 

The default application port is 443. If this port is already in use by any of your application on your system, then the system does not allow you to continue the installation. You must assign a different port number from the defined range. The application port range is from 443 through 543.

**\* Note:**

After installing the Solution Deployment Manager client in the defined range of ports, you cannot change the port after the installation.

e. **(Optional)** Click **Reset All to Default**.

11. Click **Next**.


12. On the Summary and Validation page, 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.

13. Click **Install**.

14. To exit the installer, on the Install Complete page, click **Done**.

The installer creates a shortcut on the desktop.

15. To start the client, click the Solution Deployment Manager client icon, .

### Next steps

- Configure the laptop to get connected to the services port if you are using the services port to install.
- Connect the Solution Deployment Manager client to Appliance Virtualization Platform through the customer network or services port.

For information about “Methods to connect the Solution Deployment Manager client to Appliance Virtualization Platform”, see *Using the Solution Deployment Manager client*.

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## Solution Deployment Manager Client logs

The default location of the Solution Deployment Manager client logs is `C:\Program Files\Avaya\AvayaSDMClient\apache-tomcat-8.0.18\logs`. If you change the Solution Deployment Manager client installation directory at the time of deployment, the logs will be at `<Path of the SDM Client Installation directory>\apache-tomcat-8.0.18\logs`.

If you face any issues, zip and copy the `logs` folder to remote server and share the file with Avaya Support Team.



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## Methods to connect the Solution Deployment Manager client to Appliance Virtualization Platform

You can connect the Solution Deployment Manager client to the Appliance Virtualization Platform server through:

- The customer network: When connected through the customer network, the Solution Deployment Manager client can support multiple locations and hosts with unique IP address per host.

You must have an IP address on the customer network after the installing the Solution Deployment Manager client.

- The services port on the Appliance Virtualization Platform server: To enable the Solution Deployment Manager client to communicate with the services port of Appliance Virtualization Platform, technician computer must be set to:
  - IP address: 192.168.13.5
  - Netmask: 255.255.255.248
  - Gateway: 192.168.13.1

When connecting through the services port, the Solution Deployment Manager client supports one location and one Appliance Virtualization Platform host. The host IP address is 192.168.13.6 when using the client through the services port.

When using the Solution Deployment Manager client through the services port, after you complete deploying OVAs on a host, remove the host from the Solution Deployment Manager client.

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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:

- On your computer, click **Start > All Programs > Avaya**, and click **SDM Client > Avaya SDM Client**.
- On your desktop, click .

## Checklist for Appliance Virtualization Platform initial installation using the Solution Deployment Manager client

No.	Task	Link/Notes	✓
1	<p>Download the Solution Deployment Manager client and install the client on your computer.</p> <p>Get the Appliance Virtualization Platform 7.1 on a DVD, generate the kickstart (<code>7.1ks.cfg</code>) file from the Solution Deployment Manager client, and save the <code>7.1ks.cfg</code> file in a USB stick.</p>	-	
2	<p>Install the Appliance Virtualization Platform 7.1 software on the server.</p> <ul style="list-style-type: none"> <li>• Determine if Appliance Virtualization Platform is preinstalled.</li> <li>• If not already installed, install the Appliance Virtualization Platform 7.1 software.</li> </ul>		
3	<p>Ensure that the computer is connected to the services port of the Appliance Virtualization Platform host.</p>	<p>On your computer, set the following network parameters:</p> <ul style="list-style-type: none"> <li>• IP address: 192.168.13.5</li> <li>• Subnetmask: 255.255.255.248</li> <li>• Default Gateway: 192.168.13.1</li> </ul>	
4	<p>Using the SSH client, log in to the Appliance Virtualization Platform server with 192.168.13.6 as admin.</p> <ul style="list-style-type: none"> <li>• For Appliance Virtualization Platform preinstalled on the common server, change the default password.</li> <li>• Accept the end user license agreement.</li> <li>• Enable EASG.</li> <li>• If preinstalled, using the Solution Deployment Manager client, change Appliance Virtualization Platform IP address through CLI to the customer-provided IP address.</li> </ul>	<p>You must add the host only after accepting the EULA.</p>	
5	<p>Start the Solution Deployment Manager client that is connected to services port, and click <b>VM Management</b>.</p> <ol style="list-style-type: none"> <li>1. Add a location.</li> </ol>	-	

*Table continues...*

Checklist for Appliance Virtualization Platform initial installation using the Solution Deployment Manager client

No.	Task	Link/Notes	✓
	<p>2. Add the Appliance Virtualization Platform host. If you connect the Solution Deployment Manager client to the host through:</p> <ul style="list-style-type: none"> <li>• The services port, the IP address of the host is 192.168.13.6</li> <li>• The customer network, the host will be the IP address assigned through the <code>7.1ks.cfg</code> file.</li> </ul> <p>3. Do one of the following:</p> <ul style="list-style-type: none"> <li>• Install the available Appliance Virtualization Platform patch or service pack.</li> </ul> <p>For more information, see “Upgrading the Appliance Virtualization Platform patch from the Solution Deployment Manager client”.</p> <ul style="list-style-type: none"> <li>• If available in 7.1, using the Solution Deployment Manager client, change IP address for preinstalled Appliance Virtualization Platform server.</li> </ul> <p>4. Add a new virtual machine for the Utility Services OVA as required per host.</p> <p>5. Close the Solution Deployment Manager client.</p>		
6	<ul style="list-style-type: none"> <li>• On your computer, set the following network parameters: <ul style="list-style-type: none"> <li>- IP address: 192.11.13.5</li> <li>- Subnetmask: 255.255.255.252</li> <li>- Default gateway: 192.11.13.6</li> </ul> </li> <li>• Using the SSH client, login to Utility Services with 192.11.13.6.</li> <li>• On Utility Services, run <code>swversion</code> and <code>cat /etc/hosts</code> commands.</li> <li>• If you have a Utility Services service pack, copy it to the <code>/tmp</code> folder, and install the service pack in the Utility Services shell via command line interface.</li> </ul>		

*Table continues...*

No.	Task	Link/Notes	✓
7	Start Solution Deployment Manager Client with IP address 192.11.13.5/30 to install other virtual machines on the Appliance Virtualization Platform host.	-	

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## Supported browsers

You can access the Avaya Aura<sup>®</sup> System Manager web interface on the following browsers:

- Internet Explorer 11.x and later
- Mozilla Firefox 48, 49, and 50

# Chapter 3: Solution Deployment Manager Client Software library

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## Software library on your computer

Solution Deployment Manager Client software library is configured at the time of deploying the Solution Deployment Manager client. The default path of the Solution Deployment Manager client software library is `C:\Program Files\Avaya\AvayaSDMClient\Default_Artifacts` on your computer. Use the `Default_Artifacts` directory to save the OVA and patch files. The files that you store in the `Default_Artifacts` directory, can be viewed in the **SW Library** field on Solution Deployment Manager while deploying or upgrading an application.

You can copy the following files to the `Default_Artifacts` directory created during the Solution Deployment Manager client installation:

- Avaya Aura<sup>®</sup> application OVA files
- System Manager service packs or feature pack

When you deploy an Avaya Aura<sup>®</sup> application OVA file, you have the options to provide the full path, or browse to your software library, or upload the OVA file. When you install an Appliance Virtualization Platform or System Manager service pack, you must provide the full path to this directory. For example, `C:/Aura/avaya-avap-7.1.x.y.y.y.zip`.

# Chapter 4: Virtual machine management

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## Virtual machine management

The VM Management link from Solution Deployment Manager provides the virtual machine management.

VM Management provides the following capabilities:

- Defines the physical location of Appliance Virtualization Platform or the ESXi host.
- Supports password change and patch installation of the Appliance Virtualization Platform host. Restart, shutdown, and certificate validation of Appliance Virtualization Platform and ESXi hosts. Also, enables and disables SSH on the host.
- Manages lifecycle of the OVA applications that are deployed on the ESXi host. The lifecycle includes start, stop, reset virtual machines, and establishing trust for virtual machines.
- Deploys Avaya Aura® application OVAs on customer-provided Virtualized Environment and Avaya Aura® Virtualized Appliance environments.
- Removes the Avaya Aura® application OVAs that are deployed on a virtual machine.
- Configures application and networking parameters required for application deployments.
- Supports flexible footprint definition based on capacity required for the deployment of the Avaya Aura® application OVA.

You can deploy the OVA file on the host by using the System Manager Solution Deployment Manager or the Solution Deployment Manager client.

### Related links

[Certification validation](#) on page 106

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## Managing the location

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### Viewing a location

#### Procedure

1. On the desktop, click the SDM icon () , and then click **VM Management**.

2. Click the Locations tab.

The Locations section lists all locations.


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## Adding a location

### About this task

You can define the physical location of the host and configure the location specific information. You can update the information later.

### Procedure

1. On the desktop, click the SDM icon () , and then click **VM Management**.
2. On the Location tab, in the Locations section, click **New**.
3. In the New Location section, perform the following:
  - a. In the Required Location Information section, type the location information.
  - b. In the Optional Location Information section, type the network parameters for the virtual machine.
4. Click **Save**.

The system displays the new location in the VM Management Tree section.


### Related links

[New and Edit location field descriptions](#) on page 29

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## Editing the location

### Procedure


1. On the desktop, click the SDM icon () , and then click **VM Management**.
2. On the **Location** tab, in the Locations section, select a location that you want to edit.
3. Click **Edit**.
4. In the Edit Location section, make the required changes.
5. Click **Save**.

### Related links

[New and Edit location field descriptions](#) on page 29

## Deleting a location

### Procedure

1. On the desktop, click the SDM icon () , and then click **VM Management**.
2. On the Location tab, in the Locations section, select one or more locations that you want to delete.
3. Click **Delete**.
4. On the Delete confirmation dialog box, click **Yes**.

The system does not delete the virtual machines that are running on the host, and moves the host to **Unknown location host mapping > Unknown location**.

## VM Management field descriptions

### Locations

Name	Description
Location Name	The location name.
City	The city where the host is located.
Country	The country where the host is located.





Button	Description
New	Displays the New Location section where you can provide the details of the location that you want to add.
Edit	Displays the Edit Location section where you can change the details of an existing location.
Delete	Deletes the locations that you select.  The system moves the hosts associated with the deleted locations to unknown location.

### Hosts

Name	Description
Host Name	The name of the host.
Host IP	The IP address of the host.
Host FQDN	FQDN of the host.
IPv6	The IPv6 address of the host.

*Table continues...*



Name	Description
	If the IP address of the ESXi host is an IPv4 address, the column does not display any value.
<b>vCenter FQDN</b>	FQDN of vCentre.
<b>Current Action</b>	The operation that is currently being performed on the host.
<b>Last Action</b>	The last completed operation on the host.
<b>License Status</b>	The status of the license.
<b>Host Version</b>	The host version.
<b>Offer Type</b>	The host type. The options are: <ul style="list-style-type: none"> <li>• <b>AVP</b>: Appliance Virtualization Platform host</li> <li>• <b>Customer VE</b>: customer-provided VMware ESXi host</li> </ul>
<b>SSH Status</b>	The SSH service status. The values are enabled and disabled.
<b>Host Certificate</b>	The certificate status of the Appliance Virtualization Platform host. The values are: <ul style="list-style-type: none"> <li>• : The certificate is added in Solution Deployment Manager and correct.</li> <li>• : The certificate is not accepted or invalid.</li> </ul> You can click <b>View</b> for details of the certificate status.
<b>vCenter Certificate</b>	The certificate status of the ESXi host. The values are: <ul style="list-style-type: none"> <li>• : The certificate is correct.</li> </ul> The system enables all the options in <b>More Actions</b> that apply to VMware ESXi host. <ul style="list-style-type: none"> <li>• : The certificate is not accepted or invalid.</li> </ul> You can click <b>View</b> for details of the certificate status.

 **Note:**


Depending on the Appliance Virtualization Platform host and vCenter certificate status, the system enables the options in **More Actions**.

Button	Description
<b>Auto Refresh</b>	The option to automatically refresh the page with the latest changes. For example, the page updates: <ul style="list-style-type: none"> <li>• The VM state when a virtual machine changes</li> <li>• The license status or certificate status of host when host changes</li> </ul> The system refreshes the data every minute.

*Table continues...*

Button	Description
<b>Add</b>	Displays the New Host section where you can provide the details of the host that you want to add.
<b>Edit</b>	Displays the Host Information section where you can change the details of an existing host.
<b>Remove</b>	Removes the hosts that you select only from the Solution Deployment Manager client.  The system moves the hosts associated with the deleted locations to unknown location.
<b>Change Network Params &gt; Change Host IP Settings</b>	Displays the Host Network/IP Settings section where you can change the host IP settings for the Appliance Virtualization Platform host.
<b>Change Network Params &gt; Change Network Settings</b>	Displays the Host Network Setting section where you can change the network settings for the Appliance Virtualization Platform host.
<b>Refresh</b>	Refreshes the status of the hosts.
<b>More Actions &gt; AVP Update/Upgrade Management</b>	Displays the Update host page where you can provide the Appliance Virtualization Platform patch file for updating the Appliance Virtualization Platform host.
<b>More Actions &gt; Change Password</b>	Displays the Change Password section where you can change the password for the Appliance Virtualization Platform host.
<b>More Actions &gt; SSH &gt; Enable SSH</b>	Enables SSH for the Appliance Virtualization Platform host.  When SSH for the Appliance Virtualization Platform host is enabled, the system displays <code>SSH enabled successfully</code> .
<b>More Actions &gt; SSH &gt; Disable SSH</b>	Disables SSH on the Appliance Virtualization Platform host.  When SSH for Appliance Virtualization Platform is disabled, the system displays <code>Disabling SSH for AVP host with &lt;IP address&gt; &lt;FQDN&gt;, &lt;username&gt;</code> .
<b>More Actions &gt; Syslog config &gt; Push</b>	Displays the Push Syslog Configuration section where you can push the syslog configuration on the virtual machine host. Also Syslog is only for Appliance Virtualization Platform. You can select multiple Hosts and Push syslog configuration on selected hosts.
<b>More Actions &gt; Syslog config &gt; View</b>	Displays the View Syslog Configuration section where you can view syslog profiles of selected the Appliance Virtualization Platform host.

*Table continues...*

Button	Description
<b>More Actions &gt; Syslog config &gt; Delete</b>	Displays the Delete Syslog Configuration section where you can select and delete configured syslog profiles.
<b>More Actions &gt; Lifecycle Actions &gt; Host Restart</b>	Restarts the host and virtual machines that are running on the Appliance Virtualization Platform host.
<b>More Actions &gt; Lifecycle Actions &gt; Host Shutdown</b>	Shuts down the host and virtual machines that are running on the Appliance Virtualization Platform host.
<b>More Actions &gt; AVP Cert. Management &gt; Generate/Accept Certificate</b>	<p>Displays the Certificate dialog box where you can manage certificates for the host.</p> <p>Depending on the host type, the options are:</p> <ul style="list-style-type: none"> <li>• <b>Generate Certificate:</b> To generate certificate for Appliance Virtualization Platform host only.</li> <li>• <b>Accept Certificate:</b> To accept a valid certificate for the host or vCenter.</li> <li>• <b>Decline Certificate:</b> To decline the certificate for Appliance Virtualization Platform host only. You must regenerate the certificate and accept if you decline a host certificate.</li> </ul>
<b>More Actions &gt; AVP Cert. Management &gt; Manage Certificate</b>	Displays the Load Certificate dialog box from where you can view/generate certificates for Appliance Virtualization Platform hosts, and download them. You can also upload and push third-party signed certificates to the selected host.
<b>More Actions &gt; AVP Cert. Management &gt; Generic CSR</b>	Displays the Create/Edit CSR dialog box from where you create or edit the generic CSR data.
<b>More Actions &gt; Snapshot Manager</b>	Displays the Snapshot Manager dialog box from where you can view and delete the virtual machine snapshot.
<b>More Actions &gt; WebLM Configuration</b>	Displays the WebLM Configuration dialog box from where you configure WebLM Server for an Appliance Virtualization Platform host.
<b>More Actions &gt; Set Login Banner</b>	<p>Displays the Message of the Day dialog box from where you can push the login banner text to the selected host.</p> <p> <b>Note:</b></p> <p>This feature is only available in System Manager Solution Deployment Manager. Solution Deployment Manager Client does not support <b>Set Login Banner</b>.</p>

## Virtual Machines

Name	Description
<b>VM Name</b>	The name of the virtual machine.
<b>VM IP</b>	The IP address of the virtual machine.
<b>VM FQDN</b>	FQDN of the virtual machine.
<b>VM IPv6</b>	The IPv6 address of the virtual machine, if any.
<b>VM App Name</b>	The name of the application virtual machine . For example, Session Manager.
<b>VM App Version</b>	The version of the application virtual machine. For example, 7.1.
<b>VM State</b>	The state of the virtual machine. The states are <b>Started</b> and <b>Stopped</b> .
<b>Current Action Status</b>	<p>The status of the current operation. The statuses are:</p> <ul style="list-style-type: none"> <li>• <b>Deploying</b></li> <li>• <b>Starting</b></li> <li>• <b>Stopping</b></li> </ul> <p>The <b>Status Details</b> link provides the details of the operation in progress.</p>
<b>Last Action</b>	The last action performed on the virtual machine.
<b>Host Name</b>	The hostname of the VMware host or Appliance Virtualization Platform host on which the virtual machine resides.
<b>Trust Status</b>	<p>The status of the connection between System Manager and the virtual machine.</p> <p>The status can be <b>Success</b> or <b>Failed</b>.</p> <p>When the connection between System Manager and the virtual machine establishes, <b>Trust Status</b> changes to <b>Success</b>.</p> <p>Only when the trust status is <b>Success</b>, you can perform other operations.</p>
<b>Data Store</b>	The data store name.

Button	Description
<b>New</b>	Displays the VM Deployment section where you can provide the host and deploy an application.
<b>Edit</b>	Displays the VM Deployment section where you can change the details of a virtual machine.

*Table continues...*

Button	Description
<b>Delete</b>	Turns off the virtual machines and deletes the selected virtual machine from host and Solution Deployment Manager Client.
<b>Start</b>	Starts the selected virtual machines.
<b>Stop</b>	Stops the selected virtual machines.
<b>Show Selected</b>	Displays only the selected virtual machines.
<b>More Actions &gt; Restart</b>	Starts the selected virtual machines that were stopped earlier.
<b>More Actions &gt; Refresh VM</b>	Updates the status of the virtual machines.
<b>More Actions &gt; Update VM</b>	Displays the System Manager VM section where you can install the software patches and service packs for System Manager virtual machine.
<b>More Actions &gt; Installed Patches</b>	Refreshes and displays the latest information of the software patch.
<b>More Actions &gt; Re-establish connection</b>	Establishes the connection between System Manager and the virtual machine.  When the connection between System Manager and the virtual machine establishes, the <b>Trust Status</b> changes to <b>Success</b> .
<b>More Actions &gt; Update Static Routing</b>	Displays the VM Update Static Routing section where you can update the IP address of Utility Services for static routing.
<b>More Actions &gt; Syslog config &gt; Push</b>	Displays the Push Syslog Configuration section where you can push the syslog configuration on the selected virtual machine.
<b>More Actions &gt; Syslog config &gt; View</b>	Displays the View Syslog Configuration section where you can view all configured syslog profiles.
<b>More Actions &gt; Syslog config &gt; Delete</b>	Displays the Delete Syslog Configuration section where you can select and delete configured syslog profiles.

## New and Edit location field descriptions

### Required Location Information

Name	Description
<b>Name</b>	The location name.
<b>Avaya Sold-To #</b>	The customer contact number. Administrators use the field to check entitlements.
<b>Address</b>	The address where the host is located.

*Table continues...*

Name	Description
<b>City</b>	The city where the host is located.
<b>State/Province/Region</b>	The state, province, or region where the host is located.
<b>Zip/Postal Code</b>	The zip code of the host location.
<b>Country</b>	The country where the host is located.

### Optional Location Information

Name	Description
<b>Default Gateway</b>	The IP address of the virtual machine gateway. For example, 172.16.1.1.
<b>DNS Search List</b>	The search list of domain names.
<b>DNS Server 1</b>	The DNS IP address of the primary virtual machine. For example, 172.16.1.2.
<b>DNS Server 2</b>	The DNS IP address of the secondary virtual machine. For example, 172.16.1.4.
<b>NetMask</b>	The subnetwork mask of the virtual machine.
<b>NTP Server</b>	The IP address or FQDN of the NTP server. Separate the IP addresses with commas (,).

Button	Description
<b>Save</b>	Saves the location information and returns to the Locations section.
<b>Edit</b>	Updates the location information and returns to the Locations section.
<b>Delete</b>	Deletes the location information, and moves the host to the Unknown location section.
<b>Cancel</b>	Cancel the add or edit operations, and returns to the Locations section.

# Chapter 5: Managing the host

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## Adding an Appliance Virtualization Platform or ESXi host

### About this task

Use the procedure to add an Appliance Virtualization Platform or ESXi host. You can associate an ESXi host with an existing location.

If you are adding an standalone ESXi host to System Manager Solution Deployment Manager or to the Solution Deployment Manager client, add the standalone ESXi host using its FQDN only.


Solution Deployment Manager only supports the Avaya Aura<sup>®</sup> Appliance Virtualization Platform and VMware ESXi hosts. If you try to add a host other than the Appliance Virtualization Platform and VMware ESXi hosts, the system displays the following error message:

```
Retrieving host certificate info is failed: Unable to communicate with host. Connection timed out: connect. Solution Deployment Manager only supports host management of VMware-based hosts and Avaya Appliance Virtualization Platform (AVP).
```

### Before you begin

A location must be available.

### Procedure

1. On the desktop, click the SDM icon () , and then click **VM Management**.
2. In VM Management Tree, select a location.
3. On the **Hosts** tab, in the Hosts for Selected Location <location name> section, click **Add**.
4. In the New Host section, provide the following:
  - a. Host name, IP address, user name, and password.
  - b. If you are connected through the services port, set the host IP address to 192.168.13.6.
5. Click **Save**.
6. On the Certificate dialog box, click **Accept Certificate**.

The system generates the certificate and adds the Appliance Virtualization Platform host. For the ESXi host, you can only accept the certificate. If the certificate is invalid, to generate certificate, see the VMware documentation.

In the VM Management Tree section, the system displays the new host in the specified location. The system also discovers applications.

### Next steps

1. Under VM Management Tree, establish trust for all the virtual machines that are deployed on the host.
2. Ensure that the system populates the **Application Name** and **Application Version** for each virtual machine.
3. Once you have performed a trust establishment and refresh host operation on all virtual machines, you can perform refresh operation on the host.

### Related links


[New and Edit host field descriptions](#) on page 54

[Generating and accepting certificates](#) on page 107

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## Editing an ESXi host

### Procedure

1. 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 Hosts for Selected Location <location name> section, select an ESXi host that you want to update.
4. Change the ESXi host information.

If you connect the Solution Deployment Manager client to Appliance Virtualization Platform through the services port, the host IP address must be 192.168.13.6.

5. Click **Save**.

The system updates the ESXi host information.

### Related links

[New and Edit host field descriptions](#) on page 54

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## Upgrading Appliance Virtualization Platform from the Solution Deployment Manager client

### About this task

Upgrade Appliance Virtualization Platform from Release 7.0.x or 7.1.x to Release 7.1.3 by using upgrade bundle from the Solution Deployment Manager client or System Manager Solution Deployment Manager.



**\* Note:**

- From System Manager Solution Deployment Manager, you cannot update Appliance Virtualization Platform that hosts this System Manager.
- When you update Appliance Virtualization Platform, the system shuts down all the associated virtual machines and restarts the Appliance Virtualization Platform host. During the update process, the virtual machines will be out of service. Once Appliance Virtualization Platform update is complete, the system restarts the virtual machines.
- If you are upgrading or updating the Appliance Virtualization Platform host, then you must not restart, shutdown, upgrade, or install the patch on the virtual machine that is hosted on the same Appliance Virtualization Platform host.

If you are deploying or upgrading a virtual machine then you must not restart, shutdown, or upgrade the Appliance Virtualization Platform host on which the same virtual machine is hosted.

If you are installing a patch on a virtual machine then you must not restart, shutdown, or upgrade the Appliance Virtualization Platform host on which the same virtual machine is hosted.

- If you are using services port to update or upgrade Appliance Virtualization Platform, connect the system directly with the Appliance Virtualization Platform services port (Gateway 192.168.13.1). If you connect the system using the Utility Services services port (Gateway 192.11.13.6), the Appliance Virtualization Platform update or upgrade fails.


**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.

**\* Note:**

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

**Procedure**

1. On the desktop, click the SDM icon () , and then click **VM Management**.
2. In VM Management Tree, select a location.
3. On the **Hosts** tab, in the Hosts for Selected Location <location name> section, select the Appliance Virtualization Platform host, and click **More Actions > AVP Update/Upgrade Management**.
4. On the Update Host page, click **Select patch from local SDM Client machine**.
5. In **Select patch file**, provide the absolute path to the patch file of the host, and click **Update Host**.

For example, the absolute path on your computer can be `C:\tmp\avp\upgrade-avaya-avp-7.1.2.0.0.xx.zip`.

In the Hosts for Selected Location <location name> section, the system displays the update status in the **Current Action** column.

6. On the AVP Update/Upgrade - Enhanced Access Security Gateway (EASG) User Access page, read the following messages, and do one of the following:

**Enable: (Recommended)**

By enabling Avaya Logins you are granting Avaya access to your system.

This is necessary to maximize the performance and value of your Avaya support entitlements, allowing Avaya to resolve product issues in a timely manner.

In addition to enabling the Avaya Logins, this product should be registered with Avaya and technically onboarded for remote connectivity and alarming. Please see the Avaya support site ([support.avaya.com/registration](http://support.avaya.com/registration)) for additional information for registering products and establishing remote access and alarming.

**Disable:**

By disabling Avaya Logins you are preventing Avaya access to your system.

This is not recommended, as it impacts Avaya's ability to provide support for the product. Unless the customer is well versed in managing the product themselves, Avaya Logins should not be disabled.

- a. To enable EASG, click **Enable EASG**.

Avaya recommends to enable EASG.

You can also enable EASG after deploying or upgrading the application by using the command: **EASGManage --enableEASG**.

- b. To disable EASG, click **Disable EASG**.

7. On the EULA Acceptance page, read the EULA, and do one of the following:

- a. To accept the EULA, click **Accept**.
- b. To decline the EULA, click **Decline**.

8. To view the details, in the **Current Action** column, click **Status Details**.

Host Create/Update 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**

If the virtual machines that were running on the Appliance Virtualization Platform host do not automatically restart, manually restart the machines.

**Related links**

[Update Host field descriptions](#) on page 57

---

# Changing the network parameters for an Appliance Virtualization Platform 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. Therefore, after the IP address changes, close the Solution Deployment Manager client, and restart the client by using the new IP address to reconnect.

## Before you begin

Install the Solution Deployment Manager client on your computer.

## Procedure

1. 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 Hosts for Selected Location <location name> section, select an ESXi host and click **Change Network Params > Change Host IP Settings**.
4. In the Host Network/ IP Settings section, change the IP address, subnetmask, and other parameters as appropriate.

### \* 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.
5. To change the gateway IP address, perform the following:
    - a. Click **Change Gateway**.

The **Gateway** field becomes available for providing the IP address.
    - b. In **Gateway**, change the IP address.
    - c. Click **Save Gateway**.

6. Click **Save**.

The system updates the Appliance Virtualization Platform host information.

#### Related links

[Change Network Parameters field descriptions](#) on page 55

---

## Changing the network settings for an Appliance Virtualization Platform host from Solution Deployment Manager

### 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”.

#### \* Note:

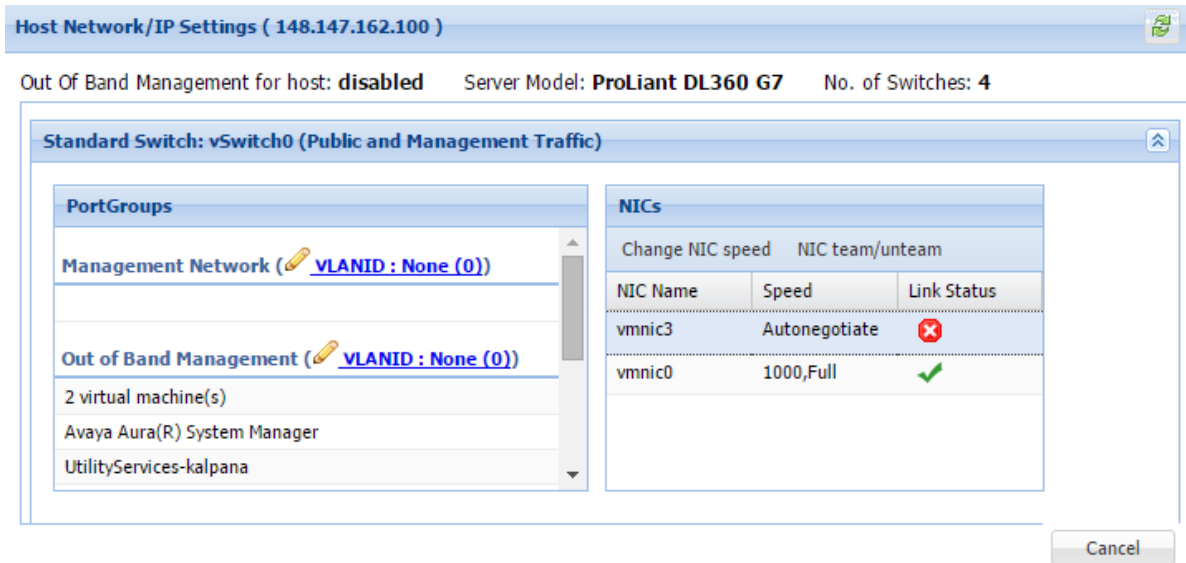
- If you add a host with service port IP address in Solution Deployment Manager and change the IP address of the host to the public IP address by using Host Network/ IP Settings, the system updates the public IP address in the database. Any further operations that you perform on the host fails because public IP address cannot be reached with the service port. To avoid this error, edit the host with the service port IP address again.
- If FQDN of the Appliance Virtualization Platform host is updated by using Host Network/IP setting for domain name, refresh the host to get the FQDN changes reflect in Solution Deployment Manager.

Use this procedure to change network settings, such as changing VLAN ID, NIC speed, and NIC team and unteaming for an Appliance Virtualization Platform host.

### Procedure

1. On the desktop, click the SDM icon () , and then click **VM Management**.
2. In VM Management Tree, select a location.
3. On the Hosts tab, in the Hosts for Selected Location <location name> area, select an Appliance Virtualization Platform host.

4. Click **Change Network params > Change Network Settings**.



The Host Network/ IP Settings page displays the number of switches as 4.

You can configure port groups for the following switches:

- **vSwitch0**, reserved for the Public and Management traffic.
- **vSwitch1**, reserved for services port. You cannot change the values.
- **vSwitch2**, reserved for Out of Band Management.
- **vSwitch3**. No reservations.

5. To change VLAN ID, perform the following:

- a. To expand the Standard Switch: vSwitch<n> section, click .

The section displays the vSwitch details.

- b. Click on the VLANID link or the edit icon ().

The system displays the Port Group Properties page where you can edit the VLAN ID port group property.

- c. In **VLAN ID**, select an ID from the available values.

For more information about the value, see NIC teaming.

- d. Click **OK**.

The system displays the new VLAN ID.

 **Note:**

You can change the services port VLAN ID for S8300D servers only through Solution Deployment Manager.

6. To change the NIC speed, perform the following:
  - a. Ensure that the system displays a vmnic in the **NIC Name** column.
  - b. Click **Change NIC speed**.

The system displays the selected vmnic dialog box.

- c. In **Configured speed, Duplex**, click a value.
- d. Click **OK**.

For more information, see VLAN ID assignment.

The system displays the updated NIC speed in the **Speed** column.

If the NIC is connected, the system displays  in **Link Status**.

 **Note:**

You can change the speed only for common servers. You cannot change the speed for S8300D and S8300E servers.

7. To change the NIC teaming, perform the following:

- a. Select a vmnic.
- b. Click **NIC team/unteam**.

The system displays the Out of Band Management Properties page.

- c. To perform NIC teaming or unteaming, select the vmnic and click **Move Up** or **Move Down** to move the vmnic from **Active Adapters**, **Standby Adapters**, or **Unused Adapters**.

For more information, see NIC teaming modes.

- d. Click **OK**.

The vmnic teams or unteams with **Active Adapters**, **Standby Adapters**, or **Unused Adapters** as required.

- e. To check the status of the vmnic, click **NIC team/ unteam**.

8. To get the latest data on host network IP settings, click **Refresh** .

The system displays the current status of the vmnic.

 **Note:**

You cannot perform NIC teaming for S8300D and S8300E servers.

### Related links

[Host Network / IP Settings field descriptions](#) on page 56


---

# Changing the password for an Appliance Virtualization Platform host

## About this task

You can change the password for the Appliance Virtualization Platform host. This is the password for the administrator that you provide when installing the Appliance Virtualization Platform host.

## Procedure

1. On the desktop, click the SDM icon () , and then click **VM Management**.
2. In VM Management Tree, select a location.
3. On the Hosts tab, in the Hosts for Selected Location <location name> section, select an ESXi host and click **More Actions** > **Change Password**.
4. In the Change Password section, type the current password and the new 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 39

[Change Password field descriptions](#) on page 57

---

## Password policy

The password must meet the following requirements:

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

Examples of invalid passwords:

- 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 of a 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 admin password safe. You need the password while adding the host to Solution Deployment Manager and for troubleshooting.

**Related links**

[Changing the password for an Appliance Virtualization Platform host](#) on page 39

## Generating the Appliance Virtualization Platform kickstart file

**Procedure**

1. On the desktop, click the SDM icon () , and then click **VM Management**.
2. In the lower pane, click **Generate AVP Kickstart**.
3. On **Create AVP Kickstart**, enter the appropriate information, and click **Generate Kickstart File**.

The system prompts you to save the generated kickstart file on your local computer.

**Related links**

[Create AVP Kickstart field descriptions](#) on page 40

## Create AVP Kickstart field descriptions

Name	Description
<b>Choose AVP Version</b>	The field to select the release version of Appliance Virtualization Platform.
<b>Dual Stack Setup (with IPv4 and IPv6)</b>	Enables or disables the fields to provide the IPv6 addresses. The options are: <ul style="list-style-type: none"> <li>• <b>yes</b>: To enable the IPv6 format.</li> <li>• <b>no</b>: To disable the IPv6 format.</li> </ul>
<b>AVP Management IPv4 Address</b>	IPv4 address for the Appliance Virtualization Platform host.
<b>AVP IPv4 Netmask</b>	IPv4 subnet mask for the Appliance Virtualization Platform host.
<b>AVP Gateway IPv4 Address</b>	IPv4 address of the customer default gateway on the network. Must be on the same network as the Host IP address.
<b>AVP Hostname</b>	Hostname for the Appliance Virtualization Platform host. The hostname: <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> </ul>

*Table continues...*



Name	Description
	<ul style="list-style-type: none"> <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>IPv4 NTP server</b>	IPv4 address or FQDN of customer NTP server. Format is x.x.x.x or ntp.mycompany.com
<b>Secondary IPv4 NTP Server</b>	Secondary IPv4 address or FQDN of customer NTP server. Format is x.x.x.x or ntp.mycompany.com.
<b>Main IPv4 DNS Server</b>	Main IPv4 address of customer DNS server. One DNS server entry in each line. Format is x.x.x.x.
<b>Secondary IPv4 DNS server</b>	Secondary IPv4 address of customer DNS server. Format is x.x.x.x. One DNS server entry in each line.
<b>AVP management IPv6 address</b>	IPv6 address for the Appliance Virtualization Platform host.
<b>AVP IPv6 prefix length</b>	IPv6 subnet mask for the Appliance Virtualization Platform host.
<b>AVP gateway IPv6 address</b>	IPv6 address of the customer default gateway on the network. Must be on the same network as the Host IP address.
<b>IPv6 NTP server</b>	IPv6 address or FQDN of customer NTP server.
<b>Secondary IPv6 NTP server</b>	Secondary IPv6 address or FQDN of customer NTP server.
<b>Main IPv6 DNS server</b>	Main IPv6 address of customer DNS server. One DNS server entry in each line.
<b>Secondary IPv6 DNS server</b>	Secondary IPv6 address of customer DNS server. One DNS server entry in each line.
<b>Public vLAN ID (Used on S8300D and E only)</b>	<p>VLAN ID for S8300D and S8300E servers. If the customer does not use VLANs, leave the default value as 1. For any other server type, leave as 1. The range is 1 through 4090.</p> <p>Use <b>Public VLAN ID</b> only on S8300D and S8300E servers.</p>
<b>Out of Band Management Setup</b>	<p>The check box to enable or disable Out of Band Management for Appliance Virtualization Platform. If selected the management port connects to eth2 of the server, and applications can deploy in the Out of Band Management mode.</p> <p>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>
<b>OOBM vLAN ID (Used on S8300D and E only)</b>	<p>Out of Band Management VLAN ID for S8300D. Use <b>OOBM VLAN ID</b> only on the S8300D server.</p> <ul style="list-style-type: none"> <li>• For S8300E, use the front plate port for Out of Band Management</li> </ul>

*Table continues...*

Name	Description
	<ul style="list-style-type: none"> <li>For common server, use eth2 for Out of Band Management.</li> </ul>
<b>AVP Super User Admin Password</b>	<p>Admin password for Appliance Virtualization Platform.</p> <p>The password must contain 8 characters and can include alphanumeric characters and @!\$.</p> <p>You must make a note of the password because you require the password to register to System Manager and the Solution Deployment Manager client.</p>
<b>Confirm Password</b>	Admin password for Appliance Virtualization Platform.
<b>Enable Stricter Password (14 char pass length)</b>	<p>The check box to enable or disable the stricter password.</p> <p>The password must contain 14 characters.</p>
<b>WebLM IP/FQDN</b>	The IP Address or FQDN of WebLM Server.
<b>WebLM Port Number</b>	The port number of WebLM Server. The default port is 52233.

Button	Description
<b>Generate Kickstart File</b>	Generates the Appliance Virtualization Platform kickstart file and the system prompts you to save the file on your local computer.

**Related links**

[Generating the Appliance Virtualization Platform kickstart file](#) on page 40

## Enabling and disabling SSH on Appliance Virtualization Platform from Solution Deployment Manager

**About this task**

For security purpose, SSH access to Appliance Virtualization Platform shuts down in the normal operation. You must enable the SSH service on Appliance Virtualization Platform from Solution Deployment Manager.

You can also enable SSH from Utility Services.

**Procedure**

1. On the desktop, click the SDM icon () , and then click **VM Management**.
2. In VM Management Tree, select a location.
3. Select an Appliance Virtualization Platform host.
4. To enable SSH, click **More Actions > SSH > Enable SSH**.
5. On the Confirm dialog box, in the **Time (in minutes)** field, type the time after which the system times out the SSH connection.

The value range is from 10 minutes through 120 minutes.

6. Click **Ok**.

The system displays `enabled` in the **SSH status** column.

7. To disable SSH, click **More Actions > SSH > Disable SSH**.

The system displays `disabled` in the **SSH status** column.

---

## 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 administrator privilege credentials.
2. Type `cd /opt/avaya/common_services`.
3. Type the following:

```
ls
AVP_SSH enable
```

Within 3 minutes, from Utility Services, 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.

4. **(Optional)** To find the status of SSH, type `AVP_SSH status`.
5. To disable SSH, type `AVP_SSH disable`.

---

## Changing the IP address and default gateway of the host

### About this task

When you change the default gateway and IP address from the vSphere, the change might be unsuccessful.

You cannot remotely change the IP address of the Appliance Virtualization Platform host to a different network. You can change the IP address remotely only within the same network.

To change the Appliance Virtualization Platform host to a different network, perform Step 2 or Step 3.

### Before you begin

Connect the computer to the services port.

### Procedure

1. Using an SSH client, log in to the Appliance Virtualization Platform host.
2. Connect the Solution Deployment Manager client to services port on the Appliance Virtualization Platform host, and do the following:
  - a. To change the IP address, at the command prompt of the host, type the following:

```
esxcli network ip interface ipv4 set -i vmk0 -I <old IP address of the host> -N <new IP address of the host> -t static
```

For example:

```
esxcli network ip interface ipv4 set -i vmk0 -I 135.27.162.121 -N 255.255.255.0 -t static
```

- b. To change the default gateway, type `esxcfg-route <new gateway IP address>`.

For example:

```
esxcfg-route 135.27.162.1
```

3. Enable SSH on the Appliance Virtualization Platform host and run the `./serverInitialNetworkConfig` command.

For more information, see *Configuring servers preinstalled with Appliance Virtualization Platform*.

---

## Appliance Virtualization Platform license

From Appliance Virtualization Platform Release 7.1.2, you must install an applicable Appliance Virtualization Platform host license file on an associated Avaya WebLM server and configure Appliance Virtualization Platform to obtain its license from the WebLM server. WebLM Server can be either embedded System Manager WebLM Server or standalone WebLM Server. Appliance Virtualization Platform licenses are according to the supported server types. The following table

describes the applicable Appliance Virtualization Platform license type according to the supported server types.

Server type	Appliance Virtualization Platform license feature keyword	Appliance Virtualization Platform license feature display name
<ul style="list-style-type: none"> <li>Avaya S8300D</li> <li>Avaya S8300E</li> </ul>	VALUE_AVP_1CPU_EMBD_SRV R	Maximum AVP single CPU Embedded Servers
Common Server Release 1 <ul style="list-style-type: none"> <li>HP ProLiant DL360 G7</li> <li>Dell™ PowerEdge™ R610</li> </ul> Common Server Release 2 <ul style="list-style-type: none"> <li>HP ProLiant DL360p G8</li> <li>Dell™ PowerEdge™ R620</li> </ul> Common Server Release 3 <ul style="list-style-type: none"> <li>Dell™ PowerEdge™ R630</li> <li>HP ProLiant DL360 G9</li> </ul>	<ul style="list-style-type: none"> <li>VALUE_AVP_1CPU_CMN_SR VR</li> <li>VALUE_AVP_2CPU_CMN_SR VR</li> </ul>	<ul style="list-style-type: none"> <li>Maximum AVP single CPU Common Servers</li> <li>Maximum AVP dual CPU Common Servers</li> </ul>
Common Server Release 3 <ul style="list-style-type: none"> <li>Dell™ PowerEdge™ R630</li> <li>HP ProLiant DL360 G9</li> </ul>	VALUE_AVP_XL_SRVR	Maximum AVP XL Server

To configure the Appliance Virtualization Platform license file:

1. Obtain the applicable license file from the Avaya PLDS website.
2. Install the license file on the System Manager WebLM Server or Standalone WebLM Server.

 **Note:**

The Appliance Virtualization Platform license file can contain multiple Appliance Virtualization Platform licenses that is for four different server types. One Appliance Virtualization Platform license file contains all the necessary licenses for the complete solution.

3. Configure the applicable **WebLM IP Address/FQDN** field for each Appliance Virtualization Platform host by using either System Manager Solution Deployment Manager, Solution Deployment Manager Client, or Appliance Virtualization Platform host command line interface.

You can view the license status of the Appliance Virtualization Platform host on the **Hosts** tab of the System Manager Solution Deployment Manager or Solution Deployment Manager Client interfaces. The Appliance Virtualization Platform license statuses on the **Hosts** tab are:

- **Normal:** If the Appliance Virtualization Platform host has acquired a license, the **License Status** column displays **Normal**.

- **Error:** If the Appliance Virtualization Platform host has not acquired a license. In this case, the Appliance Virtualization Platform enters the License Error mode and starts a 30-day grace period. The **License Status** column displays **Error - Grace period expires: <DD/MM/YY> <HH:MM>**.
- **Restricted:** If the 30-day grace period of the Appliance Virtualization Platform license expires, Appliance Virtualization Platform enters the License Restricted mode and restricts the administrative actions on the host and associated virtual machines. The **License Status** column displays **Restricted**. After you install a valid Appliance Virtualization Platform license on the configured WebLM Server, the system restores the full administrative functionality.  
on the configured WebLM Server, full administrative functionality will be restored.

**\* Note:**

Restricted administrative actions for:

- **AVP Host: AVP Update/Upgrade Management, Change Password, Host Shutdown, and AVP Cert. Management.**
- **Virtual Machine: New, Delete, Start, Stop, and Update.**

### Appliance Virtualization Platform licensing alarms

If the Appliance Virtualization Platform license enters either License Error Mode or License Restricted Mode, the system generates a corresponding Appliance Virtualization Platform licensing alarm. You must configure the Appliance Virtualization Platform alarming. For information about how to configure the Appliance Virtualization Platform alarming feature, see *Accessing and Managing Avaya Aura® Utility Services*.


---

## Configuring WebLM Server for an Appliance Virtualization Platform host

### Before you begin

1. Add an Appliance Virtualization Platform host.  
For information about adding a host, see “Adding an Appliance Virtualization Platform or ESXi host”.
2. Obtain the license file from the Avaya PLDS website.
3. Install the license file on the System Manager WebLM Server or Standalone WebLM Server.

### Procedure

1. On the desktop, click the SDM icon () and then click **VM Management**.
2. In VM Management Tree, select a location.
3. On the **Hosts** tab, in the Hosts for Selected Location <location name> section:
  - a. Select the Appliance Virtualization Platform host.

b. Click **More Actions > WebLM Configuration**.

The system displays the WebLM Configuration dialog box.

4. In **WebLM IP Address/FQDN**, type the IP address or FQDN of WebLM Server.

For WebLM configuration, if you select:

- Only one host then **WebLM IP Address/FQDN** displays the existing WebLM Server IP Address.
- Multiple hosts then **WebLM IP Address/FQDN** will be blank to assign the same WebLM Server IP Address for all the selected Appliance Virtualization Platform hosts.

5. In **Port Number**, type the port number of WebLM Server.

Embedded System Manager WebLM Server supports both 443 and 52233 ports.

6. Click **Submit**.

The system displays the status in the **Current Action** column.

The system takes approximately 9 minutes to acquire the Appliance Virtualization Platform host license file from the configured WebLM Server. On the **Hosts** tab, you can click the **Refresh** icon.

When the Appliance Virtualization Platform host acquires the license, on the **Hosts** tab, the **License Status** column displays **Normal**.

## WebLM Configuration field descriptions

Name	Description
<b>WebLM IP Address/FQDN</b>	The IP Address or FQDN of WebLM Server.
<b>Port Number</b>	The port number of WebLM Server. The default port is 52233.

Button	Description
<b>Submit</b>	Saves the WebLM Server configuration.
<b>Cancel</b>	Closes the WebLM Configuration dialog box.

## Viewing the Appliance Virtualization Platform host license status using Solution Deployment Manager

### Procedure

1. Perform one of the following:
  - On the System Manager Web console, click **Services > Solution Deployment Manager**, and then click **VM Management**.
  - On the desktop, click the SDM icon () , and then click **VM Management**.

2. In VM Management Tree, select a location.
3. On the **Hosts** tab, in the Hosts for Selected Location <location name> section, view the Appliance Virtualization Platform host license status in the **License Status** column.


---

## Shutting down the Appliance Virtualization Platform host

### About this task

You can perform the shutdown operation on one Appliance Virtualization Platform host at a time. You cannot schedule the operation.

### Procedure

1. On the desktop, click the SDM icon () , and then click **VM Management**.
2. In VM Management Tree, select a location.
3. On the Hosts tab, in the Hosts for Selected Location <location name> area, select an Appliance Virtualization Platform host.
4. Click **More Actions > Lifecycle Action > Host Shutdown**.

The Appliance Virtualization Platform host and virtual machines shut down.


---

## Restarting Appliance Virtualization Platform or an ESXi host

### About this task

The restart operation fails, if you restart the host on which System Manager itself is running. If you want to restart the host, you can do this either through vSphere Client or through the Solution Deployment Manager client.

### Procedure

1. On the desktop, click the SDM icon () , and then click **VM Management**.
2. In VM Management Tree, select a location.
3. On the Hosts tab, in the Hosts for Selected Location <location name> area, select a host.
4. Click **More Actions > Lifecycle Action > Host Restart**.
5. On the confirmation dialog box, click **Yes**.


The system restarts the host and virtual machines running on the host.



---

## Removing an ESXi host

### Procedure

1. On the desktop, click the SDM icon () , and then click **VM Management**.
2. On the Host tab, in the Hosts for Selected Location <location name> section, select one or more hosts that you want to delete.
3. Click **Remove**.
4. On the Delete page, click **Yes**.


---

## Mapping the ESXi host to an unknown location

### About this task

When you delete a location, the system does not delete the virtual machines running on the host, and moves the host to **Unknown location host mapping > Unknown location**. You can configure the location of an ESXi host again.

### Procedure

1. On the desktop, click the SDM icon () , and then click **VM Management**.
2. In the left navigation pane, click the **Unknown location host mapping** link.
3. In the Host Location Mapping section, select an ESXi host and click **Edit**.  
The system displays the Host Information page.
4. Select a location to which you want to map the ESXi host.
5. Click **Submit**.  
The system displays the ESXi host in the selected location.

---

## Applying third-party AVP certificates

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## Applying third-party Appliance Virtualization Platform certificates


### About this task

Use this procedure to create, download, upload, and push third-party Appliance Virtualization Platform certificates, and push the certificates to Appliance Virtualization Platform hosts.

## Before you begin

- Add a location.
- Add an Appliance Virtualization Platform host to the location.
- Ensure that the certificate is valid on the Appliance Virtualization Platform host.

## Procedure

1. On the desktop, click the SDM icon () and then click **VM Management**.
2. In VM Management Tree, select a location.
3. On the Hosts tab, in the Hosts for Selected Location <location name> area, select an Appliance Virtualization Platform host.
4. To generate CSR, do the following:
  - a. Click **More Actions > AVP Cert. Management > Manage Certificate**.
  - b. In the Load AVP host certificate dialog box, select one or more Appliance Virtualization Platform hosts.
  - c. Click **View/Generate CSR**.

The system displays the View/Generate CSR dialog box.
  - d. Add or edit the details of the generic CSR.

For more information, see “Creating or editing generic CSR”.
  - e. Click **Generate CSR**.

The system generates CSR for the Appliance Virtualization Platform host.
  - f. To view the status, in the **Upgrade Status** column, click **Status Details**.

The time required for the complete process varies depending on the data on System Manager.
5. To download CSR, do the following:
  - a. Click **More Actions > AVP Cert. Management > Manage Certificate**.
  - b. Click **Download CSR**.
  - c. In the Load AVP host certificate dialog box, select one or more Appliance Virtualization Platform hosts.
  - d. To view the status, in the **Upgrade Status** column, click **Status Details**.

The time required for the complete process varies depending on the data on System Manager.
  - e. When the system displays a prompt, save the file.
6. Extract the downloaded certificates, and ensure that the third-party signs them.

7. To upload and push the signed certificate from third-party CA, do the following:
  - a. Click **More Actions > AVP Cert. Management > Manage Certificate**.
  - b. Click **Browse** and select the required certificates for one or more Appliance Virtualization Platform hosts.
  - c. In the Load AVP host certificate dialog box, select one or more Appliance Virtualization Platform hosts.
  - d. Agree to add the same certificate on Solution Deployment Manager.
  - e. Click **Push Certificate**.
  - f. To view the status, in the **Upgrade Status** column, click **Status Details**.

The time required for the complete process varies depending on the data on System Manager.

---

## Creating or editing generic CSR

### About this task

Use this procedure to create or edit a generic CSR for third-party Appliance Virtualization Platform certificates. With a generic CSR, you can apply the same set of data for more than one Appliance Virtualization Platform host.

### Procedure

1. In VM Management Tree, select a location.
2. On the Hosts tab, in the Hosts for Selected Location <location name> area, select an Appliance Virtualization Platform host.
3. Click **More Actions > AVP Cert. Management > Generic CSR**.
4. In the Create/Edit CSR dialog box, add or edit the details of the generic CSR, such as organization, organization unit, locality, state, country, and email.
5. Click **Create/Edit CSR** and then click **OK**.

### Next steps

Complete the CSR generation, download, third-party signing and push the certificates to the Appliance Virtualization Platform hosts.

---

## Load AVP host certificate field descriptions

Name	Description
Host IP	The IP address of the Appliance Virtualization Platform host.
Host FQDN	The FQDN of the Appliance Virtualization Platform host.

*Table continues...*

Name	Description
<b>Certificate</b>	The option to select the signed certificate for the Appliance Virtualization Platform host.
<b>I agree to accept to add the same certificate in SDM.</b>	The option to accept the certificate in Solution Deployment Manager.

Button	Description
<b>Browse</b>	Displays the dialog box where you can choose the signed certificate file. The accepted certificate file formats are: <ul style="list-style-type: none"> <li>• .crt</li> <li>• .pki</li> </ul>
<b>Retrieve Certificate</b>	Displays the Certificate dialog box with the details of the uploaded signed certificate.
<b>Push Certificate</b>	Pushes the uploaded signed certificate to the selected Appliance Virtualization Platform host.
<b>Cancel</b>	Cancel the push operation.

---

## Create or edit CSR field descriptions

Name	Description
<b>Organization</b>	The organization name of the CSR.
<b>Organization Unit</b>	The organization unit of the CSR.
<b>Locality</b>	The locality of the organization associated with the CSR.
<b>State</b>	The state of the organization associate with the CSR.
<b>Country</b>	The country of the organization associate with the CSR. In the Edit mode, you can specify only two letters for the country name.
<b>Email</b>	The email address associate with the CSR.


Button	Description
<b>Create/Edit CSR</b>	Saves or edits the information entered associated to the CSR.
<b>Cancel</b>	Cancel the add or edit operation of the CSR.

# Deleting the virtual machine snapshot by using Solution Deployment Manager

## About this task

Use this procedure to delete the virtual machine snapshots that reside on the Appliance Virtualization Platform host by using Solution Deployment Manager.

## Procedure

- To access Solution Deployment Manager, do one of the following:
  - On the System Manager web console, click **Services > Solution Deployment Manager**.
  - On the desktop, click the Solution Deployment Manager icon ().
- In VM Management Tree, select a location.
- On the **Hosts** tab, in the Hosts for Selected Location <location name> section, select the Appliance Virtualization Platform host.
- Click **More Actions > Snapshot Manager**.  
The system displays the Snapshot Manager dialog box.
- Select one or more snapshots, and click **Delete**.  
The system deletes the selected snapshots.

## Related links

[Snapshot Manager field descriptions](#) on page 53

## Snapshot Manager field descriptions


Name	Description
<b>VM ID</b>	The ID of the virtual machine.
<b>Snapshot Age</b>	The duration of snapshot creation. For example: 75 days 19 hours
<b>VM Name</b>	The name of the virtual machine.
<b>Snapshot Name</b>	The name of the snapshot.
<b>Snapshot Description</b>	The description of the snapshot.
<b>SDM Snapshot</b>	The snapshot taken from Solution Deployment Manager. The options are <b>Yes</b> and <b>No</b> .

Button	Description
Cancel	Exits from the Snapshot Manager dialog box.
Delete	Deletes the selected snapshot.

**Related links**

[Deleting the virtual machine snapshot by using Solution Deployment Manager](#) on page 53

## New and Edit host field descriptions

Name	Description
Location	The location where the host is available. The field is read only.
Host Name	The hostname of Appliance Virtualization Platform or the ESXi host.
Host FQDN or IP	The IP address or FQDN of Appliance Virtualization Platform or the ESXi host.  If you connect the Solution Deployment Manager client to Appliance Virtualization Platform through the services port, the host IP address must be 192.168.13.6.
User Name	The user name to log in to Appliance Virtualization Platform or the ESXi host.   <b>Note:</b> For Appliance Virtualization Platform, provide the admin credentials that you configured while generating the Kickstart file.
Password	The password to log in to Appliance Virtualization Platform or the ESXi host.

Button	Description
Save	Saves the host information and returns to the Hosts for Selected Location <location name> section.

## 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>IPv4</b>	The IPv4 address of the Appliance Virtualization Platform host.
<b>Subnet Mask</b>	The subnet mask the Appliance Virtualization Platform host.
<b>IPv6</b>	The IPv6 address of the Appliance Virtualization Platform host (if any).
<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>NTP Server1 IP/FQDN</b>	The NTP Server1 IP address of the Appliance Virtualization Platform host.
<b>NTP Server2 IP/FQDN</b>	The NTP Server2 IP address of the Appliance Virtualization Platform host.
<b>IPv4 Gateway</b>	The gateway IPv4 address.  The field is available only when you click <b>Change IPv4 Gateway</b> .
<b>IPv6 Default Gateway</b>	The default gateway IPv6 address (if any).  The field is available only when you IPv6 has been configured for the system. The user, also needs to click <b>Change IPv6 Gateway</b> .

Button	Description
<b>Change IPv4 Gateway</b>	Makes the <b>IPv4 Gateway</b> field available, and displays <b>Save IPv4 Gateway</b> and <b>Cancel IPv4 Gateway Change</b> buttons.
<b>Change IPv6 Gateway</b>	Makes the <b>IPv6 Default Gateway</b> field available, and displays <b>Save IPv6 Default Gateway</b> and <b>Cancel IPv6 Default Gateway Change</b> buttons.
<b>Save IPv4 Gateway</b>	Saves the gateway IPv4 address value that you provide.
<b>Cancel IPv4 Gateway Change</b>	Cancels the changes made to the IPv4 gateway.

*Table continues...*


Button	Description
Save IPv6 Default Gateway	Saves the default IPv6 gateway address value that you provide.
Cancel IPv6 Default Gateway Change	Cancel the changes made to the IPv6 default gateway.

Button	Description
Save	Saves the changes that you made to network parameters.

## Host Network / IP Settings field descriptions

### Port Groups

Standard Switch vSwitch <n> displays the Port Groups and NICs sections.

Name	Description
 or VLAN ID link	Displays the Port Group Properties page where you configure VLAN ID.
VLAN ID	Displays the VLAN ID. The options are: <ul style="list-style-type: none"> <li>• None (0)</li> <li>• 1 to 4093</li> </ul> The field displays only unused IDs.
OK	Saves the changes.

### NIC speed

Button	Description
Change NIC speed	Displays the vmnic<n> dialog box.

Name	Description
Configured speed, Duplex	Displays the NIC speed. The options are: <ul style="list-style-type: none"> <li>• Autonegotiate</li> <li>• 10,Half</li> <li>• 10,Full</li> <li>• 100,Half</li> <li>• 100,Full</li> <li>• 1000,Full</li> </ul>
OK	Saves the changes.



**NIC teaming**

Button	Description
NIC team/unteam	Displays the Out of Band Management Properties vSwitch<n> dialog box.

Button	Description
Move Up	Moves the VMNIC from unused adapters to standby or active adapters or from standby to active adapter.
Move Down	Moves the VMNIC from active to standby adapter or from standby to unused adapter.
Refresh	Refreshes the page.
OK	Saves the changes.

**Change Password field descriptions**


Name	Description
Current Password	The password for the user you input when adding the host.
New Password	The new password
Confirm New Password	The new password

Button	Description
Change Password	Saves the new password.

**Update Host field descriptions**

Name	Description
Patch location	The location where the Appliance Virtualization Platform patch is available. The options are: <ul style="list-style-type: none"> <li>• <b>Select Patch from Local SMGR:</b> To use the Appliance Virtualization Platform patch that is available on the local System Manager.</li> <li>• <b>Select Patch from software library:</b> To use the Appliance Virtualization Platform patch that is available in the software library.</li> </ul>
Ignore Signature Validation	Ignores the signature validation for the patch.

*Table continues...*

Name	Description
	<p> <b>Note:</b></p> <p>If the Appliance Virtualization Platform patch is unsigned, you must select the <b>Ignore signature validation</b> check box.</p>
<b>Select patch file</b>	The absolute path to the Appliance Virtualization Platform patch file.

Button	Description
<b>Update Host</b>	Installs the patch on the Appliance Virtualization Platform host.

# Chapter 6: Managing the virtual machine

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## Deploying the Utility Services OVA file through System Manager Solution Deployment Manager

### About this task

Use the procedure to create a virtual machine on the ESXi host, and deploy Utility Services OVA on the Avaya-provided server.

To deploy Utility Services, you can use Solution Deployment Manager from System Manager or the Solution Deployment Manager client, when System Manager is unavailable. First deploy the Utility Services OVA and then deploy all other applications one at a time.

### Before you begin

- Complete the deployment checklist.

For information about the deployment checklist, see *Deploying Avaya Aura® applications from System Manager*.

- Add a location.
- Add Appliance Virtualization Platform or an ESXi host to the location.
- Download the required OVA file

### Procedure

1. On the System Manager web console, click **Services > Solution Deployment Manager**, and then click **VM Management**.
2. In VM Management Tree, select a host.
3. On the Virtual Machines tab, in the VMs for Selected Location <location name> section, click **New**.

The system displays the VM Deployment section.

4. In the Select Location and Host section, do the following:
  - a. In **Select Location**, select a location.
  - b. In **Select Host**, select a host.

The system displays the host name in the **Host FQDN** field.

5. In **Data Store**, select a data store, if not displayed upon host selection.

The page displays the capacity details.

6. Click **Next**.

7. In the Deploy OVA section, perform the following:

a. In **Select Software Library**, select the local or remote library where the OVA file is available.

If you are deploying the OVA from the Solution Deployment Manager client, you can use the default software library that is set during the client installation.

b. In **Select OVAs**, select the OVA file that you want to deploy.

c. In **Flexi Footprint**, select the footprint size that the application supports.

- **S8300D**: Due to the limited resources available on S8300D, the only footprint option is minimal

- **Default**: For all other server platforms.

8. Click **Next**.

In Configuration Parameters and Network Parameters sections, the system displays the fields that are specific to the application that you deploy.

9. In the Network Parameters section, ensure that the following fields are preconfigured:

- **Public**

- **Services**: Only for Utility Services

- **Out of Band Management**: Only if Out of Band Management is enabled

For more information, see “VM Deployment field descriptions”.

10. In the Configuration Parameters section, complete the fields.

For more information about Configuration Parameters, see Network Parameters and Configuration Parameters field descriptions.

11. Click **Deploy**.

12. Click **Accept the license terms**.

In the Hosts for Selected Location <location name> section, the system displays the deployment status in the **Current Action Status** column.

The system displays the virtual machine on the VMs for Selected Location <location name> page.

13. To view details, click the **Status Details** link.

For information about VM Management field descriptions, see *Deploying Avaya Aura® applications from System Manager*.

14. Reboot the Utility Services virtual machine.

## Next steps

1. To activate the serviceability agent registration, reset the Utility Services virtual machine.

2. Deploy all other Avaya Aura® applications one at a time.

**Related links**

[VM Deployment field descriptions](#) on page 71

[Network Parameters and Configuration Parameters field descriptions](#) on page 121

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## Deploying an OVA file for an Avaya Aura® application

**About this task**

Use the procedure to create a virtual machine on the ESXi host, and deploy OVA for an Avaya Aura® application on the virtual machine.

To deploy an Avaya Aura® application, you can use Solution Deployment Manager from System Manager or the Solution Deployment Manager client if System Manager is unavailable.

Deploy Utility Services first, and then deploy all other applications one at a time.

**Before you begin**

- Add a location.
- Add Appliance Virtualization Platform or an ESXi host to the location.
- Ensure that the certificate is valid on the Appliance Virtualization Platform host or vCenter managed hosts.
- Download the required OVA file to System Manager.

**Procedure**

1. On the System Manager web console, click **Services > Solution Deployment Manager**, and then click **VM Management**.
2. In VM Management Tree, select a host.
3. On the Virtual Machines tab, in the VMs for Selected Location <location name> section, click **New**.

The system displays the VM Deployment section.

4. In the Select Location and Host section, do the following:
  - a. In **Select Location**, select a location.
  - b. In **Select Host**, select a host.

The system displays the host name in the **Host FQDN** field.

5. In **Data Store**, select a data store, if not displayed upon host selection.

The page displays the capacity details.

6. Click **Next**.
7. To get the OVA file, select the **OVA** tab, and do one of the following:
  - Click **URL**, in **OVA File**, type the absolute path to the OVA file, and click **Submit**.

- Click **S/W Library**, in **File Name**, select the OVA file.
- Click **Browse**, select the required OVA file from a location on the computer, and click **Submit File**.

If the OVA file does not contain a valid Avaya certificate, then the system does not parse the OVA and displays the message: `Invalid file content. Avaya Certificate not found or invalid.`

8. In **Flexi Footprint**, select the footprint size that the application supports.
9. **(Optional)** To install the patch file for the Avaya Aura<sup>®</sup> application, click **Service or Feature Pack**, and enter the appropriate parameters.
  - Click **URL**, and provide the absolute path to the latest service or feature pack.
  - Click **S/W Library**, and select the latest service or feature pack.
  - Click **Browse**, and select the latest service or feature pack.

You can install the patch file for the Avaya Aura<sup>®</sup> application now or after completing the Avaya Aura<sup>®</sup> application OVA deployment.

10. Click **Next**.

In Configuration Parameters and Network Parameters sections, the system displays the fields that are specific to the application that you deploy.

11. In the Network Parameters section, ensure that the following fields are preconfigured:
  - **Public**
  - **Services:** Only for Utility Services
  - **Out of Band Management:** Only if Out of Band Management is enabled

For more information, see “VM Deployment field descriptions”.

12. In the Configuration Parameters section, complete the fields.

For each application that you deploy, fill the appropriate fields. For more information, see “VM Deployment field descriptions”.

13. Click **Deploy**.

14. Click **Accept the license terms**.

In the Hosts for Selected Location <location name> section, the system displays the deployment status in the **Current Action Status** column.

The system displays the virtual machine on the VMs for Selected Location <location name> page.

15. To view details, click **Status Details**.

## Next steps

Perform the following for Communication Manager:

1. From the Manage Elements link on System Manager, update the username and password.

2. Before the synchronization and after deployment, add an SNMP profile on Communication Manager.

**\* Note:**

If you fail to update the password, the synchronization operation fails.

#### Related links

[Installing software patches](#) on page 64

[VM Deployment field descriptions](#) on page 71

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## Re-establishing trust for Solution Deployment Manager elements


### About this task

Use this procedure to re-establish trust with a virtual machine using the Solution Deployment Manager client.

### Before you begin

- Add a location.
- Add an Appliance Virtualization Platform host to the location.

### Procedure

1. On the desktop, click the SDM icon () and then click **VM Management**.
2. In VM Management Tree, select a host.
3. On the Virtual Machines tab, in the VMs for Selected Location <location name> area, select a virtual machine.
4. Click **More Actions > Re-establish connection**.
5. Select the release version of the product deployed on the virtual machine.
6. Enter the user name and password for virtual machines with the following versions:
  - **7.0**
  - **others**
7. Click **Reestablish Connection**.

---

## Installing software patches

### About this task

Use the procedure to install software patches and service packs that are entitled for an Avaya Aura® application, and commit the patches that you installed.

#### **Note:**

When you are installing an element patch and the patch installation fails or the patch information is unavailable in **Upgrade Actions > Installed Patches** on the Upgrade Management page, then perform the following:

1. Ensure that the element is reachable on System Manager Solution Deployment Manager.
2. Refresh the element.

### Before you begin

- Perform the preupgrade check.
- If you upgrade an application that was not deployed from Solution Deployment Manager:
  1. Select the virtual machine.
  2. To establish trust, click **More Actions > Re-establish Connection**.
  3. Click **Refresh VM**.

### Procedure


1. On the System Manager web console, click **Services > Solution Deployment Manager**.
2. In the left navigation pane, click **Upgrade Management**.
3. Select an Avaya Aura® application on which you want to install the patch.
4. Click **Upgrade Actions > Upgrade/Update**.
5. On the Upgrade Configuration page, click **Edit**.
6. In the General Configuration Details section, in the **Operation** field, click **Update**.
7. In **Upgrade Source**, select the software library where you have downloaded the patch.
8. **(Optional)** Click the **Auto Commit** check box, if you want the system to automatically commit the patch.

#### **Note:**

If an application is unreachable, the auto commit operation might fail and the Update Patch Status window displays a warning message. You must wait for some time, select the same patch in the Installed Patches section, and perform the commit operation again.

9. In the Upgrade Configuration Details section, in the Select patches for update table, select the software patch that you want to install.
10. Click **Save**.



11. On the Upgrade Configuration page, ensure that the **Configuration Status** field displays .

If the field displays , review the information on the Edit Upgrade Configuration page.

12. Click **Upgrade**.

13. On the Job Schedule page, click one of the following:

- **Run Immediately**: To perform the job.
- **Schedule later**: To perform the job at a scheduled time.

14. Click **Schedule**.

On the Upgrade Management page, the **Update status** and **Last Action Status** fields display .

15. To view the update status, click .

The **Upgrade Job Details** page displays the detailed update checks that are in progress. Click **Done** to close the window.

When the update is complete, the **Update status** and **Last Action Status** fields displays .

16. Click **Upgrade Actions > Installed Patches**.

17. On the Installed Patches page, in the Patch Operation section, click **Commit**.

The page displays all software patches that you can commit.

You can use **Rollback** and **Uninstall** options if you must rollback and uninstall the software patch.

18. Select the patch that you installed, in the Job Schedule section, click **Run Immediately**.

You can schedule to commit the patch at a later time by using the **Schedule later** option.

19. Click **Schedule**.

The Upgrade Management page displays the last action as **Commit**.

20. Ensure that **Update status** and **Last Action Status** fields display .

 **Note:**

If the patch commit fails or auto commit is not executed even after 24 hours, delete the snapshot that are not required. For information about deleting the virtual machine snapshot from host, see “Deleting the virtual machine snapshot”.


---

## Editing a virtual machine

### Before you begin

- Install the Solution Deployment Manager client.
- An ESXi host must be available.
- When you change the IP address or FQDN:
  - Utility Services must be available and must be discovered.
  - If Utility Services is discovered, the system must display Utility Services in the **VM App Name** column. If the application name in **VM App Name** is empty, perform the following to establish trust between the application and System Manager:
    - Click **More Actions > Re-establish connection**.
    - Click **More Actions > Refresh VM**.

### Procedure

1. On the desktop, click the SDM icon () , and then click **VM Management**.
2. In VM Management Tree, select a location.
3. On the Virtual Machines tab, in the VMs for Selected Location <location name> section, select a virtual machine, and click **Edit**.

The system displays the Edit VMs section.

4. **(Optional)** Click **Change Flexi Footprint** and do the following:
  - a. Click **Change flexi foot print value**.
  - b. In **Flexi Footprint**, select a foot print that the application supports.

#### **Important:**

Each application must ensure that only the supported flexible footprint is selected.

5. To update the IP address and FQDN of the virtual machine, perform the following:
  - a. Click **More Actions > Re-establish connection**.

#### **Note:**

To update IP address or FQDN for Utility Services, establish trust on all virtual machines that are running on the host on which Utility Services resides.

- b. Click **More Actions > Refresh VM**.

#### **Note:**

To update IP address or FQDN for Utility Services, refresh all virtual machines that are running on the host on which Utility Services resides.

- c. Click **Update IP/FQDN in Local Inventory**.
- d. Click **Update VM IP/FQDN**.

- e. Provide the IP address and FQDN of the virtual machine.

**Update IP/FQDN in Local Inventory** updates the IP address or FQDN only in the local database in System Manager. The actual IP address or FQDN of the host does not change. Use **Update Network Params** in the Host tab to update the IP address or FQDN of the host.

6. Click **Save**.

---

## Deleting a virtual machine

### Procedure

1. On the System Manager web console, click **Services > Solution Deployment Manager**, and then click **VM Management**.
2. In VM Management Tree, select a location.
3. On the right navigation pane, click **Virtual Machines**.
4. On the Virtual Machines page, select one or more virtual machines.
5. On the Delete page, click **Delete**, and click **Yes** to confirm the deletion.

The system turns off the virtual machines, and deletes the selected virtual machines from the host.

---

## Changing the network parameters of Appliance Virtualization Platform and Avaya Aura<sup>®</sup> applications

### About this task

Change the network parameters for Appliance Virtualization Platform and each Avaya Aura<sup>®</sup> application from the application, and then change the IP address and FQDN of Avaya Aura<sup>®</sup> applications and Appliance Virtualization Platform from Solution Deployment Manager.

### Before you begin

- Connect the system on which Solution Deployment Manager is running to the new network for changing network parameters.
- When many Avaya Aura<sup>®</sup> applications are running on an Appliance Virtualization Platform host, ensure that you change the network parameter in the following order:
  1. Appliance Virtualization Platform
  2. Avaya Aura<sup>®</sup> applications that are running on the host except Utility Services.
  3. Utility Services

 **Note:**

If you fail to follow the order, Utility Services network parameter update might fail.

**Procedure**

1. On the System Manager web console, click **Services > Solution Deployment Manager**, and then click **VM Management**.
2. In VM Management Tree, select a location.
3. On the Host tab, in the Hosts for Selected Location <location name> section, select an ESXi host and click **Change Network Params > Change Host IP Settings**.
4. In the Network Parameters section, change the following as appropriate, and click **Save**:
  - IP address, subnetmask, and other parameters
  - Gateway IP address

For more information, see “Change Network Parameters field descriptions”.

5. Change the network parameters first for each Avaya Aura<sup>®</sup> application on the host, and then for Utility Services.

For more information, see *Administering Avaya Aura<sup>®</sup> application* available for each application. Also, see “Network Parameters for Avaya Aura<sup>®</sup> applications”.

6. On the Virtual Machines tab, in the VMs for Selected Location <location name> section, do the following first for all Avaya Aura<sup>®</sup> applications except Utility Services, and then for Utility Services:
  - a. In the Edit VMs section, select a virtual machine and click **Edit**.
  - b. Click **Update IP/FQDN in Local Inventory**.
  - c. Click **Update VM IP/FQDN**.
  - d. Provide the IP address and FQDN of the virtual machine.

**Update IP/FQDN in Local Inventory** updates the IP address or FQDN only in the local database in System Manager. The actual IP address or FQDN of the host does not change. Use **Update Network Params** in the Host tab to update the IP address or FQDN of the host.

7. Click **Save**.
8. Do the following first for all Avaya Aura<sup>®</sup> applications except Utility Services, and then for Utility Services :
  - a. Click **More Actions > Re-establish connection**.

 **Note:**

To update IP address or FQDN for Utility Services , establish trust on all virtual machines that are running on the host on which Utility Services resides.

- b. Click **More Actions > Refresh VM**.

**\* Note:**

To update IP address or FQDN for Utility Services, refresh all virtual machines that are running on the host where Utility Services resides.

When you update the IP address and FQDN for Utility Services, the system also updates the Services Port static route for each application.

#### Related links

[Change Network Parameters field descriptions](#) on page 55

[Changing the network parameters for an Appliance Virtualization Platform host](#) on page 35

[Network parameter update for Avaya Aura applications](#) on page 82

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## Updating Services Port Static Routing on an Avaya Aura® application

### About this task

You might have to change the static routing if the Avaya Aura® application that is running on the Appliance Virtualization Platform host is:

- Deployed by using the vSphere client and does not have the route.
- Non-operational or unreachable when you start the Avaya Aura® application update.

### Before you begin

- Update network parameters of Utility Services if applicable.
- Ensure that the Avaya Aura® application resides on the same subnetwork as Utility Services.

### Procedure

1. On the System Manager web console, click **Services > Solution Deployment Manager**, and then click **VM Management**.
2. On the Virtual Machines tab, in the VMs for Selected Location <location name> section, select an Avaya Aura® application.
3. Click **More Actions > Update Static Routing**.

The VM Update Static Routing page displays the details of Avaya Aura® application and Utility Services. The fields are read-only.

4. Click **Update**.
5. On the Success dialog box, click **OK**.

The system updates the Avaya Aura® application with the new IP address of Utility Services for Services Port static routing.

#### Related links

[Update Static Routing field descriptions](#) on page 80

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## Starting a virtual machine from Solution Deployment Manager

### Procedure

1. On the System Manager web console, click **Services > Solution Deployment Manager**, and then click **VM Management**.
2. From the virtual management tree, select a host to which you added virtual machines.
3. On the Virtual Machines tab, select one or more virtual machines that you want to start.
4. Click **Start**.

In **VM State**, the system displays `Started`.

---

## Stopping a virtual machine from Solution Deployment Manager

### About this task

System Manager is operational and ESXi or vCenter is added to the VM Management page to deploy Avaya Aura® Application OVA on ESXi virtual machines.

### Procedure

1. On the System Manager web console, click **Services > Solution Deployment Manager**, and then click **VM Management**.
2. From the virtual management tree, select a ESXi or vCentre host to which you added virtual machines.
3. On the Virtual Machines tab, select one or more virtual machines that you want to stop.
4. Click **Stop**.

In **VM State**, the system displays `Stopped`.

---

## Restarting a virtual machine from Solution Deployment Manager

### Before you begin

- System Manager is operational, and ESXi or vCenter is added to the VM Management page to deploy Avaya Aura® Application OVA on ESXi virtual machines.
- Virtual machines must be in the running state.

## Procedure

1. On the System Manager web console, click **Services > Solution Deployment Manager**, and then click **VM Management**.
2. From the virtual management tree, select a host to which you added virtual machines.
3. On the Virtual Machines tab, select one or more virtual machines that you want to restart.
4. Click **Restart**.

In **VM State**, the system displays `Stopped` and then `Started`.

---

## Common causes for VM deployment failure

If the virtual machine is not reachable from System Manager Solution Deployment Manager or Solution Deployment Manager Client, the OVA deployment fails at the sanity stage, because you might have:

- Provided an IP which is not on the network.
- Provided wrong network values that causes the network configuration for the VM to not work properly
- Chosen a private virtual network

Following are some examples of wrong network values and configuration that can result in the OVA deployment failure:

- Using an IP which is already there on the network (duplicate IP).
- Using an IP which is not on your network at all.
- Using a DNS value, such as `0.0.0.0`.
- Deploying on an isolated network on your VE deployment.

You can check the deployment status in the **Current Action Status** column on the **Virtual Machine** tab.

---

## VM Deployment field descriptions

### Select Location and Host

Name	Description
Select Location	The location name. The field is display-only.

*Table continues...*

Name	Description
<b>Select Host</b>	The hostname of the ESXi host. For example, smgrdev. The field is display-only.
<b>Host FQDN</b>	FQDN of the ESXi host.
<b>Data Store</b>	The data store for the virtual machine. The page populates the capacity details in the Capacity Details section.
<b>Next</b>	Displays the Deploy OVA section in the Location & Host Details screen where you provide the details required for deployment.

### Capacity Details

The system displays the CPU and memory details of the host. The fields are read-only.

**\* Note:**

If the host is in a cluster, the system does not display the capacity details of CPU and memory. Ensure that the host resource requirements are met before you deploy the virtual machine.

Name	Description
<b>Name</b>	The name
<b>Full Capacity</b>	The maximum capacity
<b>Free Capacity</b>	The available capacity
<b>Reserved Capacity</b>	The reserved capacity
<b>Status</b>	The configuration status

### Deploy OVA on System Manager Solution Deployment Manager

Name	Description
<b>ME Deployment</b>	The option to perform the Midsize Enterprise deployment.
<b>Enable enhanced security</b>	The option to enable JITC mode deployment.
<b>Select Software Library</b>	The software library where the .ova file is available.
<b>Select OVAs</b>	The .ova file that you want to deploy.  <b>* Note:</b> System Manager validates any file that you upload during deployment, and accepts only OVA file type. System Manager filters uploaded files based on file extension and mime types or bytes in the file.
<b>Flexi Footprint</b>	The footprint size supported for the selected host.  <b>! Important:</b> <ul style="list-style-type: none"> <li>Ensure that the required memory is available for the footprint sizes that you selected. The upgrade operation might fail due to insufficient memory.</li> </ul>

*Table continues...*



Name	Description
	<ul style="list-style-type: none"> <li>Ensure that the application contains the footprint size values that are supported.</li> </ul>
<b>Next</b>	Displays the Configuration Parameters tab in the OVA Details screen where you provide the OVA details.

### Deploy OVA on the Solution Deployment Manager client

Name	Description
<b>ME Deployment</b>	The option to perform the Midsize Enterprise deployment.
<b>Enable enhanced security</b>	The option to enable JITC mode deployment.

The system displays the following options for deployment by providing OVA path.

Name	Description
<b>Browse</b>	The option to enter the full/absolute path of the <code>.ova</code> file to install it as a virtual machine on the system that hosts the Solution Deployment Manager client.
<b>OVA File</b>	The absolute path to the <code>.ova</code> file on the system that hosts the Solution Deployment Manager client. The field is available only when you click <b>Provide OVA Path</b> .
<b>Submit File</b>	Selects the <code>.ova</code> file of System Manager that you want to deploy.

With the **S/W Library** option you can select a `.ova` file that is available in the local software library of the system that hosts the Solution Deployment Manager client.


The system displays the following options for deployment using local software library.

Name	Description
<b>File Name</b>	The file name of the <code>.ova</code> file that is to be installed on the system that hosts the Solution Deployment Manager client. The field is available only when you click <b>S/W Library</b> .

With the **URL** option, you can type the URL of the `.ova` file. The system displays the following options.

Name	Description
<b>URL</b>	The URL of the <code>.ova</code> file that is to be installed on the system that hosts the Solution Deployment Manager client. The field is available only when you click <b>URL</b> .
<b>Submit</b>	Selects the <code>.ova</code> file to be deployed that is extracted from the URL.

The system displays the following common fields.

Name	Description
<b>Flexi Footprint</b>	<p>The footprint size supported for the selected host.</p> <p>The field is available is common for all three types of deployment.</p> <p> <b>Important:</b></p> <p>Ensure that the required memory is available for the footprint sizes that you selected. The upgrade operation might fail due to insufficient memory.</p>
<b>Next</b>	Displays the <b>Configuration Parameters</b> tab in the OVA Details section where you provide the OVA details.

### Configuration Parameters

The system populates most of the fields depending on the OVA file.

 **Note:**

For configuration parameter fields, for Communication Manager Messaging and Utility Services, see [VM Deployment Configuration and Network Parameters field descriptions](#) on page 76.

Name	Description
<b>VM Name</b>	The name of the virtual machine.
<b>Product</b>	<p>The name of the Avaya Aura<sup>®</sup> application that is being deployed.</p> <p>The field is read-only.</p>
<b>Version</b>	<p>Release number of the Avaya Aura<sup>®</sup> application that is being deployed.</p> <p>The field is read-only.</p>
<b>ME Deployment</b>	<p>The option to perform the Midsize Enterprise deployment.</p> <p>The option is available only while deploying Communication Manager simplex OVA.</p>

**Table 1: Configuration Parameters for Communication Manager simplex OVA deployment**

Name	Description
<b>CM IPv4 Address</b>	The IPv4 address of the Communication Manager virtual machine.
<b>CM IPv4 Netmask</b>	The IPv4 network mask of the Communication Manager virtual machine.
<b>CM IPv4 Gateway</b>	The IPv4 default gateway of the Communication Manager virtual machine.
<b>CM IPv6 Address</b>	<p>The IPv6 address of the Communication Manager virtual machine.</p> <p>The field is optional.</p>

*Table continues...*

Name	Description
<b>CM IPv6 Network Prefix</b>	The IPv6 network prefix of the Communication Manager virtual machine.  The field is optional.
<b>CM IPv6 Gateway</b>	The IPv6 gateway of the Communication Manager virtual machine.  The field is optional.
<b>Out of Band Management IPv4 Address</b>	The IPv4 address of the Communication Manager virtual machine for out of band management.  The field is optional network interface to isolate management traffic on a separate interface from the inband signaling network.
<b>Out of Band Management IPv4 Netmask</b>	The IPv4 subnetwork mask of the Communication Manager virtual machine for out of band management.
<b>Out of Band Management IPv6 Address</b>	The IPv6 address of the Communication Manager virtual machine for out of band management.  The field is optional network interface to isolate management traffic on a separate interface from the inband signaling network.
<b>Out of Band Management IPv6 Network Prefix</b>	The IPv4 subnetwork mask of the Communication Manager virtual machine for out of band management.
<b>CM Hostname</b>	The hostname of the Communication Manager virtual machine.
<b>NTP Server(s)</b>	The IP address or FQDN of the NTP server.  Separate the IP addresses with commas (,).  You can type up to three NTP servers.
<b>DNS Server(s)</b>	The DNS IP address of the Communication Manager virtual machine.
<b>Search Domain List</b>	The search list of domain names. For example, mydomain.com. Separate the search list names with commas (,).
<b>WebLM Server IPv4 Address</b>	The IPv4 address of WebLM. The field is mandatory.
<b>EASG User Access</b>	Enables or disables Avaya Logins for Avaya Services to perform the required maintenance tasks.  The options are: <ul style="list-style-type: none"> <li>• 1: To enable EASG.</li> <li>• 2: To disable EASG.</li> </ul> Avaya recommends to enable EASG.  You can also enable EASG after deploying or upgrading the application by using the command: <b>EASGManage --enableEASG</b> .
<b>CM Privileged Administrator User Login</b>	The login name for the privileged administrator. You can change the value at any point of time. The field is mandatory.

*Table continues...*

Name	Description
<b>CM Privileged Administrator User Password</b>	The password for the privileged administrator. You can change the value at any point of time. The field is mandatory.
<b>Confirm Password</b>	The password required to be confirmed. The field is mandatory.

### Network Parameters

Name	Description
<b>Public</b>	The port number that is mapped to public port group. You must configure Public network configuration parameters only when you configure Out of Band Management. Otherwise, Public network configuration is optional.
<b>Services</b>	The port number that is mapped to the services port group when Utility Services is deployed in the solution. Utility Services provides routing from the services port to the virtual machines and additional functions, such as alarm conversion.
<b>Duplication Link</b>	The connection for server duplication. The field is available only when you deploy duplex Communication Manager.
<b>Out of Band Management</b>	The port number that is mapped to the out of band management port group.

Button	Description
<b>Deploy</b>	Displays the EULA acceptance screen where you must click <b>Accept</b> to start the deployment process.

### Related links

[VM Deployment Configuration and Network Parameters field descriptions](#) on page 76

## VM Deployment Configuration and Network Parameters field descriptions


**Table 2: Configuration Parameters for Communication Manager Messaging deployment**

Name	Description
<b>Messaging IPv4 address</b>	The IP address of the Communication Manager Messaging virtual machine.
<b>Messaging IPv4 Netmask</b>	The network mask of the Communication Manager Messaging virtual machine.
<b>Messaging IPv4 Gateway</b>	The default gateway of the Communication Manager Messaging virtual machine. For example, 172.16.1.1.


*Table continues...*

Name	Description
<b>Out of Band Management IPv4 Address</b>	The IP address of the Communication Manager Messaging virtual machine for out of band management.  The field is optional network interface to isolate management traffic on a separate interface from the inbound signaling network.
<b>Out of Band Management IPv4 Netmask</b>	The subnetwork mask of the Communication Manager Messaging virtual machine for out of band management.
<b>Messaging Hostname</b>	The hostname of the Communication Manager Messaging virtual machine.
<b>NTP Servers</b>	The IP address or FQDN of the NTP server.  Separate the IP addresses with commas (.). The field is optional.
<b>DNS Server(s)</b>	The DNS IP address of the Communication Manager Messaging virtual machine. Separate the IP addresses with commas(.). The field is optional.
<b>Search Domain List</b>	The search list of domain names. For example, mydomain.com. Separate the search list names with commas (.).
<b>WebLM Server IPv4 Address</b>	The IP address of WebLM. The field is mandatory.
<b>Messaging Privileged Administrator User Login</b>	The login name for the privileged administrator.  You can change the value at any point of time.
<b>Messaging Privileged Administrator User Password</b>	The password for the privileged administrator.  You can change the value at any point of time.
<b>Confirm Password</b>	The password required to be confirmed.




### Configuration and Network Parameters for Utility Services deployment

Name	Description
Networking Properties	
<b>Hostname</b>	Linux hostname or fully qualified domain name for Utility Services virtual machine.   <b>Note:</b>  The host name is regardless of the interface that is used to access. The Public interface is the default interface.
<b>Public IP address</b>	The IP address for this interface.  Required field unless you use DHCP.
<b>Public Netmask</b>	The netmask for this interface.  Required field unless you use DHCP.
<b>Public Default Gateway</b>	The IP address of the default gateway.  Required field unless you use DHCP.


*Table continues...*

Name	Description
	<p> <b>Note:</b></p> <p>The default gateway should be configured for the Public network. You can use the <code>ovf_set_static</code> command to allow a static route to be assigned to the OOBM network, enabling OOBM network to reach a second subnet.</p>
<b>Public IPv6 address</b>	<p>The IP address for this interface.</p> <p>Required field unless you use DHCP.</p>
<b>Public IPv6 Prefix</b>	<p>The netmask for this interface.</p> <p>Required field unless you use DHCP.</p>
<b>Default IPv6 Gateway</b>	<p>The IP address of the default gateway.</p> <p>Required field unless you use DHCP.</p>
<b>Out of Band Management IP Address</b>	<p>The IP address for this interface.</p>
<b>Out of Band Management Netmask</b>	<p>The netmask for this interface.</p>
<b>Out of Band Management IPv6 Address</b>	<p>The IPv6 address for this interface. This field is optional.</p>
<b>Out of Band Management IPv6 Prefix</b>	<p>The IPv6 prefix for this interface. This field is optional.</p>
<b>Network Time Protocol IP</b>	<p>IP address of a server running Network Time Protocol that Communication Manager can use for time synchronization.</p>
<b>Timezone setting</b>	<p>The selected timezone setting for the Utility Services virtual machine.</p>
<b>DNS</b>	<p>The IP address of domain name servers for the Utility Services virtual machine. Separate each IP address by a comma.</p> <p>Required field unless you use DHCP.</p> <p>You can specify up to three DNS Servers.</p>
<b>Name</b>	<p>Primary WebLM IP address for Licensing. A valid Utility Services license is required for all deployment types and modes other than deployment on Appliance Virtualization Platform.</p>
<b>Primary System Manager IP address for application registration</b>	<p>The IP address of System Manager that is required for application registration.</p>
<b>Enrollment Password</b>	<p>The enrollment password.</p>
<b>Confirm Password</b>	<p>The confirmation password.</p>
Application Properties	
<b>Communication Manager IP</b>	<p>IP address of Communication Manager.</p>

*Table continues...*

Name	Description
	<p> <b>Note:</b></p> <p>A unique Communication Manager IP address is required for each Utility Services. If you are not associated with a Communication Manager server, specify a static IP that is in your network range.</p>
<b>Utility Services Mode</b>	<p>The mode in which you want to deploy Utility Services. The options are:</p> <ul style="list-style-type: none"> <li>• <b>Full Functionality:</b> Utility Services and services port enabled. The default mode for Appliance Virtualization Platform.</li> </ul> <p>You can set the mode only during the deployment. You cannot change the mode after the virtual machine is deployed.</p> <ul style="list-style-type: none"> <li>• <b>Utility Services Only:</b> Use to disable routing. Set this mode only for Virtualized Environment. If you set this mode for an Avaya appliance, the services port becomes non-operational.</li> <li>• <b>Services Port Only:</b> Deploys Services Port only. Use when the customer already has Utility Services running on another virtual machine and providing the services, or when Utility Services are not required.</li> </ul> <p>With the services port feature, through a laptop connected to the services port of Appliance Virtualization Platform, you can gain access to Avaya virtual machines and the hypervisor that are deployed.</p> <ul style="list-style-type: none"> <li>• <b>Hardened Mode Services Port Only:</b> Sets up the system for military grade hardening.</li> </ul> <p> <b>Note:</b></p> <p>With Utility Services 7.1.2 onwards, you can apply extended security hardening by selecting one of the following modes only:</p> <ul style="list-style-type: none"> <li>• <b>Services Port Only</b></li> <li>• <b>Hardened Mode services port only</b></li> </ul> <p> <b>Note:</b></p> <p>For the Solution Deployment Manager client to connect to the services port features of Utility Services, change the IP address to 192.11.13.5 on the computer of the technician</p> <p>Utility Services can gain access to the hypervisor and all virtual machines through the IP address 192.11.13.6. Utility Services provides application routing between the physical port and virtual applications.</p>
<b>Admin User Password</b>	The admin user password.

*Table continues...*

Name	Description
<b>Confirm Password</b>	The confirmation password.
<b>Out of Band Management Mode</b>	<p>The Out of Band Management mode in which you want to deploy. The options are as follows:</p> <ul style="list-style-type: none"> <li>• <b>OOBM_Enabled</b>: To enable Out of Band Management.</li> <li>• <b>OOBM_Disabled</b>: To disable Out of Band Management.</li> </ul> <p> <b>Note:</b>  <b>OOBM_Disabled</b> is the default setting. If the mode is set to <b>OOBM_Disabled</b>, then you do not need to configure Out of Band Management.</p>

---

## Update Static Routing field descriptions

Name	Description
<b>VM Name</b>	The virtual machine name
<b>VM IP/FQDN</b>	The IP address or FQDN of the virtual machine
<b>Utility Services IP</b>	The IP address of Utility Services

Button	Description
<b>Update</b>	Updates the static IP address for routing.

---

## Installed Patches field descriptions

Button	Description
<b>Action to be performed</b>	<p>The operation that you want to perform on the software patch, service pack, or feature pack that you installed. The options are:</p> <ul style="list-style-type: none"> <li>• <b>All</b>: Displays all the software patches.</li> <li>• <b>Commit</b>: Displays the software patches that you can commit.</li> <li>• <b>Rollback</b>: Displays the software patches that you can rollback.</li> </ul>
<b>Get Info</b>	Displays software patches, service packs, and feature packs that you installed.
<b>Commit</b>	Commits the selected software patch.
<b>Rollback</b>	Rolls back the selected software patch.



Name	Description
<b>VM Name</b>	The name of the System Manager virtual machine on which you want to install the patch.
<b>VM IP</b>	The IP address of System Manager on which you want to install the patch.
<b>Patch Name</b>	The software patch name that you want to install.
<b>Patch Type</b>	The patch type. The options are service pack and software patch.
<b>Patch Version</b>	The software patch version.
<b>Patch State</b>	The software patch state. The states are: <ul style="list-style-type: none"> <li>• Activated</li> <li>• Deactivated</li> <li>• Removed</li> <li>• Installed</li> </ul>
<b>Patch Status</b>	The software patch status.

---

## Update VM field descriptions

Name	Description
<b>VM Name</b>	The System Manager virtual machine name
<b>VM IP</b>	The IP address of System Manager
<b>VM FQDN</b>	FQDN of System Manager
<b>Host Name</b>	The host name
<b>Select bin file from Local SMGR</b>	The option to select the software patch or service pack for System Manager.  The absolute path is the path on the computer on which the Solution Deployment Manager client is running. The patch is uploaded to System Manager.  This option is available only on the Solution Deployment Manager client.
<b>Auto commit the patch</b>	The option to commit the software patch or service pack automatically.  If the check box is clear, you must commit the patch from <b>More Actions &gt; Installed Patches</b> .
Button	Description
<b>Install</b>	Installs the software patch or service pack on System Manager.

## Reestablish Connection field descriptions

Name	Description
VM Name	The virtual machine name
VM IP/FQDN	The IP address or FQDN of the virtual machine
User Name	The user name
Password	The password

Button	Description
Reestablish Connection	Establishes connection between System Manager and the virtual machine.

## Network parameter update for Avaya Aura<sup>®</sup> applications

You can change the network parameters for Avaya Aura<sup>®</sup> applications that run on an Appliance Virtualization Platform server.

The commands listed might change. Therefore, from the Avaya Support website at <https://support.avaya.com>, get the latest command update for an Avaya Aura<sup>®</sup> application from the appropriate document.

**+ Tip:**

On the Avaya Support website navigate to **Support by Product > Documents > <Avaya Aura application>**, type the release number, click **Installation, Upgrades & Config**, click **Enter**, and search for the updates.

Avaya Aura <sup>®</sup> application	Command	Interface where you perform the task
Appliance Virtualization Platform	<code>serverInitialNetworkConfig</code>	CLI
System Manager	<code>changeIPFQDN -IP &lt;IPv4 address&gt; -FQDN &lt;FQDN&gt; -GATEWAY &lt;IPv4 Gateway address&gt; -NETMASK &lt;Netmask address&gt; -DNS &lt;DNS address&gt; -SEARCH &lt;search list of domain names&gt; -IPV6 &lt;IPv6 address&gt; -IPV6GW &lt;IPv6 Gateway address&gt; -IPV6PREFIX &lt;IPv6 prefix&gt;</code>	CLI

*Table continues...*

Avaya Aura® application	Command	Interface where you perform the task
Communication Manager	-	The Network Configuration page from <b>Administration &gt; server(Maintenance) &gt; ServerConfiguration</b> on Communication Manager SMI.
Session Manager	<b>SMnetSetup</b>	CLI
Avaya Breeze™ and all installed snap-ins	<b>CEnetSetup</b>	CLI
Utility Services	<b>VMware_conf.sh</b>	CLI
Avaya Aura® Messaging	-	See the Avaya support website.
Avaya Aura® Media Server	-	See the Avaya support website.
SAL Gateway	-	Currently, you cannot change Network Parameters for SAL Gateway

---

## Virtual machine report

With System Manager Release 7.1.3 and later, you can generate a report of virtual machines that are installed on the Appliance Virtualization Platform host.

The script to generate the virtual machine report is in the `/swlibrary/reports/generate_report.sh` folder.

### Important:

If you run the report generation script when an upgrade is in progress on System Manager, the upgrade might fail.

---

## generate\_report.sh command

The `generate_report.sh` generates the virtual machine report.

### Syntax

```
sh ./generate_report.sh [-g] [-u Provide SMGR UI user name] [-p Provide SMGR UI password] [-s] [-a]
```

- g** The option to generate the report.
- u, SMGR UI user name** System Manager Web console user name.
- p, SMGR UI password** System Manager Web console password.

- s** The option to view the status of the generated report.
- a** The option to abort the generated report.

---

## Generating a virtual machine report

### Before you begin

If the application is of prior to Release 7.1, you must establish the trust with all applications before running the Report Generation utility.

### Procedure

1. Log in to the System Manager command line interface with administrator privilege CLI user credentials.
2. Go to the `/swlibrary/reports/` directory.
3. Type the `./generate_report.sh -g -u <SMGR UI Username> -p <SMGR UI Password>` command:

For example: `./generate_report.sh -g -u admin -p password`

The system displays the following message: Executing the Report Generation script can cause the failure of upgrade that is running on the System Manager system. Do you still want to continue? [Y/N].

4. To proceed with report generation, type `Y`, and press `Enter`.

The system generates the report in the `.csv` format in the `/swlibrary/reports/vm_app_report_DDMMYYYYxxxx.csv` folder.

 **Note:**

If you re-run the report generation script when the report generation process is in progress, the system displays the following message: Report Generation Process is Already Running, Kindly try after some time.

5. **(Optional)** To view the logs, go to `/swlibrary/reports/generate_report-YYYYMMDDxxxx.log`.

---

## Viewing the status of the virtual machine report

### Procedure

1. Log in to the System Manager command line interface with administrator privilege CLI user credentials.
2. Go to the `/swlibrary/reports/` directory.

3. Type the `./generate_report.sh -s` command.

If the virtual machine report generation is in progress, the system displays the following message: `Report Generation Process is Running`.

---

## Aborting the virtual machine report generation

### About this task

If the virtual machine report generation process is in progress and you want to abort the report generation process, use the following procedure.

### Procedure

1. Log in to the System Manager command line interface with administrator privilege CLI user credentials.
2. Go to the `/swlibrary/reports/` directory.
3. Type the `./generate_report.sh -a` command.

The system aborts the virtual machine report generation process.

# Chapter 7: System Manager upgrade management

---

## Upgrading virtualized environment-based System Manager by using the Solution Deployment Manager client

### About this task

The procedure describes the steps to upgrade virtualized environment-based System Manager Release 7.0.x to System Manager Release 7.1.


#### \* Note:

If you are upgrading System Manager Release 7.0.x to Release 7.1.3 by using the Solution Deployment Manager client then post upgrade no need to reinstall the license file for the elements that are acquiring licenses from the old System Manager Release 7.0.x system. However, you need to install the license file for System Manager Release 7.1 and later.

### Before you begin

- Install the Solution Deployment Manager client.
- Add a location.
- Add the ESXi, vCenter, or Appliance Virtualization Platform host from the VM Management page.
- Select the System Manager 7.0.x virtual machine and click **More Actions > Re-establish connection** to establish the trust. For more information, see “Re-establishing trust for Solution Deployment Manager elements”.
- Obtain the System Manager software. See “Software details of System Manager”

### Procedure

1. To start the Solution Deployment Manager client, click **Start > All Programs > Avaya > Avaya SDM Client** or the SDM icon  on the desktop.
2. Click **VM Management**.
3. In the lower pane, click **Upgrade Management**.
4. On the Upgrade Management page, select the System Manager 7.0.x virtual machine.
5. Click **Upgrade**.

6. **(Optional)** In **Host FQDN**, select the host.

On the SMGR Upgrade dialog box, the system preselects and disables **Host FQDN**.

7. Select the datastore on the host.

8. Click **Next**.

9. To get the OVA file, select the **OVA** tab, and do one of the following:

- Click **URL**, in **OVA File**, type the absolute path to the System Manager OVA file, and click **Submit**.
- Click **S/W Library**, in **File Name**, select the System Manager OVA file.
- Click **Browse**, select the required OVA file from a location on the computer, and click **Submit File**.

10. In **Choose Deployment Type**, select **ME Deployment**, if required.

11. From **Flexi Footprint**, select the flexi footprint.

12. Click the Data Migration tab, do one of the following:

- Click **URL**, and provide the absolute path to the latest data migration utility file.
- Click **S/W Library**, and select the latest data migration utility file.
- Click **Browse**, and select the latest data migration utility file.

13. Click the Service or Feature Pack tab, do one of the following:

- Click **URL**, and provide the absolute path to the latest service or feature pack.
- Click **S/W Library**, and select the latest service or feature pack.
- Click **Browse**, and select the latest service or feature pack.

14. Click **Next**.

15. In the Config Parameters section, provide FQDN, Timezone, SNMP passwords, SMGR CLI User parameters, and EASG details.

 **Note:**

Use the same FQDN as that on the old System Manager.

16. In the Network Parameters section, provide the Public and Out of Band Management details.

 **Note:**

Use the same FQDN as that on the old System Manager.

17. Click **Upgrade** and accept the license terms.

The existing virtual machine shuts down, deploys OVA, and restores the data on the new virtual machine.

18. To view the status, in the **Upgrade Status** column, click **Status Details**.

The complete process takes about 180–200 minutes depending on the data on System Manager.

19. Verify that the new System Manager virtual machine is functional.

For more information, see “Verifying the functionality of System Manager”.

20. Do one of the following:

- a. If the upgrade is successful, click **Commit**.

The system deletes the old virtual machine.

- b. If the upgrade fails or you want to revert to the old system, click **Rollback**.

The system deletes the newly created virtual machine and starts the old virtual machine.

### Next steps

Install the valid license file for System Manager Release 7.1 and later.

---

## Upgrading System Platform-based System Manager to Release 7.1.3 on a different server by using the Solution Deployment Manager client


### About this task

The procedure describes the steps to upgrade System Manager on a different server.

### Before you begin

- Install the Solution Deployment Manager client. See “Software details of System Manager”.
- Add a location.
- Upgrade the Appliance Virtualization Platform or the ESXi host.
- Add the Appliance Virtualization Platform or the ESXi host from the VM Management page.
- Obtain the System Manager software. See “Software details of System Manager”.

### Procedure

1. To start the Solution Deployment Manager client, click **Start > All Programs > Avaya > Avaya SDM Client** or the SDM icon  on the desktop.
2. Click **VM Management**.
3. In the lower pane, click **Upgrade Management**.  
The system displays the Upgrade Elements page



4. If the System Manager element is not present on the Upgrade Elements page, do the following:
  - a. Click **Add Elements**, add the System Manager element and console domain information.
  - b. Click **Save**.
5. If System Manager element is present, select the required element.
6. Click **Upgrade**.
7. **(Optional)** In **Host FQDN**, select the host.

On the SMGR Upgrade dialog box, the system preselects and disables **Host FQDN**.
8. Select the datastore on the host.

The system populates the network parameters and configuration parameters from the System Platform-based virtual machine.
9. Click **Next**.
10. To get the OVA file, select the **OVA** tab, and do one of the following:
  - Click **URL**, in **OVA File**, type the absolute path to the System Manager OVA file, and click **Submit**.
  - Click **S/W Library**, in **File Name**, select the System Manager OVA file.
  - Click **Browse**, select the required OVA file from a location on the computer, and click **Submit File**.
11. In **Choose Deployment Type**, select **ME Deployment**, if required.
12. From **Flexi Footprint**, select the flexi footprint.
13. Click the Data Migration tab, do one of the following:
  - Click **URL**, and provide the absolute path to the latest data migration utility file.
  - Click **S/W Library**, and select the latest data migration utility file.
  - Click **Browse**, and select the latest data migration utility file.
14. Click the Service or Feature Pack tab, do one of the following:
  - Click **URL**, and provide the absolute path to the latest service or feature pack.
  - Click **S/W Library**, and select the latest service or feature pack.
  - Click **Browse**, and select the latest service or feature pack.
15. Click **Next**.
16. In the Config Parameters section, provide FQDN, Timezone, SNMP passwords, SMGR CLI User parameters, and EASG details.

 **Note:**

Use the same FQDN as that on the old System Manager.

17. In the Network Parameters section, provide the Public and Out of Band Management details.

 **Note:**

Use the same FQDN as that on the old System Manager.

18. Click **Upgrade** and accept the license terms.

The existing virtual machine shuts down, deploys OVA, and restores the data on the new virtual machine.

19. To view the status, in the **Upgrade Status** column, click **Status Details**.

The complete process takes about 180–200 minutes depending on the data on System Manager.

### Next steps

Install the valid license file for System Manager Release 7.1 and later.

### Related links

- [Installing the Solution Deployment Manager client on your computer](#) on page 14
- [Upgrade Management field descriptions](#) on page 98
- [Add Element field descriptions](#) on page 98
- [Install on Same ESXi field descriptions](#) on page 105


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## Upgrading System Platform-based System Manager on the same server by using Solution Deployment Manager client

### Before you begin

- Install the Solution Deployment Manager client.
- Add a location.
- Obtain the System Manager software. See Software details of System Manager.

### Procedure

1. To start the Solution Deployment Manager client, click **Start > All Programs > Avaya > Avaya SDM Client** or the SDM icon  on the desktop.
2. Click **VM Management**.
3. In the lower pane, click **Upgrade Management**.
4. If the System Manager element is not present on the Upgrade Elements page, do the following:
  - a. Click **Add Elements**, add the System Manager element and console domain information.

- b. Click **Save**.
5. If System Manager element is present, select the required element.
6. Click **Upgrade**.
7. On the Upgrade Management page, select the **Install on Same Host** check box.
8. Click **Continue**.

The virtual machine shuts down and goes to the paused state.

You must add the Appliance Virtualization Platform host from VM Management.
9. Install the Appliance Virtualization Platform host on the server on which System Platform was running.
10. To resume the upgrade operation, click **Upgrade Elements > Resume from Upgrade elements**.
11. In **Host FQDN**, select the host.
12. Select the datastore on the host.

The system populates the network parameters and configuration parameters from the System Platform-based virtual machine.
13. Click **Next**.
14. To get the OVA file, select the **OVA** tab, and do one of the following:
  - Click **URL**, in **OVA File**, type the absolute path to the System Manager OVA file, and click **Submit**.
  - Click **S/W Library**, in **File Name**, select the System Manager OVA file.
  - Click **Browse**, select the required OVA file from a location on the computer, and click **Submit File**.
15. In **Choose Deployment Type**, select **ME Deployment**, if required.
16. From **Flexi Footprint**, select the flexi footprint.
17. Click the Data Migration tab, do one of the following:
  - Click **URL**, and provide the absolute path to the latest data migration utility file.
  - Click **S/W Library**, and select the latest data migration utility file.
  - Click **Browse**, and select the latest data migration utility file.
18. Click the Service or Feature Pack tab, do one of the following:
  - Click **URL**, and provide the absolute path to the latest service or feature pack.
  - Click **S/W Library**, and select the latest service or feature pack.
  - Click **Browse**, and select the latest service or feature pack.
19. Click **Next**.
20. In the Config Parameters section, provide FQDN, Timezone, SNMP passwords, SMGR CLI User parameters, and EASG details.

**\* Note:**

Use the same FQDN as that on the old System Manager.

21. In the Network Parameters section, provide the Public and Out of Band Management details.

**\* Note:**

Use the same FQDN as that on the old System Manager.

22. Click **Upgrade** and accept the license terms.

The existing virtual machine shuts down, deploys OVA, and restores the data on the new virtual machine.

23. To view the status, in the **Upgrade Status** column, click **Status Details**.

The complete process takes about 180–200 minutes depending on the data on System Manager.

24. Verify that the new System Manager virtual machine is functional.

For more information, see “Verifying the functionality of System Manager”.

25. If the upgrade fails or you want to revert to the old system, click **Rollback**.

After the rollback operation, you need to re-install System Platform and System Manager, and then restore the backup.

#### Related links

[Installing the Solution Deployment Manager client on your computer](#) on page 14

[Upgrade Management field descriptions](#) on page 98

[Add Element field descriptions](#) on page 98

[Install on Same ESXi field descriptions](#) on page 105

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## Upgrading System Manager Release 7.0 in Virtualized Environment


### About this task

Use this procedure to upgrade System Manager Release 7.0 to Release 7.1.

### Before you begin

- If the System Manager element is not present on the Upgrade Management page, do the following:
  1. Re-establish trust with the virtual machine using **Re-establish Connection**.
  2. Refresh the virtual machine using **Refresh VM**.

## Procedure

1. To start the Solution Deployment Manager client, click **Start > All Programs > Avaya > Avaya SDM Client** or the SDM icon  on the desktop.
2. Click **VM Management**.
3. In the lower pane, click **Upgrade Management**.
4. On the Upgrade Elements page, select the required System Manager element.
5. Click **Upgrade**.
6. **(Optional)** In **Host FQDN**, select the host.  
On the SMGR Upgrade dialog box, the system preselects and disables **Host FQDN**.
7. Select the datastore on the host.  
The system populates the network parameters and configuration parameters from the System Platform-based virtual machine.
8. Click **Next**.
9. To get the OVA file, select the **OVA** tab, and do one of the following:
  - Click **URL**, in **OVA File**, type the absolute path to the System Manager OVA file, and click **Submit**.
  - Click **S/W Library**, in **File Name**, select the System Manager OVA file.
  - Click **Browse**, select the required OVA file from a location on the computer, and click **Submit File**.
10. From **Flexi Footprint**, select the flexi footprint.
11. Click the Data Migration tab, do one of the following:
  - Click **URL**, and provide the absolute path to the latest data migration utility file.
  - Click **S/W Library**, and select the latest data migration utility file.
  - Click **Browse**, and select the latest data migration utility file.
12. Click the Service or Feature Pack tab, do one of the following:
  - Click **URL**, and provide the absolute path to the latest service or feature pack.
  - Click **S/W Library**, and select the latest service or feature pack.
  - Click **Browse**, and select the latest service or feature pack.
13. Click **Next**.
14. In the Configuration Parameters section, provide the System Manager CLI user details.
15. In the Network Parameters section, provide the Public and Out of Band Management details.

**\* Note:**

Use the same FQDN as that on the old System Manager.

16. Click **Upgrade** and accept the license terms.

The existing virtual machine shuts down, deploys OVA, and restores the data on the new virtual machine.

17. To view the status, in the **Upgrade Status** column, click **Status Details**.

The complete process takes about 180–200 minutes depending on the data on System Manager.

### Next steps

Verify that the upgrade is successful.

---

## Upgrading to System Manager Release 7.1.3 from CLI

### About this task

Use the procedure to upgrade System Manager vAppliance from Release 6.2.x or 6.3.x to Release 7.1.3 running on an Avaya-provided server with Appliance Virtualization Platform or on VMware in customer-provided Virtualized Environment by using Command Line Interface.

When you upgrade System Manager to Release 7.1 by using the data migration utility from CLI, the system performs the patch installation along with the data migration. Therefore, do not perform the patch installation.

### Before you begin

- Ensure that System Manager is running.
- Download the `SMGR-7.1.0.0.1125193-e65-50.ova` file, `datamigration-146.bin` file, and `System_Manager_7.1.3.0_r713007763.bin` file from the Avaya Support website at <http://support.avaya.com>.

### Procedure

1. Log on to the old System Manager web console.
2. Record the software version of old System Manager from the **About** link.  
For information, see “Verifying the current software version”.
3. Create a backup of System Manager and copy to the remote server by using System Manager web console.

**\* Note:**

For upgrades by using data migration utility, use only the backup that you created from the System Manager web console.

4. Log in to the System Manager command line interface of the existing system.

5. Shut down System Manager.
6. Deploy the `SMGR-7.1.0.0.1125193-e65-50.ova`.

**! Important:**

You can use the same network parameters and system parameters that you recorded on the existing system or you can use the different network parameters to configure the new system. However, the virtual FQDN (vFQDN) must be same on the new system as you recorded on the existing system.

7. Copy `datamigration-146.bin`, the Release 7.1.3 bin file, and System Manager backup file to the `/swlibrary` location on System Manager.
8. Log in to the new System Manager virtual machine.
9. On System Manager Release 7.1.3, at the prompt, perform the following:

- a. Create a snapshot of the System Manager system.
- b. To run the data migration utility, type the following command:

```
upgradeSMGR /swlibrary/<DMUtility_bin file name>.bin -m -v
```

You must provide the absolute path of the data migration utility.

- c. In **Enter the location of backup file (full path)**, type the absolute path of the backup file.

```
/swlibrary/<backupfile name.*>
```

The system validates the backup file and displays the parameters.

- d. In **Enter the patch file**, type the following command:

```
/swlibrary/<patch file name>.bin
```

For example, `swlibrary/System_Manager_R7.1.0.0.xxxxxxxxxx.bin`.

The system validates the patch file and displays the following message:

```
You are about to run the System Manager Data Migration utility.
The System Manager will be inaccessible for approximately 60
minutes, depending on the resources available on the system.
```

- e. To continue, type `Y`.

The system displays the following message:

```
WARNING:- The system is now going down for a halt and will be
inaccessible for some time.
Remote broadcast message (Tue Apr 5 21:06:27 2017):
INFO:- System Manager Data Migration would now be executed in
background process. For details, see System Manager Data
Migration logs in the /var/log/Avaya/datamigration/
data_migration.log.
```

10. Log on to System Manager and verify that the upgrade is successful.

The upgrade takes about 80 to 90 minutes. However, the duration depends on the factors such as the number of users, backup size, hardware used, and the number of resources shared during the upgrade.

As part of running the data migration utility, the system performs the patch installation in the background that takes about 60–90 minutes.

You can verify the execution of System Manager:

- Data Migration Utility from the `/var/log/Avaya/datamigration/data_migration.log` file.
- Patch from the `/var/log/Avaya/SMGR_Patch.log` file.

### Next steps

- If the upgrade or patch installation is successful, log off from the system, and remove the snapshot.

 **Note:**

Snapshots occupy the system memory and degrades the performance of the virtual application. Therefore, delete the snapshot after you verify the patch installation or the system upgrade.

- If the upgrade or patch installation fails, use the snapshot to restore the system to the original state.

To collect logs, run the `collectLogs` command. The system creates a `LogsBackup_xx_xx_xx_XXXXXX.tar.gz` file at `/tmp` directory. Copy the `LogsBackup_xx_xx_xx_XXXXXX.tar.gz` file to remote server and share the file with Avaya Support Team.

---

## Installing service packs and software patches on System Manager by using the Solution Deployment Manager client


### About this task

Use the procedure to install service packs, feature packs, or software patches on System Manager by using Solution Deployment Manager client.

### Before you begin

Install the Solution Deployment Manager client.

### Procedure

1. To start the Solution Deployment Manager client, click **Start > All Programs > Avaya > Avaya SDM Client** or the SDM icon () on the desktop.
2. Click **VM Management**.



3. In VM Management Tree, select a location.
4. On the Virtual Machines tab, in the VMs for Selected Location <location name> section, select System Manager on which you want to install the patch.
5. **(Optional)** If updating from a different client, perform the following:
  - a. Click **More Actions > Re-establish connection**.
  - b. Click on **Refresh VM**.
  - c. To view the status, in the **Current Action** column, click **Status Details**.
  - d. Proceed with the next step.
6. Click **More Actions > Update VM**.

The system displays the System Manager Update dialog box.
7. In **Select bin file from Local SDM Client**, provide the absolute path to the software patch or service pack.

 **Note:**

The absolute path is the path on the computer on which the Solution Deployment Manager client is running. The patch is uploaded to System Manager.

8. **(Optional)** Click the **Auto commit the patch** check box.
9. Click **Install**.

In the VMs for Selected Location <location name> section, the system displays the status.
10. To view the details, in the **Current Action** column, click **Status Details**.

SMGR Patching Status window displays the details. The system displays the Installed Patches page. The patch installation takes some time.
11. On the Installed Patches page, perform the following:
  - a. In **Action to be performed**, click **Commit**.

The system installs the patch, service pack or feature pack that you selected.
  - b. Click **Get Info**.
  - c. Select the patch, service pack or feature pack, and click **Commit**.

#### Related links

[Update VM field descriptions](#) on page 81

## Upgrade Management field descriptions

### Upgrade Elements

Name	Description
IP/FQDN	The IP address or the FQDN of System Manager virtual machine.
SMGR Name	System Manager name.
Upgrade Status	The status of the upgrade process. The status can be <b>Upgrading</b> , <b>Completed</b> , or <b>Failed</b> . The <b>Status Details</b> link provides more information about the System Manager upgrade.
Last Action	The last upgrade action.

Button	Description
Add Elements	Displays the Add Element page where you add System Manager.
Upgrade	Displays the Upgrade Management page where you upgrade the System Manager virtual machine.
Edit	Displays the Edit Element page where you can change the details of System Manager that you added.
Delete	Deletes the System Manager virtual machine.

## Add Element field descriptions

### Required Element information

Name	Description
SMGR IP	The IP address of System Manager.
SMGR VM NAME	The name of the System Manager virtual machine.
SMGR SSH User Name	The SSH user name of System Manager.
SMGR SSH Password	The SSH password of System Manager.

### Required C-DOM information

Name	Description
C-DOM IP/FQDN	The C-DOM IP/FQDN.
C-DOM SSH User Name	The C-DOM SSH user name.
C-DOM SSH Password	The C-DOM SSH password.

*Table continues...*

Name	Description
C-DOM Root User Name	The C-DOM root user name.
C-DOM Root password	The C-DOM root password.

Button	Description
Save	Saves the element that you added

---

## Edit Elements field descriptions

### Required Element information

Name	Description
SMGR IP	The IP address of System Manager
SMGR NAME	The name of System Manager virtual machine.
SMGR SSH User Name	The SSH user name of System Manager
SMGR SSH Password	The SSH password of System Manager

### Required C-DOM information

Name	Description
C-DOM IP/FQDN	The C-DOM IP/FQDN
C-DOM SSH User Name	The C-DOM SSH user name
C-DOM SSH Password	The C-DOM SSH password
C-DOM Root User Name	The C-DOM root user name
C-DOM Root password	The C-DOM root password

Button	Description
Update	Updates the changes to the element.

---



## Upgrade Management field descriptions

Name	Description
Install on Same Host	<p>The option to select the same or a different server. The options are:</p> <ul style="list-style-type: none"> <li>• Select: To upgrade on the same server.</li> <li>• Clear: To upgrade to a different server.</li> </ul>

*Table continues...*

Name	Description
	If you do not select the check box, you must add a new server or select a server from the list to which you want to update.
<b>Host FQDN</b>	The Host FQDN to which you want to update. The system displays the CPU and memory details of the host in the Capacity Details section.
<b>VM Name</b>	The virtual machine name displayed on the Add Element page.

## Deploy OVA

Name	Description
<b>Select the OVA</b>	The option to select a .ova file of the virtual machine that is available on System Manager.
<b>OVA file</b>	The absolute path to the .ova file of the virtual machine. The field is available only when you click <b>Select the OVA from Local SMGR</b> .
<b>Submit File</b>	Selects the .ova file of the virtual machine that you want to deploy. The field is available only when you click <b>Select the OVA from Local SMGR</b> . The system displays the network configuration details in the Network Parameters section based on the System Manager virtual machine.
<b>Flexi Footprint</b>	The footprint size supported for the selected server. The system validates for the CPU, memory, and other parameters in the Capacity Details section. You must ensure that the status is  .
<b>SMGR Datamigration Utility file</b>	The absolute path to the System Manager data migration utility file.  <b>Note:</b> Provide the latest data migration bin that is available for the System Manager release.
<b>Backup file</b>	The absolute path to the backup of System Manager virtual machine.
<b>Service Pack or Feature Pack</b>	The absolute path to the service pack or feature pack. For the latest service pack or feature pack, see the latest System Manager release notes.

**\* Note:**

- For upgrades from System Manager Release 6.3.15 or later, the bin file is mandatory.
- For upgrades from System Manager from 6.3.14 or earlier, the service pack, feature pack or patch file is optional.

If you provide the service pack or feature pack, the data migration utility automatically deploys the service pack or feature pack on System Manager Release 7.0.0.0 after data migration.

## Configuration Parameters

The system populates most of the fields depending on the OVA file. You must provide information, such as password, FQDN, and timezone.


### Management Network Settings

Name	Description
<b>Management IPv4 Address (or Out of Band Management IPv4 Address)</b>	The IPv4 address of the System Manager virtual machine for out of band management.  The field is optional network interface to isolate management traffic on a separate interface from the inbound signaling network.
<b>Management Netmask</b>	The Out of Band Management subnetwork mask to assign to the System Manager virtual machine.
<b>Management Gateway</b>	The gateway IPv4 address to assign to the System Manager virtual machine.
<b>IP Address of DNS Server</b>	The DNS IP addresses to assign to the primary, secondary, and other System Manager virtual machines. Separate the IP addresses with commas (,).
<b>Management FQDN</b>	The FQDN to assign to the System Manager virtual machine.  <b>* Note:</b> System Manager hostname is case-sensitive. The restriction applies only during the upgrade of System Manager.
<b>IPv6 Address</b>	The IPv6 address of the System Manager virtual machine for out of band management. The field is optional.
<b>IPv6 Network prefix</b>	The IPv6 subnetwork mask to assign to the System Manager virtual machine. The field is optional.
<b>IPv6 Gateway</b>	The gateway IPv6 address to assign to the System Manager virtual machine. The field is optional.
<b>Default Search List</b>	The search list of domain names. The field is optional.
<b>NTP Server IP/FQDN</b>	The IP address or FQDN of the NTP server. The field is optional. Separate the IP addresses with commas (,).
<b>Time Zone</b>	The timezone where the System Manager virtual machine is located. A list is available where you select the name of the continent and the name of the country.

## Public Network Settings

Name	Description
<b>Public IP Address</b>	The IPv4 address to enable public access to different interfaces. The field is optional.
<b>Public Netmask</b>	The IPv4 subnetwork mask to assign to System Manager virtual machine. The field is optional.
<b>Public Gateway</b>	The gateway IPv4 address to assign to the System Manager virtual machine. The field is optional.
<b>Public FQDN</b>	The FQDN to assign to the System Manager virtual machine. The field is optional.
<b>Public IPv6 Address</b>	The IPv6 address to enable public access to different interfaces. The field is optional.
<b>Public IPv6 Network Prefix</b>	The IPv6 subnetwork mask to assign to System Manager virtual machine. The field is optional.
<b>Public IPv6 Gateway</b>	The gateway IPv6 address to assign to the System Manager virtual machine. The field is optional.

## Virtual FQDN

Name	Description
<b>Virtual Hostname</b>	<p>The virtual hostname of the System Manager virtual machine.</p> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>• The VFQDN value must be unique and different from the FQDN value of System Manager and the elements.</li> <li>• VFQDN is a mandatory field.</li> <li>• By default, VFQDN entry gets added in the <code>/etc/hosts</code> file during installation. Do not remove VFQDN entry from the <code>/etc/hosts</code> file.</li> <li>• VFQDN entry will be below FQDN entry and mapped with IP address of system. Do not manually change the order and value.</li> <li>• You must keep VFQDN domain value same as of FQDN domain value.</li> <li>• If required, VFQDN value can be added in DNS configuration, ensure that the value can be resolved.</li> <li>• Secondary Server (Standby mode) IP address value is mapped with VFQDN value in hosts file of Primary server IP address. After Secondary Server is activated, then the IP address gets updated with Secondary Server IP address.</li> <li>• In Geographic Redundancy, the primary and secondary System Manager must use the same VFQDN.</li> </ul>

*Table continues...*



Name	Description
	<ul style="list-style-type: none"> <li>After System Manager installation, if you require to change the System Manager VFQDN value, perform the following: <ol style="list-style-type: none"> <li>Log in to the System Manager virtual machine with administrator privilege credentials.</li> <li>Run the <code>changeVFQDN</code> command.</li> </ol> </li> </ul> <p><b>!</b> <b>Important:</b></p> <p>When you run the <code>changeVFQDN</code> command on System Manager, data replication synchronization between System Manager with Session Manager and other elements fails. To correct VFQDN on other elements and to retrieve new VFQDN from System Manager, see product-specific Administering document.</p>
<b>Virtual Domain</b>	The virtual domain name of the System Manager virtual machine.

Name	Description
<b>SNMPv3 User Name Prefix</b>	The prefix for SNMPv3 user.
<b>SNMPv3 User Authentication Protocol Password</b>	The password for SNMPv3 user authentication.
<b>Confirm Password</b>	The password that you retype to confirm the SNMPv3 user authentication protocol.
<b>SNMPv3 User Privacy Protocol Password</b>	The password for SNMPv3 user privacy.
<b>Confirm Password</b>	The password that you must provide to confirm the SNMPv3 user privacy protocol.

## SMGR CLI USER

Name	Description
<b>SMGR command line user name</b>	<p>The user name of the System Manager CLI user.</p> <p><b>*</b> <b>Note:</b></p> <p>Do not provide the common user names, such as, admin, csadmin, postgres, root, bin, daemon, adm, sync, dbus, vcsa, ntp, saslauth, sshd, tcpdump, xfs, rpc, rpcuser, nfsnobody, craft, inads, init, rasaccess, sroot, postgres, smgr, and nortel.</p>
<b>SMGR command line user password</b>	The password for the System Manager CLI user.
<b>Confirm Password</b>	The password that you retype to confirm the System Manager CLI user authentication.

## Backup Definition

Name	Description
<b>Schedule Backup?</b>	<ul style="list-style-type: none"> <li>• <b>Yes:</b> To schedule the backup jobs during the System Manager installation.</li> <li>• <b>No:</b> To schedule the backup jobs later.</li> </ul> <p> <b>Note:</b> If you select <b>No</b>, the system does not display the remaining fields.</p>
<b>Backup Server IP</b>	<p>The IP address of the remote backup server.</p> <p> <b>Note:</b> The IP address of the backup server must be different from the System Manager IP address.</p>
<b>Backup Server Login Id</b>	The login ID of the backup server to log in through the command line interface.
<b>Backup Server Login Password</b>	The SSH login password to log in to the backup server from System Manager through the command line interface.
<b>Confirm Password</b>	The password that you reenter to log in to the backup server through the command line interface.
<b>Backup Directory Location</b>	The location on the remote backup server.
<b>File Transfer Protocol</b>	The protocol that you can use to create the backup. The values are SCP and SFTP.
<b>Repeat Type</b>	<p>The type of the backup. The possible values are:</p> <ul style="list-style-type: none"> <li>• Hourly</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Backup Frequency</b>	<p>The frequency of the backup taken for the selected backup type.</p> <p>The system generates an alarm if you do not schedule a System Manager backup every seven days.</p>
<b>Backup Start Year</b>	The year in which the backup must start. The value must be greater than or equal to the current year.
<b>Backup Start Month</b>	The month in which the backup must start. The value must be greater than or equal to the current month.
<b>Backup Start Day</b>	The day on which the backup must start. The value must be greater than or equal to the current day.
<b>Backup Start Hour</b>	<p>The hour in which the backup must start.</p> <p>The value must be six hours later than the current hour.</p>
<b>Backup Start Minutes</b>	The minute when the backup must start. The value must be a valid minute.

*Table continues...*



Name	Description
<b>Backup Start Seconds</b>	The second when the backup must start. The value must be a valid second.

### Enhanced Access Security Gateway (EASG) - EASG User Access

Name	Description
<b>Enter 1 to Enable EASG (Recommended) or 2 to Disable EASG</b>	<p>Enables or disables Avaya Logins for Avaya Services to perform the required maintenance tasks.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• 1: To enable EASG.</li> <li>• 2: To disable EASG.</li> </ul> <p>Avaya recommends to enable EASG.</p> <p>You can also enable EASG after deploying or upgrading the application by using the command: <code>EASGManage --enableEASG</code>.</p>

### Network Parameters

Name	Description
<b>Out of Band Management IP Address</b>	The port number that you must assign to the Out of Band Management port group. The field is mandatory.
<b>Public</b>	The port number that you must assign to public port group. The field is optional.

Button	Description
<b>Upgrade</b>	Displays the EULA acceptance screen. To accept EULA and start the upgrade process, click <b>Accept</b> .

---

## Install on Same ESXi field descriptions

Name	Description
<b>Install on Same Host</b>	<p>The option to select the same or a different server during the upgrade. The options are:</p> <ul style="list-style-type: none"> <li>• Select: To upgrade on same server.</li> <li>• Clear: To upgrade on a different server.</li> </ul>
<b>HOST FQDN</b>	The fully qualified domain name. For example, platform.mydomain.com.

# Chapter 8: Additional Solution Deployment Manager client functionality

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## Certificate validation

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### Certification validation

With System Manager Solution Deployment Manager and Solution Deployment Manager client, you can establish a certificate-based TLS connection between the Solution Deployment Manager service and a host that is running Avaya Aura® 7.x applications. This provides secure communications between System Manager Solution Deployment Manager or the Solution Deployment Manager client and Appliance Virtualization Platform or ESXi hosts or vCenter.

The certificate-based sessions apply to the Avaya Aura® Virtualized Appliance offer using host self-signed certificates and the customer-provided Virtualization Environment using host self-signed or third-party certificates.

You can check the following with certificate-based TLS sessions:

- Certificate valid dates
- Origin of Certificate Authority
- Chain of Trust
- CRL or OCSP state

**\* Note:**

Only System Manager Release 7.1 and later supports **OCSP**. Other elements of Avaya Aura® Suite do not support **OCSP**.

- Log Certificate Validation Events

Solution Deployment Manager checks the certificate status of hosts. If the certificate is incorrect, Solution Deployment Manager does not connect to the host.

For the correct certificate:

- The fully qualified domain or IP address of the host to which you are connecting must match the value in the certificate SAN or the certificate Common Name and the certificate must be in date.
- Appliance Virtualization Platform and VMware ESXi hosts do not automatically regenerate their certificates when host details such as IP address or hostname and domain changes. The certificate might become incorrect for the host.

If the certificate is incorrect:

- For the Appliance Virtualization Platform host, Solution Deployment Manager regenerates the certificate on the host and then uses the corrected certificate for the connection.
- For the VMware ESXi host or vCenter, the system denies connection. The customer must update or correct the certificate on the host or vCenter.

For more information about updating the certificate, see “Updating the certificate on the ESXi host from VMware”.

**\* Note:**

Solution Deployment Manager:

- Validates certificate of vCenter
- Validates the certificates when a virtual machine is deployed or upgraded on vCenter managed hosts

With Solution Deployment Manager, you can only accept certificate while adding vCenter. If a certificate changes, the system gives a warning that the certificate does not match the certificate in the trust store on Solution Deployment Manager. You must get a new certificate, accept the certificate as valid, and save the certificate on the system.

To validate certificates, you can open the web page of the host. The system displays the existing certificate and you can match the details.

---

## Generating and accepting certificates

### About this task

With Solution Deployment Manager, you can generate certificates only for Appliance Virtualization Platform hosts.

For the VMware ESXi hosts, if the certificate is invalid:


- Get a correct certificate for the host and add the certificate.
- Regenerate a self-signed certificate on the host.

For more information, see “Generating new self-signed certificates for the ESXi host”.

### Before you begin

Require permissions to add a host to generate certificates.

### Procedure

1. On the desktop, click the SDM icon () , and then click **VM Management**.
2. In VM Management Tree, select a location.
3. On the Hosts tab, in the Hosts for Selected Location <location name> area, select an Appliance Virtualization Platform host.
4. Click **More Actions > AVP Cert. Management > Generate/Accept Certificate**.


5. On the Certificate window, do the following:

- a. Click **Generate Certificate**.

 **Note:**

You can generate certificate only for the Appliance Virtualization Platform host.

- b. Click **Accept Certificate**.

In the Hosts for Selected Location <location name> section, the **Host Certificate** column must display .

### Next steps

If the system displays an SSL verification error when you gain access to the Appliance Virtualization Platform host from the vSphere client, restart the Appliance Virtualization Platform host.

### Related links

[Adding an Appliance Virtualization Platform or ESXi host](#) on page 31

[Generating new self-signed certificates for the ESXi host](#) on page 110

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## Updating the certificate on the ESXi host from VMware

### About this task

Use the procedure to update the ESXi host certificate.

For information about updating vCenter certificates, see the VMware documentation.

### Before you begin

Start an SSH session on the ESXi host.

### Procedure

1. Start vSphere Web Client, and log in to the ESXi host as admin or root user.
2. Ensure that the domain name and the hostname of the ESXi host is set correctly and matches the FQDN that is present on the DNS servers, correct the entries to match if required.

For security reason, the common name in the certificate must match the hostname to which you connect.

3. To generate new certificates, type `/sbin/generate-certificates`.

The system generates and installs the certificate.

4. Restart the ESXi host.
5. **(Optional)** Do the following:
  - a. Move the ESXi host to the maintenance mode.
  - b. Install the new certificate.

- c. From the Direct Console User Interface (DCUI), restart management agents.

**\* Note:**

The host certificate must now match the fully qualified domain name of the host.

VMware places only FQDN in certificates that are generated on the host. Therefore, use a fully qualified domain name to connect to ESXi hosts and vCenter from Solution Deployment Manager.

Appliance Virtualization Platform places an IP address and FQDN in generated certificates. Therefore, from Solution Deployment Manager, you can connect to Appliance Virtualization Platform hosts through IP address or FQDN.

The connection from Solution Deployment Manager 7.1 to a vCenter or ESXi host by using an IP address fails because the IP address is absent in the certificate and the connection is not sufficiently secure.

### Related links

[Generating new self-signed certificates for the ESXi host](#) on page 110

## Managing certificates for existing hosts

### About this task


By default, the certificate status of the host or vCenter that is migrated from earlier release is invalid. To perform any operation on the host from Solution Deployment Manager, you require a valid certificate. Therefore, you must get the valid certificate and accept the certificate.

Depending on the host type and the validity of the certificate, use appropriate steps to generate the certificate, and then accept the certificate.

### Before you begin

Require permissions to add a host to generate certificates.

### Procedure

1. On the desktop, click the SDM icon () , and then click **VM Management**.
2. In VM Management Tree, select a location.
3. On the Hosts tab, in the Hosts for Selected Location <location name> area, select a host.
4. **(Optional)** On an Appliance Virtualization Platform host, click **More Actions > Generate/ Accept Certificate**, and on the Certificate dialog box, do one of the following:
  - If the certificate is valid, click **Accept Certificate**.
  - If the certificate is invalid, click **Generate Certificate**, and then click **Accept Certificate**.
5. For the ESXi host, do one of the following:
  - If the certificate is valid, on the Certificate dialog box, click **More Actions > Generate/ Accept Certificate**, and click **Accept Certificate**.

- If the certificate is invalid, log in to the ESXi host, validate the certificate, and then from Solution Deployment Manager, accept the certificate.

For more information, see “Generating new self-signed certificates for the ESXi host”.

6. For vCenter, do the following:
  - a. Click **Map vCenter**, select the vCenter server, and click **Edit**.
  - b. In the Certificate dialog box, accept certificate, and click **Save**.

### Related links

[Generating new self-signed certificates for the ESXi host](#) on page 110

[Generating and accepting certificates](#) on page 107

---

## Generating new self-signed certificates for the ESXi host

### About this task

Generate new certificates only if you change the host name or accidentally delete the certificate. Under certain circumstances, you must force the host to generate new certificates.

To receive the full benefit of certificate checking, particularly if you want to use encrypted remote connections externally, do not use a self-signed certificate. Instead, install new certificates that are signed by a valid internal certificate authority or purchase a certificate from a trusted security authority.

### Before you begin

Start an SSH session on the ESXi host.

### Procedure

1. Log in to the ESXi host as an admin user.
2. To create a backup of any existing certificates, in the `/etc/vmware/ssl` directory, rename the certificates by using the following commands:

```
mv rui.crt orig.rui.crt
mv rui.key orig.rui.key
```

#### **Note:**

Do not perform the step if you are regenerating certificates because you deleted the certificates.

3. To generate new certificates, type `/sbin/generate-certificates`.
4. Restart the ESXi host.

The generation process places the certificates places in the correct location.

5. **(Optional)** Do the following:
  - a. Move the ESXi host to the maintenance mode.
  - b. Install the new certificate.

- c. Restart management agents from Direct Console User Interface (DCUI).
6. Do the following to confirm that the host successfully generated new certificates:
  - a. Type `ls -la`.
  - b. Compare the time stamps of the new certificate files with `orig.rui.crt` and `orig.rui.key`.

### Next steps

Replace the self-signed certificate and the key with a trusted certificate and key.


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## Monitoring a host and virtual machine

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### Monitoring a host

#### Procedure


1. On the desktop, click the SDM icon () , and then click **VM Management**.
2. Click the Monitor Hosts tab.
3. On the Monitor Hosts page, do the following:
  - a. In **Hosts**, click a host.
  - b. Click **Generate Graph**.

The system displays the graph regarding the CPU/memory usage of the host that you selected.

---

### Monitoring a virtual machine

#### Procedure

1. On the desktop, click the SDM icon () , and then click **VM Management**.
2. Click the Monitor VMs tab.
3. In the Monitor VMs page, do the following:
  - a. In **Hosts**, click a host.
  - b. In **Virtual machines**, click a virtual machine on the host that you selected.
4. Click **Generate Graph**.

The system displays the graph regarding the CPU/memory usage of the virtual machine that you selected.

---

# Managing vCenter

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## Creating a role for a user

### About this task

To manage a vCenter or ESXi in Solution Deployment Manager, you must provide complete administrative-level privileges to the user.

Use the following procedure to create a role with administrative-level privileges for the user.

### Procedure

1. Log in to vCenter Server.
2. On the Home page, click **Administration > Roles**.  
The system displays the Create Role dialog box.
3. In **Role name**, type a role name for the user.
4. To provide complete administrative-level privileges, select the **All Privileges** check box.
5. **(Optional)** To provide minimum mandatory privileges, do the following.

a. In All Privileges, select the following check boxes:

- **Datastore**
- **Datastore cluster**
- **Distributed switch**
- **Folder**
- **Host profile**
- **Network**
- **Resource**
- **Tasks**
- **Virtual machine**
- **vApp**

 **Note:**

You must select all the subprivileges under the list of main set of privileges. For example, when you select the **Distributed switch** check box, ensure that you select all the related subprivileges under **Distributed switch**. This is applicable for all the main privileges mentioned above. If you do not select all the subprivileges, the system might not work properly.

b. In All Privileges, expand **Host**, and select the **Configuration** check box.



**\* Note:**

You must select all the subprivileges under **Configuration**.

6. Click **OK** to save the privileges.

### Next steps

Assign this role to the user for mapping vCenter in Solution Deployment Manager.

To assign the role to the user, see the VMware documentation.

## Adding a vCenter to Solution Deployment Manager

### About this task


System Manager Solution Deployment Manager supports virtual machine management in vCenter 5.5, 6.0, 6.5, and 6.7. When you add vCenter, System Manager discovers the ESXi hosts that this vCenter manages, adds to the repository, and displays in the Managed Hosts section. Also, System Manager discovers virtual machines running on the ESXi host and adds to the repository.

System Manager displays vCenter, ESXi host, and virtual machines on the Manage Elements page.

### Before you begin

Ensure that you have the required permissions.

### Procedure

1. On the desktop, click the SDM icon () and then click **VM Management**.
2. In the lower pane, click **Map vCenter**.
3. On the Map vCenter page, click **Add**.
4. In the New vCenter section, provide the following vCenter information:
  - a. In **vCenter FQDN**, type FQDN of vCenter.
 

For increased security when using a vCenter with Solution Deployment Manager, use an FQDN for the vCenter. vCenter does not put IP addresses in its certificates. Therefore, you need FQDN to confirm the server identity through the certificate in Solution Deployment Manager.
  - b. In **User Name**, type user name to log in to vCenter.
  - c. In **Password**, type password to log in to vCenter.
  - d. In **Authentication Type**, select the authentication type.
 

If you select the authentication type as **SSO**, the system displays the **Is SSO managed by Platform Service Controller (PSC)** field.
  - e. **(Optional)** If PSC is configured to facilitate the SSO service, select **Is SSO managed by Platform Service Controller (PSC)**.
 

PSC must have a valid certificate.

The system enables **PSC IP or FQDN** and you must provide the IP or FQDN of PSC.

f. **(Optional)** In **PSC IP or FQDN**, type the IP or FQDN of PSC.

5. Click **Save**.
6. On the certificate dialog box, click **Accept Certificate**.

The system generates the certificate and adds vCenter.

In the Managed Hosts section, the system displays the ESXi hosts that this vCenter manages.

### Related links

[Editing vCenter](#) on page 114

[Map vCenter field descriptions](#) on page 115

[New vCenter and Edit vCenter field descriptions](#) on page 116



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## Editing vCenter

### Before you begin

Ensure that you have the required permissions.

### Procedure

1. On the desktop, click the SDM icon () , and then click **VM Management**.
2. In the lower pane, click **Map vCenter**.
3. On the Map vCenter page, select a vCenter server and click **Edit**.
4. In the Edit vCenter section, change the vCenter information as appropriate.
5. If vCenter is migrated from earlier release, on the Certificate page, click **Accept Certificate**, and click **Save**.
6. To edit the location of ESXi hosts, in the Managed Hosts section, do one of the following:
  - Select an ESXi host and click the edit icon ().
  - Select one or more ESXi hosts, select the location, and click **Bulk Update** and click **Update**.

If you do not click **Commit** after you move the host from Managed Hosts to Unmanaged Hosts or vice versa, and you refresh the table, the page displays the same host in both the tables. Click **Commit** to get an updated list of managed and unmanaged hosts.


---

## Deleting vCenter from Solution Deployment Manager

### Before you begin




Ensure that you have the required permissions.

## Procedure

1. On the desktop, click the SDM icon () , and then click **VM Management**.
2. In the lower pane, click **Map vCenter**.
3. On the Map vCenter page, select one or more vCenter servers and click **Delete**.
4. Click **Yes** to confirm the deletion of servers.

The system deletes the vCenter from the inventory.

## Map vCenter field descriptions

Name	Description
<b>Name</b>	The name of the vCenter server.
<b>IP</b>	The IP address of the vCenter server.
<b>FQDN</b>	<p>The FQDN of the vCenter server.</p> <p> <b>Note:</b></p> <p>Use FQDN to successfully map and log in to vCenter from Solution Deployment Manager. With IP address, the system displays an error message about the incorrect certificate and denies connection.</p>
<b>License</b>	The license type of the vCenter server.
<b>Status</b>	The license status of the vCenter server.
<b>Certificate Status</b>	<p>The certificate status of the vCenter server. The values are:</p> <ul style="list-style-type: none"> <li>• : The certificate is correct.</li> <li>• : The certificate is not accepted or invalid.</li> </ul>
Button	Description
<b>View</b>	Displays the certificate status details of the vCenter server.
<b>Generate/Accept Certificate</b>	<p>Displays the certificate dialog box where you can generate and accept certificate for vCenter.</p> <p>For vCenter, you can only accept certificate. You cannot generate certificate.</p>

Button	Description
<b>Add</b>	Displays the New vCenter page, where you can add a new ESXi host.
<b>Edit</b>	Displays the Edit vCenter page, where you can update the details and location of ESXi hosts.
<b>Delete</b>	Deletes the ESXi host.
<b>Refresh</b>	Updates the list of ESXi hosts in the Map vCenter section.

## New vCenter and Edit vCenter field descriptions

Name	Description
<b>vCenter FQDN</b>	FQDN of vCenter.
<b>User Name</b>	The user name to log in to vCenter.
<b>Password</b>	The password that you use to log in to vCenter.
<b>Authentication Type</b>	<p>The authentication type that defines how Solution Deployment Manager performs user authentication. The options are:</p> <ul style="list-style-type: none"> <li>• <b>SSO</b>: Global username used to log in to vCenter to authenticate to an external Active Directory authentication server.</li> <li>• <b>LOCAL</b>: User created in vCenter</li> </ul> <p>If you select the authentication type as <b>SSO</b>, the system displays the <b>Is SSO managed by Platform Service Controller (PSC)</b> field.</p>
<b>Is SSO managed by Platform Service Controller (PSC)</b>	The check box to specify if PSC manages SSO service. When you select the check box, the system enables <b>PSC IP or FQDN</b> .
<b>PSC IP or FQDN</b>	The IP or FQDN of PSC.

Button	Description
<b>Save</b>	Saves any changes you make to FQDN, username, and authentication type of vCenter.
<b>Refresh</b>	Refreshes the vCenter details.

### Managed Hosts

Name	Description
<b>Host IP/FQDN</b>	The name of the ESXi host.
<b>Host Name</b>	The IP address of the ESXi host.

*Table continues...*

Name	Description
<b>Location</b>	The physical location of the ESXi host.
<b>IPv6</b>	The IPv6 address of the ESXi host.
<b>Edit</b>	The option to edit the location and host.
<b>Bulk Update</b>	Provides an option to change the location of more than one ESXi hosts.  * <b>Note:</b> You must select a location before you click <b>Bulk Update</b> .
<b>Update</b>	Saves the changes that you make to the location or hostname of the ESXi host.
<b>Commit</b>	Commits the changes that you make to the ESXi host with location that is managed by vCenter.

### Unmanaged Hosts


Name	Description
<b>Host IP/FQDN</b>	The name of the ESXi host.
<b>ESXi Version</b>	Displays the versions of the ESXi host linked to <b>vCenter FQDN</b> .  * <b>Note:</b> For Release 7.1, do not select the 5.0 and 5.1 versions.
<b>IPv6</b>	The IPv6 address of the ESXi host.

Button	Description
<b>Commit</b>	Saves all changes that you made to vCenter on the Map vCenter page.

## Viewing the job history of virtual machine operations

### Procedure

1. On the System Manager web console, click **Services > Solution Deployment Manager**, and then click **VM Management**.
2. On the desktop, click the SDM icon () and then click **VM Management**.
3. In the lower pane, click **Job History**.
4. On the Job History page, in **Operation**, select one or more operations.
5. Click **Submit**.

The page displays the details of jobs that you selected.

**Related links**

[Job History field descriptions](#) on page 118

## Job History field descriptions

Name/Button	Description
Operation	The operation that is performed on a virtual machine.  You can select one or more operations that are performed on a virtual machine, such as host restart, virtual machine deployment, and patch installation.
Submit	Provides details of jobs that you selected.

**History**

Name	Description
Job ID	The unique name of the virtual machine management job.
IP/FQDN	The IP address or host name of the virtual machine or the host where the operation is performed.
Operation	The operation performed on the virtual machine or host. For example, host refresh, virtual machine deployment, and patch installation.
Status	The status of the job.
Start Time	The start time of the job.
End Time	The end time of the job.

**Related links**

[Viewing the job history of virtual machine operations](#) on page 117

# Managing syslog profiles

## Adding a remote Syslog server profile

### About this task


Use this procedure to configure a remote Syslog server details in System Manager such that it receives to receive system logs from Appliance Virtualization Platform hosts.

### Before you begin

To view the Syslog data from the Appliance Virtualization Platform host or application, ensure that:

- The firewall on the Syslog server is configured correctly.
- The Syslog service on the server is running.

### Procedure

1. On the desktop, click the SDM icon () , and then click **VM Management**.
2. Click **VM Management**.
3. In the lower pane, click **Configure Remote Syslog Profile**.
4. Click **Add**.
5. In the Add Syslog Receiver dialog box, add the details of the Syslog server, such as profile name, IP address or FQDN, and port.
6. In **TCP/UDP**, click **TCP** or **UDP**.
7. If the remote host is TLS based, do the following:
  - a. Select **TLS based Remote Host**.
  - b. Click **Browse** and select a certificate file that you want to upload.
8. Click **Save**.

## Syslog Receiver Configuration field descriptions

Name	Description
<b>Profile Name</b>	The name of the Syslog server configuration.
<b>IP/FQDN</b>	The IP address or host name of the Syslog server configuration.
<b>Port</b>	The port number of the Syslog server configuration.
<b>TCP/UDP</b>	The type of port used for the Syslog server configuration. The options are: • <b>TCP</b>

*Table continues...*

Name	Description
	• UDP
<b>TLS based Remote Host</b>	The option to select if the remote host is TLS based.
<b>Select Certificate</b>	The field to upload a certificate for the TLS based remote host. This option is available only if the <b>TLS based Remote Host</b> is selected.


Button	Description
<b>Add</b>	Displays the Add Syslog Receiver dialog box where you can add the Syslog server configuration.
<b>Edit</b>	Displays the Add Syslog Receiver dialog box where you can edit the configuration of the selected Syslog server.
<b>Delete</b>	Deletes the selected Syslog server configuration.
<b>Browse</b>	The field to browse and select a certificate for the TLS based remote host. This option is available only if the <b>TLS based Remote Host</b> is selected.

## Pushing a system log to Syslog servers

### About this task

Use this procedure to send an Appliance Virtualization Platform host's log files to Syslog servers.

### Procedure

1. On the desktop, click the SDM icon () and then click **VM Management**.
2. In VM Management Tree, select a location.
3. On the Hosts tab, in the Hosts for Selected Location <location name> area, select an Appliance Virtualization Platform host.
4. Click **More Actions > Syslog config > Push**.
5. In the Push Syslog Configuration dialog box, select the required Syslog profile, and click **Push**.

The system sends the system log to the selected Syslog server.

## Viewing configured Syslog servers

### Procedure

1. On the desktop, click the SDM icon () and then click **VM Management**.
2. In VM Management Tree, select a location.




3. On the Hosts tab, in the Hosts for Selected Location <location name> area, select an Appliance Virtualization Platform host.
4. Click **More Actions > Syslog config > View**.
5. In the View Syslog Configuration dialog box, select the required Syslog profile to view it.

---

## Deleting configured Syslog servers

### Procedure

1. On the desktop, click the SDM icon () and then click **VM Management**.
2. In VM Management Tree, select a location.
3. On the Hosts tab, in the Hosts for Selected Location <location name> area, select an Appliance Virtualization Platform host.
4. Click **More Actions > Syslog config > Delete**.
5. In the Delete Syslog Configuration dialog box, select the required Syslog profile and click **Delete**.
6. On the confirmation dialog box, click **Yes**.

---


## Network Parameters and Configuration Parameters field descriptions

### \* Note:




During the Utility Services deployment, if you do not know the **Communication Manager IP Address**, **System Manager IP Address**, or **Enrollment Password**, then use the dummy values. Dummy values must pass validation. Use the localhost default 127.0.0.1 for the IP address, and *Dummy* as the password.

Name	Description
Networking Properties	
<b>Hostname</b>	Linux hostname or fully qualified domain name for Utility Services virtual machine.  * <b>Note:</b> The host name is regardless of the interface that is used to access. The Public interface is the default interface.
<b>Public IP address</b>	The IP address for this interface. Required field unless you use DHCP.


*Table continues...*

Name	Description
<b>Public Netmask</b>	The netmask for this interface. Required field unless you use DHCP.
<b>Public Default Gateway</b>	The IP address of the default gateway. Required field unless you use DHCP.   <b>Note:</b> The default gateway should be configured for the Public network. You can use the <code>ovf_set_static</code> command to allow a static route to be assigned to the OOBM network, enabling OOBM network to reach a second subnet.
<b>Public IPv6 address</b>	The IP address for this interface. Required field unless you use DHCP.
<b>Public IPv6 Prefix</b>	The netmask for this interface. Required field unless you use DHCP.
<b>Default IPv6 Gateway</b>	The IP address of the default gateway. Required field unless you use DHCP.
<b>Out of Band Management IP Address</b>	The IP address for this interface.
<b>Out of Band Management Netmask</b>	The netmask for this interface.
<b>Out of Band Management IPv6 Address</b>	The IPv6 address for this interface. This field is optional.
<b>Out of Band Management IPv6 Prefix</b>	The IPv6 prefix for this interface. This field is optional.
<b>Network Time Protocol IP</b>	IP address of a server running Network Time Protocol that Communication Manager can use for time synchronization.
<b>Timezone setting</b>	The selected timezone setting for the Utility Services virtual machine.
<b>DNS</b>	The IP address of domain name servers for the Utility Services virtual machine. Separate each IP address by a comma. Required field unless you use DHCP. You can specify up to three DNS Servers.
<b>Name</b>	Primary WebLM IP address for Licensing. A valid Utility Services license is required for all deployment types and modes other than deployment on Appliance Virtualization Platform.
<b>Primary System Manager IP address for application registration</b>	The IP address of System Manager that is required for application registration.
<b>Enrollment Password</b>	The enrollment password.

*Table continues...*

Name	Description
<b>Confirm Password</b>	The confirmation password.
Application Properties	
<b>Communication Manager IP</b>	<p>IP address of Communication Manager.</p> <p> <b>Note:</b></p> <p>A unique Communication Manager IP address is required for each Utility Services. If you are not associated with a Communication Manager server, specify a static IP that is in your network range.</p>
<b>Utility Services Mode</b>	<p>The mode in which you want to deploy Utility Services. The options are:</p> <ul style="list-style-type: none"> <li>• <b>Full Functionality:</b> Utility Services and services port enabled. The default mode for Appliance Virtualization Platform.</li> </ul> <p>You can set the mode only during the deployment. You cannot change the mode after the virtual machine is deployed.</p> <ul style="list-style-type: none"> <li>• <b>Utility Services Only:</b> Use to disable routing. Set this mode only for Virtualized Environment. If you set this mode for an Avaya appliance, the services port becomes non-operational.</li> <li>• <b>Services Port Only:</b> Deploys Services Port only. Use when the customer already has Utility Services running on another virtual machine and providing the services, or when Utility Services are not required.</li> </ul> <p>With the services port feature, through a laptop connected to the services port of Appliance Virtualization Platform, you can gain access to Avaya virtual machines and the hypervisor that are deployed.</p> <ul style="list-style-type: none"> <li>• <b>Hardened Mode Services Port Only:</b> Sets up the system for military grade hardening.</li> </ul> <p> <b>Note:</b></p> <p>With Utility Services 7.1.2 onwards, you can apply extended security hardening by selecting one of the following modes only:</p> <ul style="list-style-type: none"> <li>• <b>Services Port Only</b></li> <li>• <b>Hardened Mode services port only</b></li> </ul> <p> <b>Note:</b></p> <p>For the Solution Deployment Manager client to connect to the services port features of Utility Services, change the IP address to 192.11.13.5 on the computer of the technician</p> <p>Utility Services can gain access to the hypervisor and all virtual machines through the IP address 192.11.13.6. Utility</p>

*Table continues...*

Name	Description
	Services provides application routing between the physical port and virtual applications.
<b>Admin User Password</b>	The admin user password.
<b>Confirm Password</b>	The confirmation password.
<b>Out of Band Management Mode</b>	<p>The Out of Band Management mode in which you want to deploy. The options are as follows:</p> <ul style="list-style-type: none"> <li>• <b>OOBM_Enabled</b>: To enable Out of Band Management.</li> <li>• <b>OOBM_Disabled</b>: To disable Out of Band Management.</li> </ul> <p> <b>Note:</b></p> <p><b>OOBM_Disabled</b> is the default setting. If the mode is set to <b>OOBM_Disabled</b>, then you do not need to configure Out of Band Management.</p>

# Chapter 9: Uninstalling the Solution Deployment Manager client

---

## Uninstalling the Solution Deployment Manager client using Windows Control Panel

### About this task

Use the procedure to uninstall the client by using Add/Remove Programs or Uninstall or change a program from `Control Panel\Programs\Programs and Features`.

Uninstall the Solution Deployment Manager client before you install a new version of the client on your computer.

### Procedure

1. In the Run window, type `control`, and click **Programs and Features**.
2. In the Programs and Features window, select **AvayaSDMClient** and click **Uninstall/Change**.
3. In the Change AvayaSDMClient Installation window, click **Uninstall**.

If the windows displays an uninstallation error, manually uninstall the Solution Deployment Manager client.

For more information, see “Uninstalling the Solution Deployment Manager client manually”.

### Related links

[Uninstalling the Solution Deployment Manager client manually](#) on page 125

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## Uninstalling the Solution Deployment Manager client manually

### About this task

Use the procedure to uninstall the client manually if you are unable to remove the client by using Add/Remove Programs or Uninstall or change a program from `Control Panel\Programs\Programs and Features`.

Uninstall the Solution Deployment Manager client before you install a new version of the client on your computer.

### Procedure

1. In the Run window, type `services.msc`, and stop the Solution Deployment Manager service.

If the Solution Deployment Manager service does not stop properly, reboot the machine.

2. At the windows command prompt, log in as administrator, and type `sc delete sdm` to delete the Solution Deployment Manager service.

3. Delete following the registry entry:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Avaya\SDMClient
```

4. Delete the Solution Deployment Manager client installation directory and the content in the directory.

If the client is installed at the default location, then delete `C:\Program Files\Avaya\AvayaSDMClient`.

5. Delete the Solution Deployment Manager client shortcut from the `C:\ProgramData\Microsoft\Windows\Start Menu\Programs\Avaya\AvayaSDMClient` location and the desktop.

# Chapter 10: Maintenance

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## Deleting the virtual machine snapshot

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### Deleting the virtual machine snapshot from the Appliance Virtualization Platform host

#### Procedure

1. In the Web browser, type the following URL: `https://<AVP IP Address or FQDN>/ui`
2. To log in to the Appliance Virtualization Platform host, provide the credentials.
3. In the left navigation pane, click **Virtual Machines**.
4. Select the virtual machine, click **Actions > Snapshots > Manage snapshots**.  
The system displays the Manage snapshots - <Virtual machine name> dialog box.
5. Select the snapshot and click **Delete snapshot**.  
The system deletes the selected snapshot.

---

### Deleting the virtual machine snapshot from the vCenter managed host or standalone host

#### Procedure

1. Log in to the vSphere client for the vCenter managed host or the standalone host.
2. Depending on the host, perform one of the following
  - a. On the vCenter managed host, select the host, and then select the virtual machine.
  - b. On the Standalone host, select the virtual machine.
3. Right-click the selected virtual machine, click **Snapshot > Snapshot Manager**.  
The system displays the Snapshot for the <Virtual machine name> dialog box.
4. Select the snapshot and click **Delete**.

The system deletes the selected snapshot.



# Chapter 11: Resources

---

## Documentation

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

Title	Description	Audience
Implementation		
<i>Installing the Dell™ PowerEdge™ R620 server</i>	Install the Dell™ PowerEdge™ R620 server.	Implementation personnel
<i>Installing the HP ProLiant DL360p G8 server</i>	Install the HP ProLiant DL360p G8 server.	Implementation personnel
<i>Deploying Avaya Aura® System Manager</i>	Deploy the Avaya Aura® System Manager virtual machine.	Implementation personnel
Administration		
<i>Administering Avaya Aura® System Manager</i>	Perform administration tasks for System Manager and Avaya Aura® applications that System Manager supports.	System administrators
Maintenance and Troubleshooting		
<i>Upgrading Avaya Aura® System Manager</i>	Upgrade the Avaya Aura® System Manager virtual application to Release 7.1.2.	System administrators and IT personnel
<i>Troubleshooting Avaya Aura® System Manager</i>	Perform maintenance and troubleshooting tasks for System Manager and Avaya Aura® applications that System Manager supports.	System administrators and IT personnel
<i>Maintaining and Troubleshooting the Dell™ PowerEdge™ R620 server</i>	Maintaining and troubleshooting the Dell™ PowerEdge™ R620 Server	System administrators and IT personnel
<i>Maintaining and Troubleshooting the HP ProLiant DL360p G8 server</i>	Maintaining and troubleshooting the HP ProLiant DL360p G8 Server.	System administrators and IT personnel

### Related links

[Finding documents on the Avaya Support website](#) on page 130

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## Finding documents on the Avaya Support website

### Procedure

1. Navigate to <http://support.avaya.com/>.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product > Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select an appropriate release number.
6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

For example, for user guides, click **User Guides** in the **Content Type** filter. The list displays the documents only from the selected category.

7. Click **Enter**.

### Related links

[Documentation](#) on page 129

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## Training

The following courses are available on the Avaya Learning website at <http://www.avaya-learning.com>. After you log into the website, enter the course code or the course title in the **Search** field and click **Go** to search for the course.

Course code	Course title	Type
2007V/W	What is New in Avaya Aura® Release 7.1.3	AvayaLive™ Engage Theory
2008V/W	What is New in Avaya Aura® Application Enablement Services 7.0	AvayaLive™ Engage Theory
2009V/W	What is New in Avaya Aura® Communication Manager 7.0	AvayaLive™ Engage Theory
2010V/W	What is New in Avaya Aura® Presence Services 7.0	AvayaLive™ Engage Theory
2011/V/W	What is New in Avaya Aura® Session Manager Release 7.1.3 and Avaya Aura® System Manager Release 7.1.3	AvayaLive™ Engage Theory
2012V	Migrating and Upgrading to Avaya Aura® Platform 7.0	AvayaLive™ Engage Theory

*Table continues...*

Course code	Course title	Type
2013V	Avaya Aura® Release 7.1.3 Solution Management	AvayaLive™ Engage Theory
1A00234E	Avaya Aura® Fundamental Technology	AvayaLive™ Engage Theory
1A00236E	Knowledge Access: Avaya Aura® Session Manager and Avaya Aura® System Manager Fundamentals	AvayaLive™ Engage Theory
5U00106W	Avaya Aura® System Manager Overview	WBT Level 1
4U00040E	Knowledge Access: Avaya Aura® Session Manager and System Manager Implementation	ALE License
5U00050E	Knowledge Access: Avaya Aura® Session Manager and System Manager Support	ALE License
5U00095V	Avaya Aura® System Manager Implementation, Administration, Maintenance, and Troubleshooting	vILT+Lab Level 1
5U00097I	Avaya Aura® Session Manager and System Manager Implementation, Administration, Maintenance, and Troubleshooting	vILT+Lab Level 2
3102	Avaya Aura® Session Manager and System Manager Implementation and Maintenance Exam	Exam (Questions)
5U00103W	Avaya Aura® System Manager 6.2 Delta Overview	WBT Level 1

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## Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

### About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

### Procedure

- To find videos on the Avaya Support website, go to <http://support.avaya.com> and perform one of the following actions:
  - In **Search**, type `Avaya Mentor Videos` to see a list of the available videos.
  - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.

- To find the Avaya Mentor videos on YouTube, go to [www.youtube.com/AvayaMentor](http://www.youtube.com/AvayaMentor) and perform one of the following actions:
  - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
  - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

 **Note:**

Videos are not available for all products.

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## Support

Go to the Avaya Support website at <http://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. 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.

### Related links

[Using the Avaya InSite Knowledge Base](#) on page 132

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## Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips
- Information about service packs
- Access to customer and technical documentation
- Information about training and certification programs
- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to <http://www.avaya.com/support>.
2. Log on to the Avaya website with a valid Avaya user ID and password.  
The system displays the Avaya Support page.
3. Click **Support by Product > Product Specific Support**.

4. In **Enter Product Name**, enter the product, and press `Enter`.
5. Select the product from the list, and select a release.
6. Click the **Technical Solutions** tab to see articles.
7. Select relevant articles.

**Related links**

[Support](#) on page 132

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