What's New in Avaya Aura® Release 8.1.x
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https://support.avaya.com/helpcenter/
getGenericDetails?
detailId=C20091120112456651010

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Chapter 1: Introduction

Purpose

This document provides an overview of the new and enhanced features of Avaya Aura® Release Release 8.1.1 components.

This document is intended for the following audience:

- Contractors
- Employees
- Channel associates
- Remote support
- Sales representatives
- Sales support
- On-site support
- Avaya Business Partners

Avaya Aura® Release 8.1.1 components

<table>
<thead>
<tr>
<th>Product component</th>
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<td>Appliance Virtualization Platform</td>
<td>8.1.1</td>
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<tr>
<td>Application Enablement Services</td>
<td>8.1.1</td>
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Table continues…
## Product compatibility

For the latest and most accurate compatibility information, go to [https://support.avaya.com/CompatibilityMatrix/Index.aspx](https://support.avaya.com/CompatibilityMatrix/Index.aspx).

## Technical Assistance

Avaya provides the following resources for technical assistance.

**Within the US**

For help with feature administration and system applications, call the Avaya Technical Consulting and System Support (TC-SS) at 1-800-225-7585.

**International**

For all international resources, contact your local Avaya authorized dealer for additional help.

## Change history

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<th>Issue</th>
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<td>December 2019</td>
<td>Updated the following sections:</td>
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<td></td>
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<td>- <a href="https://support.avaya.com">Supported applications in Virtualized Environment</a> on page 14</td>
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<td>- <a href="https://support.avaya.com">Supported applications in Infrastructure as a Service Environment</a> on page 19</td>
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<td>3</td>
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<td>For Release 8.1.1, added the following sections:</td>
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<td>- New in Appliance Virtualization Platform Release 8.1.1 on page 30</td>
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<td>- New in AVP Utilities Release 8.1.1 on page 33</td>
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<td>- New in WebLM Release 8.1.1 on page 40</td>
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<td>- New in Communication Manager Release 8.1.1 on page 46</td>
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<td>- New in Application Enablement Services Release 8.1.1 on page 51</td>
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<td>- New in Release 8.1.1 on page 58</td>
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<td>- What's new in Avaya Device Adapter Release 8.1.1 on page 60</td>
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<tr>
<td>2</td>
<td>June 2019</td>
<td>Added the Accessing the port matrix document on page 68 section. Updated the following sections:</td>
</tr>
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<td></td>
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<td>- Avaya Aura overview on page 11</td>
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<td>- Supported embedded Red Hat Enterprise Linux operating system versions of Avaya Aura application OVAs on page 26</td>
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<td>- Supported Red Hat Enterprise Linux operating system versions for Software-only Environment on page 27</td>
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<td>- Supported servers for Avaya Aura applications on page 28</td>
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<td>- New in Application Enablement Services Release 8.1 on page 52</td>
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<td>June 2019</td>
<td>Release 8.1 document.</td>
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Chapter 2: Avaya Aura® overview

Avaya Aura® is a flagship communications solution that uses an IP and SIP-based architecture to unify media, modes, networks, devices, applications, and real-time, actionable presence across a common infrastructure. This architecture provides on-demand access to advanced collaboration services and applications that improve employee efficiency. Avaya Aura® is available under Core or Power Suite Licenses. Each suite provides a customized set of capabilities designed to meet the needs of different kinds of users. Customers might mix Core and Power licenses on a single system based on their needs.

The following are some of the capabilities that Avaya Aura® solution provides:

- Support for up to 28 instances of Session Manager and 300,000 users and 1 million devices
- Support for up to 18,000 simultaneously registered H.323 endpoints out of 41,000 endpoints per single Communication Manager server and SIP endpoints in an enterprise
- Advanced Session Management Capabilities
- Converged voice and video call admission control
- SIP features, including E911, which reports the desk location of the caller
- Avaya Communication Server 1000 SIP networking and feature transparency
- Session Manager SIP routing adaptations
- A central management application, System Manager, for all Avaya Aura® applications and Avaya Communication Server 1000, with single authentication

Avaya Aura® applications deployment offers

Avaya Aura® supports the following deployment offers:

- Avaya Aura® Virtualized Appliance (VA): Avaya-provided server, Avaya Aura® Appliance Virtualization Platform, based on the customized OEM version of VMware® ESXi 6.5.
- Avaya Aura® on Infrastructure as a Service: Amazon Web Services, Microsoft Azure, Google Cloud Platform, and IBM Bluemix.
- Software-only environment: Deployment on the Red Hat Enterprise Linux operating system.
Avaya Aura® Virtualized Appliance overview

Avaya Aura® Virtualized Appliance is a turnkey solution. Avaya provides the hardware, all the software including the VMware hypervisor, and also offers the customer support of the setup.

The Virtualized Appliance offer is different from Avaya Aura® Virtualized Environment, where Avaya provides the Avaya Aura® application software and the customer provides and supports the VMware hypervisor and the hardware on which the hypervisor runs.

Deployment on the Appliance Virtualization Platform server is performed using the System Manager Solution Deployment Manager or the Solution Deployment Manager client.

Appliance Virtualization Platform overview

From Avaya Aura® Release 7.0 and later, Avaya provides the VMware®-based Avaya Aura® Appliance Virtualization Platform to provide virtualization for Avaya Aura® applications. Appliance Virtualization Platform replaces System Platform.

Appliance Virtualization Platform is the customized OEM version of VMware® ESXi 6.5. With Appliance Virtualization Platform, customers can run any combination of supported applications on Avaya-supplied servers. Appliance Virtualization Platform provides greater flexibility in scaling customer solutions to individual requirements.
Avaya Aura® Virtualized Appliance offer includes:

- Common Servers: Dell™ PowerEdge™ R620, Dell™ PowerEdge™ R630, HP ProLiant DL360p G8, and HP ProLiant DL360 G9
- Avaya Solutions Platform 120 Appliance: Dell PowerEdge R640
- Avaya S8300E

**Note:**
- Common Servers using ESXi 6.0 or 6.5 can require more memory than System Platform or ESXi 5.5. For information about Appliance Virtualization Platform memory requirements and memory validation process, see PSN027060u and the Avaya Aura® Release Notes on the Avaya Support website.

You can deploy the following applications on Appliance Virtualization Platform:

- AVP Utilities 8.1.1
- System Manager 8.1.1
- Session Manager 8.1.1
- Branch Session Manager 8.1.1
- Communication Manager 8.1.1
- Application Enablement Services 8.1.1
- WebLM 8.1.1
- Communication Manager Messaging 7.0

**Note:**
Communication Manager Messaging 7.0 is available for upgrades only.

For information about other Avaya product compatibility information, go to [https://support.avaya.com/CompatibilityMatrix/Index.aspx](https://support.avaya.com/CompatibilityMatrix/Index.aspx).

**Note:**
For deploying Avaya Aura® applications on Appliance Virtualization Platform only use Solution Deployment Manager.

### Virtual Appliance components

<table>
<thead>
<tr>
<th>Software component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESXi Host</td>
<td>The physical machine running the ESXi Hypervisor software.</td>
</tr>
<tr>
<td>Appliance Virtualization Platform</td>
<td>Avaya-provided virtualization turnkey solution that includes the hardware and all the software including the VMware hypervisor.</td>
</tr>
<tr>
<td>Solution Deployment Manager</td>
<td>Centralized software management solution of Avaya that provides deployment, upgrade, migration, and update capabilities for the Avaya Aura® virtual applications.</td>
</tr>
</tbody>
</table>

*Table continues…*
Virtualized Environment overview

You can deploy the Avaya Aura® applications in one of the following Virtualized Environment:

- VMware in customer-provided Virtualized Environment
- Kernel-based Virtual Machine Virtualized Environment

Avaya Aura® Virtualized Environment overview

Avaya Aura® Virtualized Environment integrates real-time Avaya Aura® applications with VMware® and Kernel-based Virtual Machine (KVM).

Kernel-based Virtual Machine overview

Kernel-based Virtual Machine (KVM) is a virtualization infrastructure for the Linux kernel that turns the Linux kernel into a hypervisor. You can remotely access the hypervisor to deploy applications on the KVM host.

KVM virtualization solution is:

- Cost effective for the customers.
- Performance reliable and highly scalable.
- Secure as it uses the advanced security features of SELinux.
- Open source software that can be customized as per the changing business requirements of the customers.

Supported applications in Virtualized Environment

<table>
<thead>
<tr>
<th>Application</th>
<th>Release</th>
<th>VMware</th>
<th>KVM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avaya Aura® System Manager</td>
<td>Release 8.1.1</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Avaya WebLM</td>
<td>Release 8.1.1</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Avaya Aura® Session Manager</td>
<td>Release 8.1.1</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Avaya Aura® Communication Manager</td>
<td>Release 8.1.1</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Avaya Aura® AVP Utilities</td>
<td>Release 8.1.1</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Avaya Aura® Application Enablement Services</td>
<td>Release 8.1.1</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Avaya Aura® Media Server (Software only)</td>
<td>Release 8.0</td>
<td>Y</td>
<td>Y</td>
</tr>
</tbody>
</table>

For information about other Avaya product compatibility information, go to https://support.avaya.com/CompatibilityMatrix/Index.aspx.
Topology

The following is an example of a deployment infrastructure for System Manager on VMware.

- SMGR Server
- Product – 1 VM
- Product – 2 VM
- Product-N VM

Virtualized Environment components

<table>
<thead>
<tr>
<th>Virtualized component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open Virtualization Appliance (OVA)</td>
<td>The virtualized OS and application packaged in a single file that is used to deploy a virtual machine.</td>
</tr>
<tr>
<td>VMware</td>
<td></td>
</tr>
<tr>
<td>ESXi Host</td>
<td>The physical machine running the ESXi Hypervisor software.</td>
</tr>
</tbody>
</table>

Table continues…
<table>
<thead>
<tr>
<th>Virtualized component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESXi Hypervisor</td>
<td>A platform that runs multiple operating systems on a host computer at the same time.</td>
</tr>
<tr>
<td>vSphere Web Client</td>
<td>Using a Web browser, vSphere Web Client connects to a vCenter server or directly to an ESXi host if a vCenter Server is not used.</td>
</tr>
<tr>
<td>vSphere Client (HTML5)</td>
<td>vSphere Client (HTML5) is available in vSphere 6.5. Using a Web browser, it connects to a vCenter server or directly to an ESXi host if a</td>
</tr>
<tr>
<td></td>
<td>vCenter Server is not used. This is the only vSphere client administration tool after the next vSphere release.</td>
</tr>
<tr>
<td>vCenter Server</td>
<td>vCenter Server provides centralized control and visibility at every level of the virtual infrastructure. vCenter Server provides VMware</td>
</tr>
<tr>
<td></td>
<td>features such as High Availability and vMotion.</td>
</tr>
<tr>
<td>KVM</td>
<td>A platform that runs multiple operating systems on a host computer at the same time.</td>
</tr>
</tbody>
</table>

**Overview of Infrastructure as a Service environment**

Infrastructure as a Service (IaaS) environment enables enterprises to securely run applications on the virtual cloud. The supported Avaya Aura® applications on IaaS can also be deployed on-premises. Avaya Aura® application supports the following platforms within this offer:

- Amazon Web Services
- Microsoft Azure
- Google Cloud Platform
- IBM Bluemix (IBM Cloud)

For information about Bluemix, see IBM Bluemix product documentation.

The Infrastructure as a Service environment supports the following offers:

<table>
<thead>
<tr>
<th>Offer</th>
<th>Supported environments</th>
</tr>
</thead>
<tbody>
<tr>
<td>OVA</td>
<td>Amazon Web Services</td>
</tr>
<tr>
<td>ISO</td>
<td>• Amazon Web Services</td>
</tr>
<tr>
<td></td>
<td>• Microsoft Azure</td>
</tr>
<tr>
<td></td>
<td>• Google Cloud Platform</td>
</tr>
</tbody>
</table>

Supporting the Avaya Aura® applications on the IaaS platforms provide the following benefits:

- Minimizes the capital expenditure on infrastructure. The customers can move from capital expenditure to operational expense.
- Reduces the maintenance cost of running the data centers.
- Provides a common platform for deploying the applications.
- Provides a flexible environment to accommodate the changing business requirements of customers.
• Allows you to pay per-use licensing.
• Allows you to upgrade at a minimal cost.
• Supports mobility to move from one network to another.
• Allows you to stay current with latest security updates provided by the service provider.

You can connect the following applications to the Avaya Aura® IaaS instances from the customer premises:

• Avaya Aura® Conferencing Release 8.0 and later
• Avaya Aura® Messaging Release 6.3 and later
• G430 Branch Gateway, G450 Branch Gateway, and G650 Media Gateway

Software security updates

Avaya Security Service Packs (SSP) and Kernel Service Packs (KSP) are built for customers who do not use the software-only distribution. Software-only installation is in the control of the operating system and is responsible for applying the relevant security patches from Red Hat.

Avaya Communication Manager Security Service Packs (SSP) and Kernel Service Packs (KSP) can be incompatible or fail to install on a customer controlled operating system.

Supported third-party applications

With the software-only (ISO) offer, you can install third-party applications on the system and get more control on the system. For the list of supported third-party software applications in Release 8.0 and later, see Avaya Product Support Notice at PSN020360u.

Amazon Web Services overview

Amazon Web Services is an Infrastructure as a Service platform that enables enterprises to securely run applications on the virtual cloud. The key components of Amazon Web Services are Amazon Elastic Compute Cloud (EC2) and Amazon Simple Storage Service (S3).

Microsoft Azure overview

Microsoft Azure is an Infrastructure as a Service platform that enables enterprises to securely deploy and manage applications through a global network of Microsoft-managed data centers.

Google Cloud Platform overview

Google Cloud Platform is a suite of public cloud computing services offered by Google.

IBM Bluemix overview

IBM Bluemix is a suite of public cloud computing services offered by IBM.

For information about IBM Bluemix, see IBM product documentation website.

Topology

The following diagram depicts the architecture of the Avaya applications on the Infrastructure as a Service platform. This diagram is an example setup of possible configuration offered by Avaya.
Important:
The setup must follow the Infrastructure as a Service deployment guidelines, but does not need to include all the applications.
Supported applications in Infrastructure as a Service Environment

<table>
<thead>
<tr>
<th>Application</th>
<th>Release</th>
<th>Amazon Web Services</th>
<th>Microsoft Azure</th>
<th>Google Cloud Platform</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avaya Aura® System Manager</td>
<td>Release 8.1.1</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Avaya WebLM</td>
<td>Release 8.1.1</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Avaya Aura® Session Manager</td>
<td>Release 8.1.1</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Avaya Aura® Communication Manager</td>
<td>Release 8.1.1</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Presence Services using Avaya Breeze® platform</td>
<td>Release 8.1.1</td>
<td>Y</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Avaya Aura® Application Enablement Services (Software only)</td>
<td>Release 8.1.1</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Avaya Aura® Media Server (Software only)</td>
<td>Release 8.0</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
</tbody>
</table>

For information about other Avaya product compatibility information, go to https://support.avaya.com/CompatibilityMatrix/Index.aspx.

Software-only environment overview

Avaya Aura® Release 8.0 and later supports software-only installation. In a software-only installation, the customer owns the operating system and must provide and configure the operating system for use with Avaya Aura® application. With the software-only offer, the customer can install and customize the operating system to meet the requirements to install the Avaya Aura® application.

You must run the software-only offer on the supported environments to enable the use of Avaya approved third-party applications for anti-virus, backup, and monitoring.

Customers must procure a server that meets the recommended hardware requirements and the appropriate version of Linux® Operating System.

Software security updates

Avaya Security Service Packs (SSP) and Kernel Service Packs (KSP) are built for customers who do not use the software-only distribution. Software-only installation is in the control of the operating system and is responsible for applying the relevant security patches from Red Hat.

Avaya Communication Manager Security Service Packs (SSP) and Kernel Service Packs (KSP) can be incompatible or fail to install on a customer controlled operating system.

Supported third-party applications

With the software-only (ISO) offer, you can install third-party applications on the system and get more control on the system. For the list of supported third-party software applications in Release 8.0 and later, see Avaya Product Support Notice at PSN020360u.
Avaya Aura® Software-Only environment RPMs

In a software-only installation, the customer will also install the Red Hat provided RPM updates. To avoid possible issues or incompatibilities with new RPMs, it is recommended to check the list of tested RPMs and follow the instructions in the PSN periodically published by Avaya. PSN is available at [PSN020361u](#).

**Supported platforms**

You can deploy the Avaya Aura® application software-only ISO image on the following platforms:

- VMware
- Kernel-based Virtual Machine (KVM)
- Hyper-V

**Note:**

Starting with the Release 8.0.1, Avaya Aura® applications support Hyper-V.

- Amazon Web Services
- Google Cloud Platform
- Microsoft Azure

**Supported applications in Software-only Environment**

- Avaya Aura® System Manager
- Avaya WebLM
- Avaya Aura® Session Manager
- Avaya Aura® Communication Manager
- Avaya Aura® Application Enablement Services
- Avaya Aura® Media Server

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**Solution Deployment Manager overview**

Solution Deployment Manager is a centralized software management solution in System Manager that provides deployments, upgrades, migrations, and updates to Avaya Aura® applications. Solution Deployment Manager supports the operations on the customer’s Virtualized Environment and the Avaya Aura® Virtualized Appliance model.

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

From Release 7.1 and later, Solution Deployment Manager supports migration of Virtualized Environment-based 6.x, 7.0.x, and 7.1.x applications to Release 8.x and later in the customer’s Virtualized Environment. For migrating to Release 8.x, you must use Solution Deployment Manager Release 8.x.
Release 7.0 and later support a standalone version of Solution Deployment Manager, the Solution Deployment Manager client. For more information, see Using the Solution Deployment Manager client.

System Manager with Solution Deployment Manager runs on:

- Avaya Aura® Virtualized Appliance: Contains a server, Appliance Virtualization Platform, and Avaya Aura® application OVA. Appliance Virtualization Platform includes a VMware ESXi 6.5 hypervisor.
- Customer-provided Virtualized Environment solution: Avaya Aura® applications are deployed on customer-provided, VMware® certified hardware.
- Software-Only environment: Avaya Aura® applications are deployed on the customer-owned hardware and the operating system.

With Solution Deployment Manager, you can do the following in Virtualized Environment and Avaya Aura® Virtualized Appliance models:

- Deploy Avaya Aura® applications.
- Upgrade and migrate Avaya Aura® applications.

**Note:**

When an application is configured with Out of Band Management, Solution Deployment Manager does not support upgrade for that application.

For information about upgrading the application, see the application-specific upgrade document on the Avaya Support website.

- Download Avaya Aura® applications.
- Install service packs, feature packs, and software patches for the following Avaya Aura® applications:
  - Communication Manager and associated devices, such as gateways, media modules, and TN boards.
  - Session Manager
  - Branch Session Manager
  - AVP Utilities
  - Appliance Virtualization Platform, the ESXi host that is running on the Avaya Aura® Virtualized Appliance.

The upgrade process from Solution Deployment Manager involves the following key tasks:

- Discover the Avaya Aura® applications.
- Refresh applications and associated devices, and download the necessary software components.
- Run the preupgrade check to ensure successful upgrade environment.
- Upgrade Avaya Aura® applications.
- Install software patch, service pack, or feature pack on Avaya Aura® applications.
For more information about the setup of the Solution Deployment Manager functionality that is part of System Manager 8.1.x, see *Avaya Aura® System Manager Solution Deployment Manager Job-Aid*.

**Related links**

[Solution Deployment Manager Client](#) on page 22

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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 must be installed on the computer of the technician. The Solution Deployment Manager client provides the functionality to deploy the OVAs or ISOs on an Avaya-provided server, customer-provided Virtualized Environment, or Software-only 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® applications on Avaya appliances, VMware-based Virtualized Environment, and Software-only environment.
- Upgrade System Platform-based System Manager.
- Upgrade VMware-based System Manager from Release 6.x, 7.x, or 8.0.x to Release 8.1 and later.
- Install System Manager software patches, service packs, and feature packs.
- Configure Remote Syslog Profile.
- Create the 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® applications that support dynamic resizing. For example, Session Manager and Avaya Breeze® platform.

**Note:**

- You can deploy or upgrade the System Manager virtual machine only by using the Solution Deployment Manager client.
- You must always use the latest Solution Deployment Manager client for deployment.
- You must use Solution Deployment Manager Client 7.1 and later to create the kickstart file for initial Appliance Virtualization Platform installation or recovery.
Solution Deployment Manager simplifies and automates the deployment and upgrade process. With Solution Deployment Manager, you can deploy the following applications:

- AVP Utilities 8.1.1
- System Manager 8.1.1
- Session Manager 8.1.1
- Branch Session Manager 8.1.1
- Communication Manager 8.1.1
- Application Enablement Services 8.1.1
- WebLM 8.1.1
- Communication Manager Messaging 7.0

For information about other Avaya product compatibility information, go to https://support.avaya.com/CompatibilityMatrix/Index.aspx.

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

- Hardware-based Session Manager 6.x
- System Platform-based Communication Manager
  - Duplex CM Main / Survivable Core with Communication Manager
  - Simplex CM Main / Survivable Core with Communication Manager, Communication Manager Messaging, and Utility Services
  - Simplex Survivable Remote with Communication Manager, Branch Session Manager, and Utility Services
  - Embedded CM Main with Communication Manager, Communication Manager Messaging, and Utility Services
- Embedded Survivable Remote with Communication Manager, Branch Session Manager, and Utility Services

- System Platform-based Branch Session Manager

- Simplex Survivable Remote with Communication Manager, Branch Session Manager, and Utility Services

- Embedded Survivable Remote with Communication Manager, Branch Session Manager, and Utility Services

**Note:**
You must manually migrate the Services virtual machine that is part of the template.

The centralized deployment and upgrade process provides better support to customers who want to upgrade their systems to Avaya Aura® Release 8.1.1. The process reduces the upgrade time and error rate.

**Solution Deployment Manager dashboard**

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

**Solution Deployment Manager capabilities**

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

- **Upgrade Release Setting:** To select Release 7.x Onwards or 6.3.8 as the target upgrade. Release 8.1.1 is the default upgrade target.

- **Manage Software:** To analyze, download, and upgrade the IP Office, Unified Communications Module, and IP Office Application Server firmware. Also, you can view the status of the firmware upgrade process.

- **Application Management:** To deploy OVA files for the supported Avaya Aura® application.
  - Configure Remote Syslog Profile.
  - Generate the Appliance Virtualization Platform Kickstart file.

- **Upgrade Management:** To upgrade Avaya Aura® applications to Release 8.1.1.
• **User Settings**: To configure the location from where System Manager displays information about the latest software and firmware releases.

• **Download Management**: To download the OVA files and firmware to which the customer is entitled. The download source can be the Avaya PLDS or an alternate source.

• **Software Library Management**: To configure the local or remote software library for storing the downloaded software and firmware files.

• **Upload Version XML**: To save the `version.xml` file to System Manager. You require the application-specific `version.xml` file to perform upgrades.

---

**Avaya Aura® applications upgrade**

With System Manager Solution Deployment Manager, you can upgrade the following Avaya Aura® applications to Release 8.1.1:

- Communication Manager
- Session Manager
- Branch Session Manager
- AVP Utilities
- WebLM

**Note:**

You must upgrade System Manager to Release 8.1.1 by using the Solution Deployment Manager client before you upgrade the Avaya Aura® applications to Release 8.1.1.

---

**Support for VMware components**

Avaya Aura® Release Release 8.1.1 supports deployment and upgrades on the following VMware components in Virtualized Environment.

- VMware® vSphere ESXi 6.0
- VMware® vSphere ESXi 6.5
- VMware® vSphere ESXi 6.7
- VMware® vCenter Server 6.0
- VMware® vCenter Server 6.5
- VMware® vCenter Server 6.7
• Avaya Aura® Release 8.0 and later does not support vSphere ESXi 5.0 and 5.5.
• With VMware® vSphere ESXi 6.5, vSphere Web Client replaces the VMware® vSphere Client for ESXi and vCenter administration.

**Supported embedded Red Hat Enterprise Linux operating system versions of Avaya Aura® application OVAs**

The following table lists the supported embedded Red Hat Enterprise Linux operating system versions of Avaya Aura® application OVAs.

<table>
<thead>
<tr>
<th>Red Hat Enterprise Linux operating system</th>
<th>Avaya Aura® Release</th>
</tr>
</thead>
<tbody>
<tr>
<td>Linux operating system Release 6.5 with 64-bit</td>
<td>7.0.x</td>
</tr>
<tr>
<td>Linux operating system Release 7.2 with 64-bit</td>
<td>7.0.x</td>
</tr>
</tbody>
</table>

**Note:**
- System Manager Release 7.0.x only supports the CentOS Operating System Release 6.5 with 64-bit.
- Utility Services Release 7.1 uses the Red Hat Enterprise Linux operating system Release 7.3 with 64-bit.

Table continues…
### Supported Red Hat Enterprise Linux operating system versions for Software-only Environment

The following table lists the supported Red Hat Enterprise Linux operating system versions for deploying or upgrading Avaya Aura® applications in Software-only Environment.

<table>
<thead>
<tr>
<th>Red Hat Enterprise Linux operating system</th>
<th>Avaya Aura® Release</th>
<th>8.1.x</th>
</tr>
</thead>
<tbody>
<tr>
<td>Linux operating system Release 7.4 with 64-bit</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>Note: System Manager Release 8.0.x only supports the Red Hat Enterprise Linux operating system Release 7.5 with 64-bit.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Linux operating system Release 7.6 with 64-bit</td>
<td>Y</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Red Hat Enterprise Linux operating system</th>
<th>Avaya Aura® Release</th>
</tr>
</thead>
<tbody>
<tr>
<td>Linux operating system Release 7.4 with 64-bit</td>
<td>Y</td>
</tr>
<tr>
<td>Note: System Manager Release 8.0.x only supports the Red Hat Enterprise Linux operating system Release 7.5 with 64-bit.</td>
<td></td>
</tr>
<tr>
<td>Linux operating system Release 7.6 with 64-bit</td>
<td>Y</td>
</tr>
</tbody>
</table>
Supported ESXi version

The following table lists the supported ESXi versions of Avaya Aura® applications.

<table>
<thead>
<tr>
<th>ESXi version</th>
<th>Avaya Aura® Release</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7.0.x</td>
</tr>
<tr>
<td>ESXi 5.0</td>
<td>Y</td>
</tr>
<tr>
<td>ESXi 5.1</td>
<td>Y</td>
</tr>
<tr>
<td>ESXi 5.5</td>
<td>Y</td>
</tr>
<tr>
<td>ESXi 6.0</td>
<td></td>
</tr>
<tr>
<td>ESXi 6.5</td>
<td>Y</td>
</tr>
<tr>
<td>ESXi 6.7</td>
<td></td>
</tr>
</tbody>
</table>

**Note:**
- With VMware® vSphere ESXi 6.5, vSphere Web Client replaces the VMware vSphere Client for ESXi and vCenter administration.
- Avaya Aura® applications support the ESXi version and its subsequent update. For example, the subsequent update of VMware ESXi 6.7 can be VMware ESXi 6.7 Update 3.

Supported servers for Avaya Aura® applications

The following table lists the supported servers of Avaya Aura® applications.

<table>
<thead>
<tr>
<th>Supported servers</th>
<th>Avaya Aura® Release</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7.0.x</td>
</tr>
<tr>
<td>S8300D</td>
<td>Y</td>
</tr>
<tr>
<td>S8300E</td>
<td>Y</td>
</tr>
<tr>
<td>HP ProLiant DL360 G7</td>
<td>Y</td>
</tr>
<tr>
<td>HP ProLiant DL360p G8</td>
<td>Y</td>
</tr>
<tr>
<td>HP ProLiant DL360 G9</td>
<td>Y</td>
</tr>
<tr>
<td>Dell™ PowerEdge™ R610</td>
<td>Y</td>
</tr>
<tr>
<td>Dell™ PowerEdge™ R620</td>
<td>Y</td>
</tr>
<tr>
<td>Dell™ PowerEdge™ R630</td>
<td>Y</td>
</tr>
<tr>
<td>Avaya Solutions Platform 120 Appliance: Dell PowerEdge R640</td>
<td>Y</td>
</tr>
<tr>
<td>Avaya Solutions Platform 130 Appliance: Dell PowerEdge R640</td>
<td></td>
</tr>
</tbody>
</table>
Note:
From Avaya Aura® Release 8.0 and later, S8300D, Dell™ PowerEdge™ R610, and HP ProLiant DL360 G7 servers are not supported.

Supported gateways
The following table lists the supported gateways of Avaya Aura® applications.

<table>
<thead>
<tr>
<th>Supported gateways</th>
<th>Avaya Aura® Release</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6.3.x</td>
</tr>
<tr>
<td>G250 Branch Gateway</td>
<td>Y</td>
</tr>
<tr>
<td>G350 Branch Gateway</td>
<td>Y</td>
</tr>
<tr>
<td>G430 Branch Gateway</td>
<td>Y</td>
</tr>
<tr>
<td>G450 Branch Gateway</td>
<td>Y</td>
</tr>
<tr>
<td>G650 Media Gateway</td>
<td>Y</td>
</tr>
<tr>
<td>G700 Branch Gateway</td>
<td>Y</td>
</tr>
</tbody>
</table>

Supported browsers
The following table lists the supported browsers of Avaya Aura® applications.

<table>
<thead>
<tr>
<th>Supported browsers</th>
<th>Avaya Aura® Release</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7.0.x</td>
</tr>
<tr>
<td>Internet Explorer</td>
<td>Microsoft Internet Explorer Release 9.x, 10.x, and 11.x</td>
</tr>
<tr>
<td>Mozilla Firefox</td>
<td>Mozilla Firefox Release 37, 38, and 39</td>
</tr>
<tr>
<td>Microsoft Edge (Spartan) Browser (included with Windows 10)</td>
<td>Supported only for Utility Services.</td>
</tr>
<tr>
<td>Google Chrome</td>
<td>Google Chrome 53, 54, and 55 is supported only for Utility Services.</td>
</tr>
</tbody>
</table>
Chapter 3: What’s new in Appliance Virtualization Platform

This chapter provides an overview of the new and enhanced features of Appliance Virtualization Platform Release 8.1.x.

For more information about these features and administration, see:

- Deploying Avaya Aura® Appliance Virtualization Platform
- Upgrading Avaya Aura® Appliance Virtualization Platform

New in this Release

New in Appliance Virtualization Platform Release 8.1.1

Appliance Virtualization Platform Release 8.1.1 supports the following new features and enhancements:

NIC teaming alarms

With Release 8.1.1, the following alarms can be generated when NIC teaming is configured.

<table>
<thead>
<tr>
<th>Alarm ID</th>
<th>Severity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>NIC_TEAM_DEGRADED</td>
<td>Minor</td>
<td>This alarm is generated when NIC teaming is configured and link is lost on one of the NICs in the team goes down.</td>
</tr>
<tr>
<td>NIC_TEAM_FAULT</td>
<td>Critical</td>
<td>This alarm is generated when NIC teaming is configured and links of both the NICs in the team go down.</td>
</tr>
<tr>
<td>NIC_TEAM_CLEAR</td>
<td>Cleared</td>
<td>This alarm is generated when NIC teaming is configured and links of both the NICs in the team come up.</td>
</tr>
</tbody>
</table>

To enable the NIC teaming alarms, you can use the \texttt{set\_linkmonitor.sh enable} command. To disable the NIC teaming alarms, you can use the \texttt{set\_linkmonitor.sh disable} command.
New in Appliance Virtualization Platform Release 8.1

Appliance Virtualization Platform Release 8.1 supports the following new features and enhancements:

**Appliance Virtualization Platform Hypervisor**

With Release 8.1, Appliance Virtualization Platform is based on the customized OEM version of VMware® ESXi 6.5.

**Support of Windows Server 2016 for installing the Solution Deployment Manager client**

With Release 8.1, you can install the Solution Deployment Manager client on the Windows Server 2016, 64-bit operating system.

**Appliance Virtualization Platform enhancements**

On the Solution Deployment Manager > Application Management > Platforms tab, a new:

- More Actions > AVP Firewall Rules option is added to view Appliance Virtualization Platform firewall rules.

- Advanced Configuration tab is added on the Change Network params > Change Network Settings > Host Network/IP Settings page from where you can delete unused Port Groups that are not associated with any virtual machine.

**Supported browsers**

- Internet Explorer 11
- Mozilla Firefox 65, 66, and 67

**Support for Red Hat Enterprise Linux operating system 7.6**

With Release 8.1, you can deploy and upgrade Avaya Aura® applications on the Red Hat Enterprise Linux operating system 7.6.

---

**Appliance Virtualization Platform feature matrix**

The following table lists the feature matrix of Appliance Virtualization Platform.

*Note:*

The features listed in the following table are not a comprehensive feature list. It only covers the new features.

<table>
<thead>
<tr>
<th>Feature name</th>
<th>Release 7.1.x</th>
<th>Release 8.0.x</th>
<th>Release 8.1.x</th>
</tr>
</thead>
<tbody>
<tr>
<td>OVA signing</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
</tbody>
</table>

(Table continues…)
<table>
<thead>
<tr>
<th>Feature name</th>
<th>Release 7.1.x</th>
<th>Release 8.0.x</th>
<th>Release 8.1.x</th>
</tr>
</thead>
<tbody>
<tr>
<td>IPv6 support</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Enhanced Access Security Gateway (EASG)</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Compliance with DISA security STIGs</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Extended Security Hardening</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Support for TLS 1.2</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Support for Avaya Solutions Platform 120 Appliance</td>
<td></td>
<td>Y</td>
<td>Y</td>
</tr>
</tbody>
</table>
Chapter 4: What’s new in AVP Utilities

This chapter provides an overview of the new and enhanced features of AVP Utilities Release 8.1.x. For more information about these features and administration, see Administering Avaya Aura® AVP Utilities.

New in this release

New in AVP Utilities Release 8.1.1

AVP Utilities Release 8.1.1 supports the following new features and enhancements:

**VMware console for applications**

With Release 8.1.1, you can open the VM console in a new browser window or on a new browser tab for the application that reside on Appliance Virtualization Platform Release 7.1.2 and later.

Based on the role of the user, you can assign the permissions for accessing the console.

New in AVP Utilities Release 8.1

AVP Utilities Release 8.1 supports the following new features and enhancements:

**Support to forward syslog messages**

With AVP Utilities Release 8.1, you can configure up to five remote syslog servers using AVP Utilities CLI and two remote syslog servers using System Manager Solution Deployment Manager.

**Support for encrypted backup**

With AVP Utilities Release 8.1, you can encrypt the backup files and restore the encrypted backup files.
Chapter 5: What’s new in System Manager

This chapter provides an overview of the new and enhanced features of System Manager Release 8.1.x.

For more information about these features and administration, see Administering Avaya Aura® System Manager.

New in this release

New in System Manager Release 8.1.1

Avaya Aura® System Manager Release 8.1.1 supports the following new features and enhancements:

**VMware console for applications**

With Release 8.1.1, you can open the VM console in a new browser window or on a new browser tab for the application that reside on Appliance Virtualization Platform Release 7.1.2 and later.

Based on the role of the user, you can assign the permissions for accessing the console.

**Support for deploying Avaya SBCE using Solution Deployment Manager**

With Release 8.1.1, you can:

- Download the Avaya Session Border Controller for Enterprise (Avaya SBCE) OVA from the Download Management page.
- Deploy the Avaya SBCE OVA.

To support this System Manager must be deployed on Profile 3 and higher systems.

**Busy indicator support for J-Series endpoints**

With Release 8.1.1, System Manager supports the busy-ind button for the following J-Series endpoints: J169, J169CC, J179, J179CC.

**Support for the IP Phone Group Id field for SIP endpoints**

With Release 8.1.1, System Manager supports the IP Phone Group Id field on the Feature Options tab for SIP endpoints.
On Communication Manager, this field is available on the page 3 of the add station or change station command. With Release 8.1.1, IP Phone Group Id also supports SIP endpoints.

For information about configuring the IP Phone Group Id field, see Administering Avaya Aura® System Manager.

Support for read only phone view layout for SIP Endpoints
With Release 8.1.1, you can view the Read only phone view layout for SIP Endpoints.

Support for common parameter across endpoint template
With Release 8.1.1, when you create a SIP endpoint, the system retains the common parameter information so that when you login SIP endpoints of that same type or of another type, all your SIP Endpoints are able to retrieve and update any of the common parameters they utilize.

The common parameters are on the Elements > Communication Manager > Endpoints > Manage Endpoints page on the Profile Settings and Button Assignment tabs.

Bulk import and export of Holiday Table and Service Hours Tables
Bulk import and export of Holiday Table and Service Hours Tables using System Manager web console. For adding, deleting and updating Holiday Table and Service Hours Tables in bulk, you can download a pre-loaded excel <Excel template file name>.xlsx file from More Actions > Download Excel Template on the following pages:

• Elements > Communication Manager > Call Center > Holiday Table
• Elements > Communication Manager > Call Center > Service Hours Tables

Multiple audio files upload in single click for broadcasting announcement
With Release 8.1.1, you can upload more than one audio files (.wav) in single click by using the Browse option of the Select Announcement File field.

---

New in System Manager Release 8.1

Avaya Aura® System Manager Release 8.1 supports the following new features and enhancements:

Support for System Manager Profile 4
With Release 8.1, System Manager supports a new Profile 4. The Profile 4 supports 35000 to 300000 users with up to 5000 Branch Session Manager instances and 28 Session Manager instances with a single System Manager system in an Avaya Aura® deployment.

System Manager Profile 1 not supported
From Release 8.0 and later, System Manager Profile 1 is not supported. If System Manager is on a pre Release 8.0 and using the Profile 1, ensure that the server has the required resources to configure Profile 2 on Release 8.0 and later.

Appliance Virtualization Platform Hypervisor
With Release 8.1, Appliance Virtualization Platform is based on the customized OEM version of VMware® ESXi 6.5.
Support for Red Hat Enterprise Linux operating system 7.6

With Release 8.1, you can deploy and upgrade Avaya Aura® applications on the Red Hat Enterprise Linux operating system 7.6.

Support of Windows Server 2016 for installing the Solution Deployment Manager client

With Release 8.1, you can install the Solution Deployment Manager client on the Windows Server 2016, 64-bit operating system.

Solution Deployment Manager enhancements

- Increased capacity for **Refresh**, **Analyze**, **Update/Upgrade** operations on multiple elements at the same time for System Manager:
  - Profile 2: 20 elements
  - Profile 3: 30 elements
  - Profile 4: 50 elements
- The **Bulk Import Spreadsheet_Template.xlsx** spreadsheet on the Solution Deployment Manager > Upgrade Management > Download > Bulk Import Spreadsheet page supports bulk upgrade of Branch Session Managers.
- During OVA deployment, the Network Parameters page is revamped to display wider UI elements to enhance user experience.

Appliance Virtualization Platform enhancements

On the Solution Deployment Manager > Application Management > Platforms tab, a new:

- **More Actions** > **AVP Firewall Rules** option is added to view Appliance Virtualization Platform firewall rules.
- **Advanced Configuration** tab is added on the Change Network params > Change Network Settings > Host Network/IP Settings page from where you can delete unused Port Groups that are not associated with any virtual machine.

Support for bulk upgrade of Branch Session Manager instances

With Release 8.1, you can perform bulk upgrade of Branch Session Manager instances by using the **Bulk Import Spreadsheet_Template.xlsx** spreadsheet on the Solution Deployment Manager > Upgrade Management > Download > Bulk Import Spreadsheet page.

Remote Syslog profile enhancement

With Release 8.1, the Add Syslog Receiver page provides the following TLS authentication options when the tcp protocol is selected.

- **Server certificate authentication**
- **Mutual TLS authentication**

Support for managing Syslog receiver certificates for Remote Syslog receiver

With Release 8.1, you can:

- Add trusted certificates for Remote Syslog receiver by selecting the SYSLOG store type on System Manager.
• Create identity certificate to use with Remote Syslog receiver by selecting the syslog service name on System Manager.

Administration and Serviceability enhancements
• Serviceability Agents management supports background execution job for pushing SNMP Target/User Profiles to multiple Serviceability Agents.
• Manage Elements displays a progress bar indication of background notification operations for Geographic Redundancy state change operations.
• API based management operations off-loaded from Port 443 to new Port 10443.
• Data Replication Service supports 250 node repairs at a time for System Manager Profile 4.
• Typeahead support is provided for the:
  - Host Name field on Services > Events > Log Harvester > Create New Profile.
  - Survivability Server field on Users > User Provisioning Rule > Communication Profile > Session Manager Profile.
• Advanced Search feature is added on the following pages:
  - Inventory > Manage Elements
  - Inventory > Manage Serviceability Agents > Serviceability Agent
  - Replication > Replica Groups > Replica Nodes
• Automated purging rule is added in Data Retention for Aged Scheduler Completed Jobs.
• Adding certificates for more than one element of same type and same version creates background job for execution. You can view this on the Certificate Management Jobs page using Inventory > Manage Elements > More Actions > View Certificate Add Status on System Manager.

Crisis Alert support for SIP endpoints
With Release 8.1, Crisis Alert (crss-alert) button support is added for SIP phones. When an emergency call is initiated by an enterprise user, then the crisis-alert watcher’s endpoint displays an alert including information about emergency call.

No Hold Conference for SIP endpoints
With Release 8.1, No hold conference (no-hld-cnf) button support is added for SIP phones. No Hold Conference is the ability to add a party in conference without putting existing users on Hold.

EC500 button support for SIP endpoints
With Release 8.1, System Manager supports the EC500 button for the following endpoints: 9608SIPCC, 9611SIPCC, 9621SIPCC, 9641SIPCC, J169CC, J179CC, CS1K-IPCC (Avaya Device Adapter).

Call appearance and Bridged appearance with per button ring control for SIP endpoints
With Release 8.1, System Manager supports Call appearance (Abbreviated/Delayed ringing) and Bridged appearance with per button ring control for the following endpoints: 9608SIPCC, 9611SIPCC, 9621SIPCC, 9641SIPCC, J169CC, J179CC, CS1K-IPCC (Avaya Device Adapter).
Enhancements to the 16-digit extension

With Release 8.1, Avaya Aura® applications extend support for configuration of 16-digit extension to the following Communication Manager objects.

- hunt groups

**Note:**
Administration of hunt group with 16-digit group extension and group members.

- coverage answer groups
- ELIN
- abbr dial buttons
- Listed Directory Number

Supported browsers

- Internet Explorer 11
- Mozilla Firefox 65, 66, and 67

IP Office integration with System Manager

From Release 8.1, you can add and administer the IP Office element from the System Manager web console.

System Manager feature matrix

The following table lists the feature matrix of System Manager.

**Note:**
The features listed in the following table are not a comprehensive feature list. It only covers the new features.

<table>
<thead>
<tr>
<th>Feature name</th>
<th>Release 7.1.x</th>
<th>Release 8.0.x</th>
<th>Release 8.1.x</th>
</tr>
</thead>
<tbody>
<tr>
<td>OVA signing</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>IPv6 support</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Enhanced Access Security Gateway (EASG)</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Compliance with DISA security STIGs</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Extended Security Hardening</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Support for TLS 1.2</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Customer Root Access</td>
<td></td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Preserve security hardening modes on upgrade</td>
<td>Y</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Extended host name validation</td>
<td></td>
<td></td>
<td>Y</td>
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</table>

Table continues…
<table>
<thead>
<tr>
<th>Feature name</th>
<th>Release 7.1.x</th>
<th>Release 8.0.x</th>
<th>Release 8.1.x</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support for 16-digit extension</td>
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<td>Y</td>
</tr>
<tr>
<td>Product Initiated Registration</td>
<td></td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Support for Software-only deployment</td>
<td></td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Support for deployment on Cloud Services</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Support for Geographic Redundancy in mixed deployment environment</td>
<td></td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Support for Avaya Solutions Platform 120 Appliance</td>
<td></td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Support for Avaya Solutions Platform 130 Appliance</td>
<td></td>
<td>Y</td>
<td>Y</td>
</tr>
</tbody>
</table>
Chapter 6: What’s new in WebLM

This chapter provides an overview of the new and enhanced features of WebLM Release 8.1.x. For more information about these features and administration, see Administering standalone Avaya WebLM.

New in this release

New in WebLM Release 8.1.1

WebLM Release 8.1.1 supports the following new features and enhancements:

**VMware console for applications**

With Release 8.1.1, you can open the VM console in a new browser window or on a new browser tab for the application that reside on Appliance Virtualization Platform Release 7.1.2 and later. Based on the role of the user, you can assign the permissions for accessing the console.

New in WebLM Release 8.1

WebLM Release 8.1 supports the following new features and enhancements:

**Appliance Virtualization Platform Hypervisor**

With Release 8.1, Appliance Virtualization Platform is based on the customized OEM version of VMware® ESXi 6.5.

**Supported browsers**

- Internet Explorer 11
- Mozilla Firefox 65, 66, and 67

**Support for Red Hat Enterprise Linux operating system 7.6**

With Release 8.1, you can deploy and upgrade Avaya Aura® applications on the Red Hat Enterprise Linux operating system 7.6.
# WebLM feature matrix

The following table lists the feature matrix of WebLM.

<table>
<thead>
<tr>
<th>Feature name</th>
<th>Release 7.1</th>
<th>Release 7.1.1</th>
<th>Release 7.1.2</th>
<th>Release 7.1.3</th>
<th>Release 8.0.x</th>
<th>Release 8.1.x</th>
</tr>
</thead>
<tbody>
<tr>
<td>OVA signing</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>IPv6 support</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Enhanced Access Security Gateway (EASG)</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Compliance with DISA security STIGs</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Extended Security Hardening</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Support for TLS 1.2</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Customer Root Access</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Support for Software-only deployment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Support for deployment on Cloud Services</td>
<td></td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support for Avaya Solutions Platform 120 Appliance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Support for Avaya Solutions Platform 130 Appliance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
</tr>
</tbody>
</table>
Chapter 7: What’s new in Session Manager

This chapter provides an overview of the new and enhanced features of Session Manager Release 8.1.x.

For more information about these features and administration, see *Administering Avaya Aura® Session Manager*.

New in this release

New in Session Manager Release 8.1.1

Session Manager Release 8.1.1 supports the following new features and enhancements:

**Enhanced support for Matching Pattern**

Session Manager extends the support for Matching Pattern. With Release 8.1.1, Matching Pattern ranges can be entered in the form of [start of range];[end of range]. For example, 600000:600009.

**Support for Regex Debugger**

With Release 8.1.1, Session Manager supports a new tool called Regular Expression debugger which allows checking, validating and backtracking regular expressions.

**Support for SIP headers and Attachment fields for Call Routing Test**

With Release 8.1.1, you can use zero or more SIP headers to insert into the SIP INVITE request created by the call routing test.

With Release 8.1.1, you can use Content-type and content of an attachment to insert into the SIP INVITE request created by the call routing test.

**Support for new Log Action for Regular-expression adaptations**

With Release 8.1.1, a new Log action can be added to the regular-expression adaptations. This action will not modify a SIP message, but will instead log an event indicating that conditions were met for the action to execute.

**VMware console for applications**

With Release 8.1.1, you can open the VM console in a new browser window or on a new browser tab for the application that reside on Appliance Virtualization Platform Release 7.1.2 and later.
Based on the role of the user, you can assign the permissions for accessing the console.

---

**New in Session Manager Release 8.1**

Session Manager Release 8.1 supports the following new features and enhancements:

**Support for Session Manager Profile 6**

With Release 8.1, Session Manager supports a new Profile 6. The Profile 6 supports 66.7K SIP devices. Using the Session Manager Profile 6, an Avaya Aura® deployment can support up to 1 million SIP devices.

**Support for 5000 SIP branches**

Earlier to Release 8.1, you can configure only 500 Branch Session Manager instances. From Release 8.1, you can configure 5000 Branch Session Manager instances with a single System Manager system in an Avaya Aura® deployment.

**Appliance Virtualization Platform Hypervisor**

With Release 8.1, Appliance Virtualization Platform is based on the customized OEM version of VMware® ESXi 6.5.

**Syslog server configuration for Session Manager**

With Session Manager Release 8.1, you can configure one or more syslog server for the Session Manager logging and SIP tracer for single Session Manager.

**Enhancement for SIP tracing**

With Session Manager Release 8.1, you can:

- View tracer configuration for the single Session Manager security module.
- Modify the tracer configuration for the single Session Manager security module, if required.
- Send traces to Syslog Server that is configured for Session Manager.

**Support for managing Syslog receiver certificates for Remote Syslog receiver**

With Release 8.1, you can:

- Add trusted certificates for Remote Syslog receiver by selecting the SYSLOG store type on System Manager.
- Create identity certificate to use with Remote Syslog receiver by selecting the syslog service name on System Manager.

**Enhancement for origination dial pattern sets**

With Session Manager Release 8.1, you can create origination dial pattern for origination dial pattern sets.

**Enhancement for SIP Entity Reference Report**

With Session Manager Release 8.1, you can view the outbound proxy, application, and failover group that correspond to the SIP entity.
Support for bulk upgrade of Branch Session Manager instances

With Release 8.1, you can perform bulk upgrade of Branch Session Manager instances by using the `Bulk_Import_Spreadsheet_Template.xlsx` spreadsheet on the Solution Deployment Manager > Upgrade Management > Download > Bulk Import Spreadsheet page.

Supported browsers

- Internet Explorer 11
- Mozilla Firefox 65, 66, and 67

Support for Red Hat Enterprise Linux operating system 7.6

With Release 8.1, you can deploy and upgrade Avaya Aura® applications on the Red Hat Enterprise Linux operating system 7.6.

---

Session Manager feature matrix

The following table lists the feature matrix of Session Manager.

⚠️ Note:

The features listed in the following table are not a comprehensive feature list. It only covers the new features.

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<tr>
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<td>Y</td>
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</tr>
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<td>IPv6 support</td>
<td></td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
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<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Compliance with DISA security STIGs</td>
<td></td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Extended Security Hardening</td>
<td></td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Conference factory URI</td>
<td></td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Support for TLS 1.2</td>
<td></td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Customer Root Access</td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Preserve security hardening modes on upgrade</td>
<td></td>
<td></td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>SIP Resiliency</td>
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<td></td>
<td>Y</td>
</tr>
<tr>
<td>Extended host name validation</td>
<td></td>
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<td>Y</td>
</tr>
<tr>
<td>Cassandra clustering</td>
<td></td>
<td></td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Support for Software-only deployment</td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
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</table>

Table continues…
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<th>Release 8.0.x</th>
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</thead>
<tbody>
<tr>
<td>Support for 16 digit dial plan</td>
<td></td>
<td></td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Support for Hyper-V in Software-Only environment</td>
<td></td>
<td></td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Support for Regular Expression based adaptation module</td>
<td></td>
<td></td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Support for Call Journaling Server High Availability</td>
<td></td>
<td></td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Cassandra security hardening</td>
<td></td>
<td></td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Support for multiple customer accounts</td>
<td></td>
<td></td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Support for role-based access control</td>
<td></td>
<td></td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Support for Avaya Solutions Platform 120 Appliance</td>
<td></td>
<td></td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Support for Avaya Solutions Platform 130 Appliance</td>
<td></td>
<td></td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Syslog server configuration</td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
</tr>
</tbody>
</table>
Chapter 8: What’s new in Communication Manager

This chapter provides an overview of the new and enhanced features of Communication Manager Release 8.1.x.

For more information about these features and administration, see:

• Avaya Aura® Communication Manager Feature Description and Implementation
• Avaya Aura® Communication Manager Screen Reference

New in this release

New in Communication Manager Release 8.1.1

Communication Manager Release 8.1.1 supports the following enhancements:

Support for the IP Phone Group Id field for SIP endpoints
With Release 8.1.1, System Manager supports the IP Phone Group Id field on the Feature Options tab for SIP endpoints.

On Communication Manager, this field is available on the page 3 of the add station or change station command. With Release 8.1.1, IP Phone Group Id also supports SIP endpoints.

For information about configuring the IP Phone Group Id field, see Administering Avaya Aura® System Manager.

Busy indicator support for J-Series endpoints
With Release 8.1.1, System Manager supports the busy-ind button for the following J-Series endpoints: J169, J169CC, J179, J179CC.

VMware console for applications
With Release 8.1.1, you can open the VM console in a new browser window or on a new browser tab for the application that reside on Appliance Virtualization Platform Release 7.1.2 and later.

Based on the role of the user, you can assign the permissions for accessing the console.
Support for IP phone firmware
With Release 8.1.1, the \texttt{fileserver} command lets you download the IP phones firmware and configuration files from an S8300E server.

The \texttt{F = File Server} option in the Communication Manager System Management Interface lets you store certificates for the IP phone firmware HTTPS connections running on S8300E server. The certificates are stored in the following locations:
- \texttt{/etc/opt/ecs/certs/web411}
- \texttt{/etc/opt/ecs/certs/web443}

The \texttt{F = File Server} option is available in the following pages of Communication Manager System Management Interface:
- Administration > Server (Maintenance) > Security > Trusted Certificates
- Administration > Server (Maintenance) > Security > Server/Application Certificates

---

New in Communication Manager Release 8.1
Communication Manager Release 8.1 supports the following new features and enhancements:

**Supported browsers**
- Internet Explorer 11
- Mozilla Firefox 65, 66, and 67

**Crisis Alert support for SIP endpoints**
With Release 8.1, Crisis Alert (\texttt{crss-alert}) button support is added for SIP phones. When an emergency call is initiated by an enterprise user, then the crisis-alert watcher's endpoint displays an alert including information about emergency call.

**No Hold Conference for SIP endpoints**
With Release 8.1, No hold conference (\texttt{no-hld-cnf}) button support is added for SIP phones. No Hold Conference is the ability to add a party in conference without putting existing users on Hold.

**Syslog server supports additional transport methods**
With Communication Manager Release 8.1, syslog server supports the following transport methods to send the logs to an external syslog server:
- TCP
- TLS

---

Communication Manager feature matrix
The following table lists the feature matrix of Communication Manager.
**Note:**

The features listed in the following table are not a comprehensive feature list. It only covers the new features.

<table>
<thead>
<tr>
<th>Feature name</th>
<th>Release 7.1 and Release 7.1.1</th>
<th>Release 7.1.2 and Release 7.1.3</th>
<th>Release 8.0.x</th>
<th>Release 8.1.x</th>
</tr>
</thead>
<tbody>
<tr>
<td>OVA signing</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>IPv6 support</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Enhanced Access Security Gateway (EASG)</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Compliance with DISA security STIGs</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Extended Security Hardening</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Support for TLS 1.2</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Customer Root Access</td>
<td></td>
<td></td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Preserve security hardening modes on upgrade</td>
<td></td>
<td></td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>SIP trunk optimization</td>
<td></td>
<td></td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Automatic Call Distribution</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Emergency Calling Services</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Alphanumeric URI dialing</td>
<td>Y</td>
<td></td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Extended security hardening</td>
<td>Y</td>
<td></td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Support for Avaya Solutions Platform 120 Appliance</td>
<td></td>
<td></td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Support for Avaya Solutions Platform 130 Appliance</td>
<td></td>
<td></td>
<td>Y</td>
<td>Y</td>
</tr>
</tbody>
</table>
Chapter 9: What’s new in Presence Services

This chapter provides an overview of the new and enhanced features of Presence Services Release 8.1.x.

For more information about these features and administration, see Avaya Aura® Presence Services Snap-in Reference.

New in Presence Services Release 8.1

Presence Services Release 8.1 supports the following new features and enhancements:

Enhancements to Avaya IX™ Workplace Client authentication
Avaya IX™ Workplace Client clients uses OAuth2 (JWT) authentication mechanism to authenticate with Presence Services to use the services provided by Presence Services.

Support to share multimedia attachments
In Presence Services Release 8.1, Inter-PS federated Equinox users can share multimedia attachments.

Support to archive Multimedia Messaging conversations
The SMTP Archiving Service archives Multimedia Messaging conversations to an SMTP server.

Supported upgrade paths
The supported upgrade paths for Presence Services Release 8.1 are:

<table>
<thead>
<tr>
<th>Release</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.0.x</td>
<td>Direct upgrade to 8.1.</td>
</tr>
<tr>
<td>7.1.x</td>
<td>Direct upgrade to 8.1.</td>
</tr>
<tr>
<td>7.0.1.x</td>
<td>Direct upgrade to 8.1.</td>
</tr>
<tr>
<td>7.0.0.x</td>
<td>Direct upgrade to 8.1.</td>
</tr>
</tbody>
</table>
## Presence Services feature matrix

The following table lists the feature matrix of Presence Services.

**Note:**

The features listed in the following table are not a comprehensive feature list. It only covers the new features.

<table>
<thead>
<tr>
<th>Feature</th>
<th>7.1</th>
<th>7.1.2</th>
<th>8.0</th>
<th>8.0.1</th>
<th>8.0.2</th>
<th>8.1</th>
<th>8.1.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apple Push Notification service (APNs)</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Access control lists</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>AES collector</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Exchange collector</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Domino collector</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Microsoft Real Time Communication federation</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Inter-PS federation</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>XMPP federation</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Zang federation</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Simple authentication and security layer</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>IM blocking in Do Not Disturb state</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Instant message broadcast</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Interoperability with Avaya Multimedia Messaging</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
</tr>
<tr>
<td>Inter-domain presence</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Inter-tenant communication control</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Multi-tenancy</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Message archiver</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Offline IM storage</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Avaya common servers</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
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<tr>
<td>KVM</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Extended hostname validation</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>IPv6</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
</tbody>
</table>
Chapter 10: What’s new in Application Enablement Services

This chapter provides an overview of the new and enhanced features of Application Enablement Services Release 8.1.x.

For more information about these features and administration, see:

• Administering Avaya Aura® Application Enablement Services
• Deploying Avaya Aura® Application Enablement Services in Virtualized Environment
• Deploying Avaya Aura® Application Enablement Services in a Software-Only Environment
• Deploying Avaya Aura® Application Enablement Services in Infrastructure as a Service Environment
• Deploying Avaya Aura® Application Enablement Services in Virtual Appliance
• Upgrading Avaya Aura® Application Enablement Services

New in this release

New in Application Enablement Services Release 8.1.1

Support for Location Parameter

With Release 8.1.1, the Locations model in the System Management Service (SMS) supports setting and retrieving the Locations Parameter value. You can set the area code for each location and administer different location information for each location. With this feature, you can administer multiple location specifications. Otherwise, information for Location 1 applies to all locations.

The Location Parameter (Loc_Param) is supported with the SMS Software Development Kit (SDK). For more information, see the Model documentation on the SMS test page.

VMware console for applications

With Release 8.1.1, you can open the VM console in a new browser window or on a new browser tab for the application that reside on Appliance Virtualization Platform Release 7.1.2 and later.

Based on the role of the user, you can assign the permissions for accessing the console.
New in Application Enablement Services Release 8.1

Application Enablement Services Release 8.1 supports the following new features and enhancements:

**Appliance Virtualization Platform Hypervisor**

With Release 8.1, Appliance Virtualization Platform is based on the customized OEM version of VMware® ESXi 6.5.

**Support of Clear Alarm for License Normal mode**

With Release 8.1, AE Services sends a clear alarm notification that clears temporary license error alarms, when the license state returns to a Normal state from the license grace period state. This distinguishes license errors generated between transient state and network fluctuations.

Prior to Release 8.1, the license grace period alarms were generated but not cleared when the license state returned to normal mode. With this enhancement, AE Services sends the license clear alarm to notify the system administrator of the normal state of license mode.

**Support for a videoCall private data parameter**

With AE Services Release 8.1, a new private data parameter videoCall is added in CSTA Service Make call, Answer call, Consultation call and Single step transfer call requests, if CTI application requests endpoints to send and/or receive video stream.

Supported values for videoCall parameter are:

- **DISABLED**: No Video support required. This is the default value.
- **INCOMING**: Application requests endpoint to only receive video from far-end.
- **TOWAY**: Application requests endpoint to send/receive video to/from far-end.

AE Services Release 8.1 also supports Channel Type in CSTA Originated event to identify an incoming SIP trunk calls as either Voice or Video via CTI.

**Support for G.722 codec**

With AE Services Release 8.1, call recording supports G.722 codec for DMCC applications in Client media mode. This enables DMCC applications to record end-to-end High Definition Media Stream.

**Support for command line utilities for configuring AE Services using CLI**

With Release 8.1, you can seamlessly configure AE Services in an automated manner through the command line interface. To facilitate this, the following command line utilities are provided:

- Switch Connection and CTI link
- Licensing
- Security Database
- Networking Configuration
- Certificate Management
- User Management
• SNMP configuration

Enhancements to the 16-digit extension

With Release 8.1, Avaya Aura® applications extend support for configuration of 16-digit extension to the following Communication Manager objects.

• hunt groups

🌟 Note:
Administration of hunt group with 16-digit group extension and group members.

• coverage answer groups
• ELIN
• abbr dial buttons
• Listed Directory Number

Supported browsers

• Internet Explorer 11
• Mozilla Firefox 65, 66, and 67

Support for Red Hat Enterprise Linux operating system 7.6

With Release 8.1, you can deploy and upgrade Avaya Aura® applications on the Red Hat Enterprise Linux operating system 7.6.

---

Application Enablement Services feature matrix

The following table lists the feature matrix of Application Enablement Services.

🌟 Note:

The features listed in the following table are not a comprehensive feature list. It only covers the new features.

<table>
<thead>
<tr>
<th>Feature name</th>
<th>Release 7.1, 7.1.1, and 7.1.2</th>
<th>Release 7.1.3</th>
<th>Release 8.0</th>
<th>Release 8.0.1</th>
<th>Release 8.1.x</th>
</tr>
</thead>
<tbody>
<tr>
<td>OVA signing</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>IPv6 support</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Enhanced Access Security Gateway (EASG)</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Compliance with DISA security STIGs</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Multi factor authentication</td>
<td></td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
</tbody>
</table>

Table continues…
<table>
<thead>
<tr>
<th>Feature name</th>
<th>Release 7.1, 7.1.1, and 7.1.2</th>
<th>Release 7.1.3</th>
<th>Release 8.0</th>
<th>Release 8.0.1</th>
<th>Release 8.1.x</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support for TLS 1.2</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Customer Root Access</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preserve security hardening modes on upgrade</td>
<td></td>
<td></td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Support for 16-digit dial plan</td>
<td></td>
<td></td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Support for Software-only deployment</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Support for Hyper-V in Software-Only environment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support for third-party software in Software-Only environment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support of Held Call ID on auto dial request by Application Enablement Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support for Avaya Solutions Platform 120 Appliance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support for Avaya Solutions Platform 130 Appliance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support for G.722 codec</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Chapter 11: What’s new in Branch Gateway

This chapter provides an overview of the new and enhanced features of Branch Gateway Release 8.1.

For more information about these features and administration, see:

- Avaya G430 Branch Gateway Overview and Specification
- Avaya G450 Branch Gateway Overview and Specification
- Administering Avaya G430 Branch Gateway
- Administering Avaya G450 Branch Gateway
- Avaya G430 Branch Gateway CLI Reference
- Avaya G450 Branch Gateway CLI Reference

New in Branch Gateway Release 8.1

Branch Gateway Release 8.1 supports the following new features and enhancements:

**Syslog over TLS**

With Release 8.1, Branch Gateway supports syslog application directory to support the TLS certificates.

The following commands are updated to add tls as a protocol choice for syslog:

- set link-encryption syslog <all | tls | tls1.2 | tls1.1 | tls1.0> <yes | no>
- set logging server <ip-addr> tls [port]
- show logging server condition

The following certificate-options commands are added and updated:

- certificate-options syslog
  - set validate-alternate-name
  - set validate-common-name
  - set validate-expiration
- show certificate-options
• show certificate-options syslog

Enhancements to the certificate management commands
The following certificate management commands are updated to include the syslog application:
• copy scp root-ca syslog <filename> <ip>
• copy usb root-ca syslog <source-usb-device> <source-filename>
• erase root-ca syslog <index>
• show root-ca syslog [index]
• copy scp gw-identity syslog <filename> <ip>
• copy usb gw-identity syslog <source-usb-device> <source-filename>
• erase gw-identity syslog
• show gw-identity syslog

Removed support of HTTP access
From Release 8.1, the HTTP access to Branch Gateway and the Gxx Manager (emweb) is not supported. As a result, the following commands are updated:
• show protocol
• dir

Unsupported commands
From Release 8.1, the following commands are removed:
• set snmp timeout
• show snmp timeout
• set snmp retries
• show snmp retries
• ip http
• no ip http
• copy ftp EW_archive
• copy scp EW_archive
• copy tftp EW_archive
• copy usb EW_archive
• set web aux-files-url
• show web aux-files-url

Branch Gateway feature matrix
The following table lists the feature matrix of Branch Gateway.
**Note:**

The features listed in the following table are not a comprehensive feature list. It only covers the new features.

<table>
<thead>
<tr>
<th>Feature name</th>
<th>Release 7.1</th>
<th>Release 7.1.1</th>
<th>Release 7.1.2</th>
<th>Release 7.1.3</th>
<th>Release 8.0</th>
<th>Release 8.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enhanced Access Security Gateway (EASG)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16-digit dial plan extension</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Login authentication password complexity</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Syslog over TLS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
</tr>
</tbody>
</table>
Chapter 12: What’s new in Call Center Elite

This chapter provides an overview of the new and enhanced features of Call Center Elite Release 8.1.x.

New in Release 8.1.1

Call Center Elite Release 8.1.1 supports the new feature “Whisper Coaching Allowed on Invisible ASAI Single Step Conference (SSC) Calls”.

Supervisors must always be observing a call before trying to coach a call. For conference calls, prior to Release 8.1.1, coaching on a conference call was blocked. With Release 8.1.1, if the Coach on SSC option is enabled, supervisors can coach agents using the Service Observing Coach functionality even while the call is being recorded by recording applications that use the invisible ASAI SSC option to record calls. Prior to this option being available, supervisors could not coach agents on any call that was being recorded. If the Coach on SSC option is disabled, agent coaching continues to be blocked on any other conference call. Note that if the call is an invisible ASAI SSC call, the phone displays for the other parties on the call do not say “Conference”.

For more information, see Avaya Aura® Call Center Elite Feature Reference and Administering Avaya Aura® Call Center Elite.

New in Release 8.1

Call Center Elite Release 8.1 supports the new feature “Multi-Device Access (MDA) Support for SIPCC Endpoints”.

MDA Support for SIPCC Endpoints has the following restrictions:

• The SIP agent must be registered and logged into only one physical endpoint.

• Soft clients using Third Party Call Control (3PCC) must operate in shared control mode. For example, if Avaya IX™ Workplace Client is used, Avaya IX™ Workplace Client must be configured to operate in “My Desk Phone” mode.
Registering two endpoints to the same extension is permissive use and will cause functional interactions during feature operation. The following examples are the most likely interactions:

- Service Observing will not start when more than one physical endpoint is registered with the same extension.
- Supervisor Assist fails when more than one physical endpoint is registered with the same extension.

Other feature interactions can occur when more than one endpoint is registered to the same extension.

For more information, see *Avaya Aura® Communication Manager Feature Description and Implementation*. 
Chapter 13: What’s new in Avaya Device Adapter

This chapter provides an overview of the new and enhanced features of Avaya Device Adapter Release 8.1.1.

For more information about these features and administration, see the Avaya Device Adapter Snap-in Reference guide.

What’s new in Avaya Device Adapter Release 8.1.1

Device Adapter Release 8.1.1 provides the following new capabilities:

• Supports the Communication Manager operation of managing Call Forward All Calls (CFW) from a user extension on behalf of another user extension.

  A user can use the CFW feature along with the Busy Indicator feature to manage CFW on behalf of another user extension.

• Supports the Virtual Office (VO) feature that allows a user to log in at a guest station by using VO credentials.

• Allows a VO user to make an emergency call irrespective of whether the VO user is logged in or logged out of the phone.

• Supports the following CS 1000 pcap commands to monitor network packets that are sent and received by the network interfaces of the Avaya Breeze® platform: pcapHelp, pcapStart, pcapStop, pcapStatus, pcapRestart, pcapConfigShow, and pcapConfig.

• Allows all Device Adapter UNIStim, analog, and digital endpoints to be used as CTI controlled SIP endpoints for Avaya Aura® Contact Center.

• Supports the daHelp command that displays a list of Device Adapter-specific maintenance and troubleshooting commands at the Avaya Breeze® platform CLI interface.

• Supports filtering of the DSA log components.

• The mgcShow command now also shows the type of the registered controllers; for example, MGC or MG-XPEC, and the number of voice gateways; that is, DSP resources that can be allocated to the TDM stations.
Avaya Device Adapter feature matrix

The following table lists the feature matrix of Avaya Device Adapter.

*Note:*
The feature list is not a comprehensive feature list.

<table>
<thead>
<tr>
<th>Features</th>
<th>Release 8.0</th>
<th>Release 8.0.1</th>
<th>Release 8.1</th>
<th>Release 8.1.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ad hoc conference</td>
<td>UNIStim</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
</tr>
<tr>
<td>Autodial</td>
<td>UNIStim</td>
<td>UNIStim, Digital</td>
<td>UNIStim, Digital</td>
<td>UNIStim, Digital</td>
</tr>
<tr>
<td>Busy Indicator</td>
<td>Not supported</td>
<td>Not supported</td>
<td>UNIStim, Digital</td>
<td>UNIStim, Digital</td>
</tr>
<tr>
<td>Call Forward All Calls (CFW) along with the Busy Indicator feature to manage CFW on behalf of another extension</td>
<td>Not supported</td>
<td>Not supported</td>
<td>Not supported</td>
<td>UNIStim¹, Digital¹</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Forward - all calls / busy / no answer</td>
<td>UNIStim</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
</tr>
<tr>
<td>Caller List / Redial List / Personal Directory</td>
<td>UNIStim</td>
<td>UNIStim, Digital¹</td>
<td>UNIStim, Digital¹</td>
<td>UNIStim, Digital¹</td>
</tr>
<tr>
<td>Call Pickup (Directed / Group / Ringing Number)</td>
<td>UNIStim</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
</tr>
<tr>
<td>Call Park and Call Pickup</td>
<td>UNIStim</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
</tr>
<tr>
<td>Call Waiting</td>
<td>UNIStim</td>
<td>UNIStim, Digital</td>
<td>UNIStim, Digital</td>
<td>UNIStim, Digital</td>
</tr>
<tr>
<td>Corporate Directory</td>
<td>Not supported</td>
<td>UNIStim¹, Digital¹</td>
<td>UNIStim¹, Digital¹</td>
<td>UNIStim¹, Digital¹</td>
</tr>
<tr>
<td>Context-sensitive key access - idle / offhook / dialed / ringing / active call state</td>
<td>UNIStim</td>
<td>UNIStim, Digital¹</td>
<td>UNIStim, Digital¹</td>
<td>UNIStim, Digital¹</td>
</tr>
<tr>
<td>End-to-end signaling (DTMF)</td>
<td>UNIStim</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
</tr>
<tr>
<td>Fixed feature key access</td>
<td>UNIStim</td>
<td>UNIStim, Digital</td>
<td>UNIStim, Digital</td>
<td>UNIStim, Digital</td>
</tr>
<tr>
<td>Hold / retrieve</td>
<td>UNIStim</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
</tr>
<tr>
<td>Hot Line - multiple types on CS 1000</td>
<td>UNIStim</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
</tr>
<tr>
<td>Last Number Redial</td>
<td>UNIStim</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
</tr>
</tbody>
</table>

Table continues…
<table>
<thead>
<tr>
<th>Features</th>
<th>Release 8.0</th>
<th>Release 8.0.1</th>
<th>Release 8.1</th>
<th>Release 8.1.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Making, answering, and releasing a basic call</td>
<td>UNIStim</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
</tr>
<tr>
<td>Make Set Busy</td>
<td>UNIStim</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
</tr>
<tr>
<td>Malicious Call Trace</td>
<td>Not supported</td>
<td>Not supported</td>
<td>UNIStim, Digital</td>
<td>UNIStim, Digital</td>
</tr>
<tr>
<td>Message Waiting Indication (including audio)</td>
<td>UNIStim</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
</tr>
<tr>
<td>Message Waiting Key and Lamp for voice mail</td>
<td>UNIStim</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
</tr>
<tr>
<td>Multiple Appearance Directory Numbers (MADN)</td>
<td>UNIStim</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
</tr>
<tr>
<td>Multiple Device Access: Allows concurrent registrations of a minimum of 2 up to a maximum of 10 SIP devices with the same extension. However, Avaya recommends that out of the 10 devices, only 1 device should be a Device Adapter UNIStim endpoint.</td>
<td>Not supported</td>
<td>Not supported</td>
<td>UNIStim</td>
<td>UNIStim</td>
</tr>
<tr>
<td>Release key - disconnect a call</td>
<td>UNIStim</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
</tr>
<tr>
<td>Ring Again</td>
<td>UNIStim</td>
<td>UNIStim, Digital</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
</tr>
<tr>
<td>Set Display - calling / called / redirecting name and number.</td>
<td>UNIStim</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
</tr>
<tr>
<td>Set Display - time and date, call timer, and so on.</td>
<td>UNIStim</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
</tr>
<tr>
<td>Speed Dial</td>
<td>UNIStim</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
</tr>
<tr>
<td>Sequential Registration: Allows registration of only one endpoint at one time.</td>
<td>UNIStim3</td>
<td>UNIStim3, Digital3, Analog3</td>
<td>UNIStim4, Digital3, Analog3</td>
<td>UNIStim4, Digital3, Analog3</td>
</tr>
<tr>
<td>Support for 50 Avaya Breeze® platform nodes and 2,00,000 endpoints.</td>
<td>Support for 35 Avaya Breeze® platform nodes.</td>
<td>50 Avaya Breeze® platform nodes retroactively supported.</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>SMGR IU for Device Adapter</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>SMGR IU for Media Gateway</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Table continues…
<table>
<thead>
<tr>
<th>Features</th>
<th>Release 8.0</th>
<th>Release 8.0.1</th>
<th>Release 8.1</th>
<th>Release 8.1.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transfer - blind as well as consultative</td>
<td>UNIStim</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
</tr>
<tr>
<td>Privacy Release</td>
<td>UNIStim</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
</tr>
<tr>
<td>Presence Service Notification: Provides presence status indication to non-Device Adapter endpoints</td>
<td>Not supported</td>
<td>Not supported</td>
<td>UNIStim, Digital, Analog</td>
<td>UNIStim, Digital, Analog</td>
</tr>
<tr>
<td>Virtual Office (VO)</td>
<td>Not supported</td>
<td>Not supported</td>
<td>Not supported</td>
<td>UNIStim with soft keys The endpoint must support Home and Virtual soft keys.</td>
</tr>
<tr>
<td>Virtual Office Emergency dialing</td>
<td>Not supported</td>
<td>Not supported</td>
<td>Not supported</td>
<td>UNIStim with soft keys The endpoint must support Emergency soft key.</td>
</tr>
</tbody>
</table>

1 Applies to a subset of the set types. For example, Digital\(^1\) may apply to the 39xx phones, that is, 3903, 3904, and so on.

2 Analog stations may have a MADN assigned, but have only one available line appearance. Digital and UNIStim stations may have one or more line appearances for the directory number.

3 Used for recovery in an event of a network failure.

4 In addition to providing recovery in an event of a network failure, can also be used for switching between UNIStim endpoints.
## Chapter 14: Resources

### Documentation

The following table lists the documents related to the components of Avaya Aura® Release 8.1.1. Download the documents from the Avaya Support website at [https://support.avaya.com](https://support.avaya.com).

<table>
<thead>
<tr>
<th>Title</th>
<th>Description</th>
<th>Audience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implementation</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Deploying Avaya Aura® System Manager in Virtualized Environment</strong></td>
<td>Deploy the Avaya Aura® System Manager application in a virtualized environment.</td>
<td>Implementation personnel</td>
</tr>
<tr>
<td><strong>Deploying Avaya Aura® System Manager in Virtual Appliance</strong></td>
<td>Deploy the Avaya Aura® System Manager application in a virtual appliance environment.</td>
<td>Implementation personnel</td>
</tr>
<tr>
<td><strong>Deploying Avaya Aura® System Manager in Infrastructure as a Service Environment</strong></td>
<td>Deploy the Avaya Aura® System Manager application on cloud services.</td>
<td>Implementation personnel</td>
</tr>
<tr>
<td><strong>Deploying Avaya Aura® System Manager in Software-Only Environment</strong></td>
<td>Deploy the Avaya Aura® System Manager application in a software only environment.</td>
<td>Implementation personnel</td>
</tr>
<tr>
<td><strong>Upgrading Avaya Aura® System Manager</strong></td>
<td>Upgrade the Avaya Aura® System Manager application to Release 8.1.x.</td>
<td>System administrators and IT personnel</td>
</tr>
<tr>
<td><strong>Deploying Avaya Aura® Communication Manager in Virtualized Environment</strong></td>
<td>Describes the implementation instructions while deploying Communication Manager on VMware and Kernel-based Virtual Machine (KVM).</td>
<td>Implementation personnel</td>
</tr>
<tr>
<td><strong>Deploying Avaya Aura® Communication Manager in Virtual Appliance</strong></td>
<td>Describes the implementation instructions while deploying Communication Manager on Appliance Virtualization Platform.</td>
<td>Implementation personnel</td>
</tr>
<tr>
<td><strong>Deploying Avaya Aura® Communication Manager in Infrastructure as a Service Environment</strong></td>
<td>Describes the implementation instructions while deploying Communication Manager on Amazon Web Services, Microsoft Azure, Google Cloud Network.</td>
<td>Implementation personnel</td>
</tr>
</tbody>
</table>

*Table continues…*
<table>
<thead>
<tr>
<th>Title</th>
<th>Description</th>
<th>Audience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deploying Avaya Aura® Communication Manager in Software-Only Environment</td>
<td>Describes the implementation instructions while deploying Communication Manager on a software-only environment.</td>
<td>Implementation personnel</td>
</tr>
<tr>
<td>Upgrading Avaya Aura® Communication Manager</td>
<td>Describes instructions while upgrading Communication Manager.</td>
<td>System administrators and IT personnel</td>
</tr>
<tr>
<td>Deploying Avaya Aura® Session Manager and Avaya Aura® Branch Session Manager in Virtualized Environment</td>
<td>Describes how to deploy the Session Manager virtual application in a virtualized environment.</td>
<td>Implementation personnel</td>
</tr>
<tr>
<td>Deploying Avaya Aura® Session Manager in Infrastructure as a Service Environment</td>
<td>Describes how to deploy the Session Manager in the Infrastructure as a Service (IaaS) environment.</td>
<td>Implementation personnel</td>
</tr>
<tr>
<td>Deploying Avaya Aura® Session Manager and Avaya Aura® Branch Session Manager in Software-Only Environment</td>
<td>Describes how to deploy the Session Manager in the Software-Only environment.</td>
<td>Implementation personnel</td>
</tr>
<tr>
<td>Deploying Avaya Aura® Session Manager and Avaya Aura® Branch Session Manager in Virtual Appliance</td>
<td>Describes how to deploy the Session Manager in Virtual Appliance.</td>
<td>Implementation personnel</td>
</tr>
<tr>
<td>Upgrading Avaya Aura® Session Manager</td>
<td>Provides common administration scenarios.</td>
<td>System administrators and IT personnel</td>
</tr>
<tr>
<td>Deploying Avaya Aura® Application Enablement Services in Virtual Appliance</td>
<td>Deploy Application Enablement Services applications in Virtual Appliance</td>
<td>Implementation personnel</td>
</tr>
<tr>
<td>Deploying Avaya Aura® Application Enablement Services in Virtualized Environment</td>
<td>Deploy Application Enablement Services applications in Virtualized Environment</td>
<td>Implementation personnel</td>
</tr>
<tr>
<td>Deploying Avaya Aura® Application Enablement Services in Infrastructure as a Service Environment</td>
<td>Deploy Application Enablement Services applications in Infrastructure as a Service Environment</td>
<td>Implementation personnel</td>
</tr>
<tr>
<td>Deploying Avaya Aura® Application Enablement Services in a Software-Only Environment</td>
<td>Deploy Application Enablement Services applications in Software-Only Environment</td>
<td>Implementation personnel</td>
</tr>
<tr>
<td>Upgrading Avaya Aura® Application Enablement Services</td>
<td>Upgrading Application Enablement Services applications.</td>
<td>System administrators and IT personnel</td>
</tr>
<tr>
<td>Deploying standalone Avaya WebLM in Virtual Appliance</td>
<td>Deploy the application in virtual appliance environment by using Solution Deployment Manager</td>
<td>Implementation personnel</td>
</tr>
<tr>
<td>Deploying standalone Avaya WebLM in Virtualized Environment</td>
<td>Deploy the application in virtualized environment.</td>
<td>Implementation personnel</td>
</tr>
</tbody>
</table>

*Table continues…*
<table>
<thead>
<tr>
<th>Title</th>
<th>Description</th>
<th>Audience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deploying standalone Avaya WebLM in Infrastructure as a Service Environment</td>
<td>Deploy the application on cloud services.</td>
<td>Implementation personnel</td>
</tr>
<tr>
<td>Deploying standalone Avaya WebLM in Software-Only Environment</td>
<td>Deploy the application in software-only environment.</td>
<td>Implementation personnel</td>
</tr>
<tr>
<td>Upgrading standalone Avaya WebLM</td>
<td>Upgrade the application.</td>
<td>System administrators and IT personnel</td>
</tr>
<tr>
<td>Administration</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administering Network Connectivity on Avaya Aura® Communication Manager</td>
<td>Describes the network components of Communication Manager, such as gateways, trunks, FAX, modem, TTY, and Clear-Channel calls.</td>
<td>Solution Architects, Implementation Engineers, Sales Engineers, Support Personnel</td>
</tr>
<tr>
<td>Administering Avaya Aura® Communication Manager</td>
<td>Describes the procedures and screens used for administering Communication Manager.</td>
<td>Solution Architects, Implementation Engineers, Sales Engineers, Support Personnel</td>
</tr>
<tr>
<td>Administering Avaya Aura® System Manager</td>
<td>Describes the procedures for configuring System Manager Release 8.1.1 and the Avaya Aura® applications and systems managed by System Manager.</td>
<td>Solution Architects, Implementation Engineers, Sales Engineers, Support Personnel</td>
</tr>
<tr>
<td>Avaya Aura® Presence Services Snap-in Reference</td>
<td>Describes the steps to deploy and configure Presence Services.</td>
<td>Solution Architects, Implementation Engineers, Sales Engineers, Support Personnel</td>
</tr>
<tr>
<td>Using</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Using the Solution Deployment Manager client</td>
<td>Deploy and install patches on Avaya Aura® applications.</td>
<td>System administrators</td>
</tr>
<tr>
<td>Understanding</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Avaya Aura® Communication Manager Feature Description and Implementation</td>
<td>Describes the features that you can administer using Communication Manager.</td>
<td>Solution Architects, Implementation Engineers, Sales Engineers, Support Personnel</td>
</tr>
<tr>
<td>Avaya Aura® Communication Manager Screen Reference</td>
<td>Describes the screen and detailed field descriptions of Communication Manager.</td>
<td>Solution Architects, Implementation Engineers, Sales Engineers, Support Personnel</td>
</tr>
</tbody>
</table>

Table continues…
Finding documents on the Avaya Support website

Procedure

1. Go to [https://support.avaya.com](https://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.
Accessing the port matrix document

Procedure

2. Log on to the Avaya website with a valid Avaya user ID and password.
4. In Enter Your Product Here, type the product name, and then select the product from the list of suggested product names.
5. In Choose Release, select the required release number.
6. In the Content Type filter, select one or more of the following categories:
   - Application & Technical Notes
   - Design, Development & System Mgt
   The list displays the product-specific Port Matrix document.
7. Click Enter.

Avaya Documentation Portal navigation

Customer documentation for some programs is now available on the Avaya Documentation Portal at https://documentation.avaya.com.

⚠️ Important:

For documents that are not available on the Avaya Documentation Portal, click Support on the top menu to open https://support.avaya.com.

Using the Avaya Documentation Portal, you can:

- Search for content in one of the following ways:
  - Type a keyword in the Search field.
  - Type a keyword in Search, and click Filters to search for content by product, release, and document type.
  - Select a product or solution and then select the appropriate document from the list.
- Find a document from the Publications menu.
- Publish a PDF of the current section in a document, the section and its subsections, or the entire document.
- Add content to your collection by using My Docs (⭐).
Navigate to the **My Content > My Docs** menu, and do any of the following:

- Create, rename, and delete a collection.
- Add content from various documents to a collection.
- Save a PDF of selected content in a collection and download it to your computer.
- Share content in a collection with others through email.
- Receive content that others have shared with you.

* Add yourself as a watcher by using the **Watch** icon (○).

Navigate to the **My Content > Watch list** menu, and do the following:

- Set how frequently you want to be notified, starting from every day to every 60 days.
- Unwatch selected content, all content in a document, or all content on the Watch list page.

As a watcher, you are notified when content is updated or deleted from a document, or the document is removed from the portal.

- Share a section on social media platforms, such as Facebook, LinkedIn, and Twitter.
- Send feedback on a section and rate the content.

**Note:**

Some functionality is only available when you log in to the portal. The available functionality depends on the role with which you are logged in.

---

**Training**

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

<table>
<thead>
<tr>
<th>Course code</th>
<th>Course title</th>
</tr>
</thead>
<tbody>
<tr>
<td>20460W</td>
<td>Virtualization and Installation Basics for Avaya Team Engagement Solutions</td>
</tr>
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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.

• To find videos on the Avaya Support website, go to https://support.avaya.com/ and do one of the following:
  - In Search, type Avaya Mentor Videos, click Clear All and select Video in the Content Type.
  - In Search, type the product name. On the Search Results page, click Clear All and select Video in the Content Type.

  The Video content type is displayed only when videos are available for that product.

  In the right pane, the page displays a list of available videos.

• To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and do one of the following:
  - Enter a key word or key words in the Search Channel to search for a specific product or topic.
  - Scroll down Playlists, and click a topic name to see the list of videos available for the topic.
  For example, Contact Centers.

  Note:
  Videos are not available for all products.

Support

Go to the Avaya Support website at https://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.

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.

2. Log on to the Avaya website with a valid Avaya user ID and password.
   The system displays the Avaya Support page.
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.
Appendix A: PCN and PSN notifications

PCN and PSN notifications

Avaya issues a product-change notice (PCN) for any software update. For example, a PCN must accompany a service pack or an update that must be applied universally. Avaya issues a product-support notice (PSN) when there is no update, service pack, or release fix, but the business unit or Avaya Services need to alert Avaya Direct, Business Partners, and customers of a problem or a change in a product. A PSN can also be used to provide a work around for a known problem, steps to recover logs, or steps to recover software. Both these notices alert you to important issues that directly impact Avaya products.

Viewing PCNs and PSNs

About this task
To view PCNs and PSNs, perform the following steps:

Procedure

   If the Avaya Support website displays the login page, enter your SSO login credentials.
2. On the top of the page, click DOCUMENTS.
3. On the Documents page, in the Enter Your Product Here field, type the name of the product.
4. In the Choose Release field, select the specific release from the drop-down list.
5. Select the appropriate filters as per your search requirement.
   For example, if you select Product Support Notices, the system displays only PSNs in the documents list.
   You can apply multiple filters to search for the required documents.
Signing up for PCNs and PSNs

About this task
Manually viewing PCNs and PSNs is helpful, but you can also sign up for receiving notifications of new PCNs and PSNs. Signing up for notifications alerts you to specific issues you must be aware of. These notifications also alert you when new product documentation, new product patches, or new services packs are available. The Avaya Notifications process manages this proactive notification system.

To sign up for notifications:

Procedure

   Under the Results section, click Avaya Support Web Tips and Troubleshooting: E-Notifications Management.

2. Set up e-notifications.
   For detailed information, see the How to set up your E-Notifications procedure.
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