SECTION 1 - CUSTOMER NOTICE

Products affected by this PCN:

Avaya Aura® System Manager, Release 7.1.x (All offer types)

NOTE: For information on Speculative Execution Vulnerabilities, refer to:

PSN020346u - Avaya Aura® Meltdown and Spectre vulnerabilities
PSN020369u - Avaya Aura® L1 Terminal Fault (L1TF) vulnerabilities

Description:

December 20, 2019 – Supplement 9 – Supplement 9 of this PCN introduces System Manager (SMGR) 7.1.3.5 (7.1 Service Pack 5 on Feature Pack 3). This is applicable for all System Manager Services offer types: Kernel-based Virtual Machine (KVM), Amazon Web Service (AWS), Avaya Aura® Appliance Virtualization Platform (AVP) and Virtualized Environment.

SMGR 7.1.3.5 must be installed over 7.1.0.0, 7.1.1.0, 7.1.1.1, 7.1.2.0, 7.1.3.0, 7.1.3.1, 7.1.3.2, 7.1.3.3 and 7.1.3.4 Releases.

- **Avaya Aura System Manager (SMGR) 7.1.3.5 Service Pack** This PCN introduces System Manager 7.1.3.5(System_Manager_7.1.3.5_r713510693.bin; PLDS ID SMGR7135GA1) to System Manager 7.1.x Releases.

- **Appliance Virtualization Platform (AVP)** AVP 7.1.3.5.0.08. The System Manager software specified in this PCN was verified and is compatible with AVP release 7.1.3.5.0.08. See PCN2064Su for more information. AVP must be upgraded to the compatible release before upgrading System Manager.

To determine that System Manager 7.1.x.x release is running:

- Log on to the System Manager Web Console.

- On the top-right corner click on the icon and then select the “About” link. Verify that About page contains as below:

  - **System Manager 7.1.x.x**

July 8, 2019 – Supplement 8 – Supplement 8 of this PCN introduces System Manager (SMGR) 7.1.3.4 (7.1 Service Pack 4 on Feature Pack 3). This is applicable for all System Manager Services offer types: Kernel-based Virtual Machine (KVM), Amazon Web Service (AWS), Avaya Aura® Appliance Virtualization Platform (AVP) and Virtualized Environment.

SMGR 7.1.3.4 must be installed over 7.1.0.0, 7.1.1.0, 7.1.1.1, 7.1.2.0, 7.1.3.0, 7.1.3.1, 7.1.3.2 and 7.1.3.3 Releases.

- **Avaya Aura System Manager (SMGR) 7.1.3.4 Service Pack** This PCN introduces System Manager 7.1.3.4(System_Manager_7.1.3.4_r7134099912.bin; PLDS ID SMGR7134GA1) to System Manager 7.1.x Releases.

- **Appliance Virtualization Platform (AVP) 7.1.3.4.0.04.** The System Manager software specified in this PCN was verified and is compatible with AVP release 7.1.3.4.0.04.
PCN2064Su for more information. AVP must be upgraded to the compatible release before upgrading System Manager.

To determine that System Manager 7.1.x.x release is running:
- Log on to the System Manager Web Console.
- On the top-right corner click on the icon and then select the “About” link. Verify that About page contains as below:
  - System Manager 7.1.x.x

February 11, 2019 – Supplement 7 – Supplement 7 of this PCN introduces System Manager (SMGR) 7.1.3.3 and an update/reissue of Avaya Aura System Manager (SMGR) 7.1 OVAs.

- **Avaya Aura System Manager (SMGR) 7.1.3.3 Service Pack** This PCN introduces System Manager 7.1.3.3(System_Manager_7.1.3.3_r713309127.bin; PLDS ID SMGR7133GA1) to System Manager 7.1.x Releases.

To determine that System Manager 7.1.x.x release is running:
- Log on to the System Manager Web Console.
- On the top-right corner click on the icon and then select the “About” link. Verify that About page contains as below:
  - System Manager 7.1.x.x

- **The following System Manager 7.1 OVA reissued to allow for installation on 2.2GHz servers.** Otherwise, the features are identical to the original OVA. There is no need for existing installations to deploy the reissued OVAs.
  - **Avaya Aura System Manager 7.1.0.0 OVA** (SMGR-7.1.0.0.1125193-e65-54.ova; PLDS ID SMGR71GA001)
  - **Avaya Aura System Manager 7.1 High Capacity (Profile 3) OVA** (SMGR-PROFILE3-7.1.0.0.1125193-e65-54.ova; PLDS ID: SMGR71GA002)

October 22, 2018 – Supplement 6 – This PCN applies to System Manager 7.1.0.0, 7.1.1.0, 7.1.1.1, 7.1.2.0, 7.1.3.0 and 7.1.3.1 Releases.

This PCN introduces System Manager 7.1.3.2(System_Manager_7.1.3.2_r713208362.bin) to System Manager 7.1.0.0, 7.1.1.0, 7.1.1.1, 7.1.2.0, 7.1.3.0 and 7.1.3.1 Releases.

To determine that System Manager 7.1.3.1 release is running:
- Log on to the System Manager Web Console.
- On the top-right corner click on the icon and then select the “About” link. Verify that About page contains as below:
  - System Manager 7.1.3.1

**NOTE:** For information on L1TF mitigation for System Manager refer to PSN020369u.
- In order to help mitigate the Speculative Execution Vulnerabilities, the processor manufacturers and operating system developers provide software patches to their products. These are patches to the processors, hypervisors, and operating systems that the Avaya solutions utilize (they are not patches applied to the Avaya developed components of the solutions).
- Once these patches are received by Avaya, they are tested with the applicable Avaya solutions to characterize any impact on the performance of the Avaya solutions. The objective of the testing is to reaffirm product/solution functionality and to observe the performance of the Avaya solutions in conjunction with the patches using typical operating parameters.

- Avaya is reliant on our suppliers to validate the effectiveness of their respective Speculative Execution Vulnerability patches.

- The customer should be aware that implementing these patches may result in performance degradation and that results may vary to some degree for each deployment. The customer is responsible for implementing the patches, and for the results obtained from such patches.

**August 06, 2018 – Supplement 5** – This PCN applies to System Manager 7.1.0.0, 7.1.1.0, 7.1.1.1, 7.1.2.0 and 7.1.3.0 Releases.

This PCN introduces System Manager 7.1.3.1(System_Manager_7.1.3.1_r713108157.bin) to System Manager 7.1.0.0, 7.1.1.0, 7.1.1.1, 7.1.2.0 and 7.1.3.0 Releases.

To determine that System Manager 7.1.3.0 release is running:
- Log on to the System Manager Web Console.
- On the top-right corner click on the icon and then select the “About” link. Verify that About page contains as below:
  
  **System Manager 7.1.3.0**

**May 07, 2018 – Supplement 4** – This PCN applies to System Manager 7.1.0.0, 7.1.1.0, 7.1.1.1 and 7.1.2.0 Releases.

This PCN introduces System Manager 7.1.3.0(System_Manager_7.1.3.0_r713007763.bin) to System Manager 7.1.0.0, 7.1.1.0, 7.1.1.1 and 7.1.2.0 Releases.

To determine that System Manager 7.1.2.0 release is running:
- Log on to the System Manager Web Console.
- On the top-right corner click on the icon and then select the “About” link. Verify that About page contains as below:
  
  **System Manager 7.1.2.0**

**December 11, 2017 – Supplement 3** – This PCN applies to System Manager 7.1.0.0, 7.1.1.0 and 7.1.1.1 Releases.

This PCN introduces System Manager 7.1.2.0(System_Manager_7.1.2.0_r712007353.bin) to System Manager 7.1.0.0, 7.1.1.0 and 7.1.1.1 Releases.

To determine that System Manager 7.1.1.1 release is running:
- Log on to the System Manager Web Console.
- On the top-right corner click on the icon and then select the “About” link. Verify that About page contains as below:
System Manager 7.1.1

October 9, 2017 – Supplement 2 – This PCN applies to System Manager 7.1.0.0 and 7.1.1.0 Releases.

This PCN introduces System Manager 7.1.1.1(System_Manager_7.1.1.1_r711107109.bin) to System Manager 7.1.0.0 and 7.1.1.0 Releases.

To determine that System Manager 7.1.1.0 release is running:
- Log on to the System Manager Web Console.
- On the top-right corner click on the icon and then select the “About” link. Verify that About page contains as below:

  System Manager 7.1.1.0

August 14, 2017 – Supplement 1 – This PCN applies to System Manager 7.1.0.0 Release.

This PCN introduces System Manager 7.1.1.0(System_Manager_7.1.1.0_r711006931.bin) to System Manager 7.1.0.0 Release.

To determine that System Manager 7.1.0.0 release is running:
- Log on to the System Manager Web Console.
- On the top-right corner click on the icon and then select the “About” link. Verify that About page contains as below:

  System Manager 7.1.0.0

May 08, 2017 - This PCN introduces the general availability of System Manager Release 7.1.0.0, part of the Avaya Aura® 7.1 Solution, and is provided as an upgrade to the System Manager 6.X and 7.0.x software base loads.

- **Avaya Aura System Manager 7.1 OVA ($SMGR-7.1.0.0.1125193-e65-50.ova PLDS ID: SMGR71GA001)** Avaya Aura System Manager 7.1 GA OVA. You can use this OVA to deploy System Manager 7.1 on an Avaya Provided Appliance called Appliance Virtualized Platform (AVP) or on your private VM Ware environment. This OVA supports the Profile 1 and Profile 2 of System Manager. If you are running a 6.x (System Platform or Customer Provided VE) or 7.0.x.x (Customer Provided VE or Avaya Provided Appliance) based System Manager you will use this OVA to upgrade to System Manager 7.1. Please see the Upgrading and Migrating Avaya Aura® applications to Release 7.1 and the Deploying Avaya Aura® applications available on the Avaya Support site for detailed instructions. Reissued Feb 11, 2019 – see Supplement 7 above.

- **Avaya Aura System Manager 7.1 High Capacity (Profile 3) OVA ($SMGR-PROFILE3-7.1.0.0.1125193-e65-50.ova PLDS ID: SMGR71GA002)** Avaya Aura System Manager 7.1 GA OVA for High-Capacity Profile 3. You can use this OVA to deploy System Manager 7.1 on an Avaya Provided Appliance called Appliance Virtualized Platform (AVP) or on your private VMWare environment that has enough hardware resources to support this OVA. Resource Requirements by System Manager profile are defined in the Avaya Aura Solution Offer Definition posted on the Sales Portal. If you are running a 6.x (System Platform or Customer Provided VE) or 7.0.x.x (Customer Provided VE or Avaya Provided Appliance) based System
Manager you will use this OVA to upgrade to System Manager 7.1. Please see the Upgrading and Migrating Avaya Aura® applications to Release 7.1 and the Deploying Avaya Aura® applications available on the Avaya Support site for detailed instructions.

Reissued Feb 11, 2019 – see Supplement 7 above.

- **Avaya Aura System Manager 7.1 Amazon Web Service OVA (SMGR-7.1.0.0.1125193-aws-50.ova PLDS ID: SMGR71AWS01)** Avaya Aura System Manager 7.1 OVA for Amazon Web Service (AWS). You should download this OVA only if you have a AWS environment. Refer Deploying Avaya Aura System Manager on Amazon Web Services document for details on how to deploy the OVA or migrate your existing System Manager deployment to a AWS environment.

- **Avaya Aura System Manager 7.1 Amazon Web Service Profile-3 (High Capacity) OVA (SMGR-PROFILE3-7.1.0.0.1125193-aws-50.ova PLDS ID: SMGR71AWS02)** Avaya Aura System Manager 7.1 Profile-3 High Capacity OVA for Amazon Web Service (AWS). You should download this OVA only if you have a AWS environment. Refer Deploying Avaya Aura System Manager on Amazon Web Services document for details on how to deploy the OVA or migrate your existing System Manager deployment to a AWS environment.

- **SDM Client for System Manager 7.1 (Avaya_SDMClient_win64_7.1.0.0.1125684_45.zip PLDS ID: SMGR71GA004)** Software Deployment Manager Client tool that can be installed on your Windows desktop / laptop and then used for deploying the Avaya Aura 7 application OVAs on the Appliance Virtualized Platform environment or VMWare environment.

- **Data Migration utility for System Manager 7.1 (datamigration-144.bin PLDS ID: SMGR71GA005)** Avaya Aura System Manager 7.1 data migration utility. Use this utility for migrating data from a 6.x or 7.0.x.x based System Manager Deployment to the 7.1 GA load. Note: if you are not using SDM Client for automated migration then you should run the data migration only once the OVA has been successfully deployed and you can access the System Manager web UI. For instructions on how to use the data migration utility please see the Avaya Aura System Manager upgrade documents available on the Avaya Support site.

- **System Manager 7.1 Mandatory Patch bin file Post OVA deployment / Data Migration (System_Manager_R7.1_r71000654_mandatoryPatch.bin PLDS ID: SMGR71GA006)** Avaya Aura System Manager 7.1 post OVA install / Data Migration mandatory patch. If you are migrating from System Manager Release 6.x or 7.0.x.x to release 7.1 this patch must only be applied after completing data migration. If you do not have any data that needs to be migrated then install this patch once the OVA deployment is complete and you can access the System Manager Web UI. Please see the System Manager Installation and upgrade document for complete instructions.

**NOTE:** The Avaya Aura® System Manager release/version must always be greater than or equal to the release/version of the components of the solution (Session Manager, Communication Manager, Application Enablement Services).

**NOTE:** System Manager 7.1 includes Enhanced Access Security Gateway (EASG) for robust product access security. Review the Avaya Aura Release notes for additional information.

**NOTE:** The VMware® vSphere™ Client can no longer connect to AVP. SDM or the VMware embedded host client must be used. Refer Avaya Aura documentation for additional information.

Also see the Avaya Aura Release Notes available on the Avaya Support Site for a complete list of Enhancements / Fixes available in 7.1

To determine that System Manager software that is being run on your server you can:
- Log on to the System Manager Web Interface.
- On the top-right corner click on the 📖 icon and then select the “About” link. Verify version details present on About page.

**Level of Risk/Severity**

Class 1=High
Class 2=Medium
Class 3=Low

**Is it required that this PCN be applied to my system?**

This PCN is required for Avaya Aura® System Manager 7.1.0.0, 7.1.1.0, 7.1.1.1, 7.1.2.0, 7.1.3.0, 7.1.3.1, 7.1.3.2, 7.1.3.3 and 7.1.3.4. This is applicable for all System Manager Services offer types: Kernel-based Virtual Machine (KVM), Amazon Web Service (AWS), Avaya Aura® Appliance Virtualization Platform (AVP) and Virtualized Environment.

**The risk if this PCN is not installed:**

Important fixes will not be installed. The **Release Notes** associated with this release provides a list of enhancements and specific issues that will be resolved by installing the release.

**Is this PCN for US customers, non-US customers, or both?**

This applies to both US and non-US customers.

**Does applying this PCN disrupt my service during installation?**

Yes. System Manager services are re-started during installation or upgrade so web access to System Manager will be disrupted during deployment and upgrades.

**Installation of this PCN is required by:**

Customer and/or Avaya Remote or On-Site Services and/or Avaya Authorized Business Partner.

**Release notes and workarounds are located:**

The **Avaya Aura 7.1.3.5 Release Notes** contain the specific software updates and can be obtained by performing the following steps from a browser:

1. Go to [http://support.avaya.com](http://support.avaya.com) then enter your **Username** and **Password** and select **LOG IN**.
2. Click on "Support by Product -> Documents" link on the dashboard menu.
3. Enter product name as “System Manager” and then select “Avaya Aura® System Manager”.
4. Select “7.1.x” from the dropdown.
5. Select “Release & Software Update Notes” check box.
6. Click Enter.
7. Click on “Avaya Aura® 7.1.3.5 Release Notes”.

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What materials are required to implement this PCN (If PCN can be customer installed):

This PCN is being issued as a customer installable PCN. The specified System Manager files are required. To obtain the update files refer to the How do I order this PCN section of this PCN.

If unfamiliar with installing System Manager software updates, the installation instructions are required. To obtain the installation instructions please refer to the Finding the installation instructions section of this PCN.

How do I order this PCN (If PCN can be customer installed):

The software updates can be downloaded by performing the following steps from a browser:

1. Go to http://support.avaya.com then enter your Username and Password and select LOG IN.
2. Mouse over Support by Product at the top of the page, select Downloads in the menu.
3. Begin to type System Manager in the Enter Product Name box and when Avaya Aura® System Manager appears as a selection below, select it.
4. Select 7.1.x from the Choose Release pull down menu to the right.
5. Scroll down if necessary and select Avaya Aura® System Manager Release 7.1 Downloads, 7.1.x.
6. Scroll down the page to find the download link for the appropriate OVA. This link will take you to the PLDS system with the Download pub ID already entered.
7. This page also includes a link to this PCN and the Release Notes.

Software updates can also be downloaded directly from the PLDS system at http://plds.avaya.com.

1. Enter your login ID and password. You may have to search for and enter your company name and/or accept the one time EULA to gain access to software downloads.
2. Select View Downloads.
3. In the Search by Download tab enter the appropriate PLDS download ID in the Download pub ID search field to access the download. Select the Download link to begin the download.

PLDS Hints:

1. In the PLDS View Downloads section under the Suggested Downloads tab, select System Manager in the Product Line search field to display frequently downloaded System Manager Software, including recent Service Packs and updates.

2. Previous System Manager Release Software’s are also available on PLDS. In the PLDS View Downloads section under the Search by Download tab, select System Manager in the Application search field and 7.1 in the Version search field to display all available System Manager 7.1 software downloads.

The MD5 sums are included in the Avaya Support and PLDS descriptions for the download files.

NOTE: If deploying System Manager on AVP the compatible AVP software is also required.

Finding the installation instructions (If PCN can be customer installed):

Follow the instructions below to download the software:

1. The service pack is available via Avaya’s PLDS software download system, which can be reached by performing the following steps from a browser:
2. Log into the support site (http://support.avaya.com) using your login ID and password.
3. Click on “Support by Product -> Downloads” link on the dashboard menu.
4. Enter product name as “System Manager” and then select “Avaya Aura® System Manager”.
5. Select “7.1.x” from the dropdown from the dropdown.
6. Click on “Avaya Aura® System Manager Release 7.1.3.5 Downloads”
7. Or use PLDS download ID SMGR7135GA1 to download the file.

The *Avaya Aura 7.1.3.5 Release Notes* document contains instructions on how to install System Manager 7.1.3.5 Release.
To obtain the *Release Notes* please refer to the “Release notes and workarounds are located” section of this PCN.

### SECTION 1A – SOFTWARE SERVICE PACK INFORMATION

**Note:** Customers are required to backup their systems before applying the Service Pack.

**How to verify the installation of the Service Pack has been successful:**

To verify the successful installation of the System Manager 7.1.3.5

- Log on to the System Manager Web console.
- On the top-right corner click on the icon and then select the “About” link. Verify that About page contains as below:

  **System Manager 7.1.3.5**
  **Security Mode – Standard Hardening**
  **Build No. - 7.1.0.0.1125193**
  **Software Update Revision No: 7.1.3.5.0710693**
  **Service Pack 5**

**Note:** The value for Security Mode on your system may defer depending on the Security Profile that you are running. “Standard Hardening” is the default Security Mode.

**What you should do if the Service Pack installation fails:**

- Please refer Contact support tasks of System Manager 7.1.3.5 release notes section to collect logs from the system.
- Escalate to Avaya *Global Support Services (GSS)* or an Avaya authorized Business Partner if issue persists.

**How to remove the Service Pack if malfunction of your system occurs:**

N/A

### SECTION 1B – SECURITY INFORMATION

**Are there any security risks involved?**

No

**Avaya Security Vulnerability Classification:**

N/A
### SECTION 1C – ENTITLEMENTS AND CONTACTS

**Material Coverage Entitlements:**

This PCN is being offered at no charge the customer.

**Avaya Customer Service Coverage Entitlements:**

Avaya is issuing this PCN as installable by the customer. If the customer requests Avaya to install this PCN, it is considered a billable event as outlined in Section 4 (Software Updates and Product Correction Notices) of the Avaya Service Agreement Supplement (Full Maintenance Coverage) unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer.

Additionally, Avaya on-site support is not included. If on-site support is requested, Avaya will bill the customer current Per Incident charges unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer.

#### Customers under the following Avaya coverage:
- Full Coverage Service Contract*
- On-site Hardware Maintenance Contract*

<table>
<thead>
<tr>
<th>Remote Installation</th>
<th>Current Per Incident Rates Apply</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remote or On-site Services Labor</td>
<td>Current Per Incident Rates Apply</td>
</tr>
</tbody>
</table>

- Service contracts that include both labor and parts support – 24x7, 8x5.

#### Customers under the following Avaya coverage:
- Warranty
- Software Support
- Software Support Plus Upgrades
- Remote Only
- Parts Plus Remote
- Remote Hardware Support
- Remote Hardware Support w/ Advance Parts Replacement

<table>
<thead>
<tr>
<th>Help-Line Assistance</th>
<th>Per Terms of Services Contract or coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remote or On-site Services Labor</td>
<td>Per Terms of Services Contract or coverage</td>
</tr>
</tbody>
</table>

**Avaya Product Correction Notice Support Offer**

The Avaya Product Correction Support Offer provides out-of-hours support for remote and on-site technician installable PCNs, and Avaya installation for all Avaya issued PCNs that are classified as “Customer-Installable”. Refer to the PCN Offer or contact your Avaya Account Representative for complete details.
Avaya Authorized Partner

Avaya Authorized Partners are responsible for the implementation of this PCN on behalf of their customers.

Who to contact for more information:

If you require further information or assistance please contact your Authorized Service Provider, or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support Terms of Use.