Using the Solution Deployment Manager client
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Chapter 1: Solution Deployment Manager client overview

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 client capabilities

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

- Runs on the following operating systems:
  - Windows 7, 64-bit Professional or Enterprise
  - Windows 8.1, 64-bit Professional or Enterprise
  - Windows 10, 64-bit Professional or Enterprise
  - Windows 16, 64-bit Professional or Enterprise
- Supports the same web browsers as System Manager.
- Provides the user interface with similar look and feel as the central Solution Deployment Manager in System Manager.
- Supports deployment of System Manager. The Solution Deployment Manager client is the only option to deploy System Manager.
- Supports the Flexible footprint feature. The size of the virtual resources depends on the capacity requirements of Avaya Aura® applications.
- Defines the physical location, Appliance Virtualization Platform or ESXi host, and discovers virtual machines that are required for application deployments and virtual machine life cycle management.
- Manages lifecycle of the OVA applications that are deployed on the Appliance Virtualization Platform or ESXi host. The lifecycle includes start, stop, reset virtual machines, and establishing trust for virtual machines.

Note:

For the Avaya Aura® Messaging element, trust re-establishment is not required.

- Deploys the Avaya Aura® applications that can be deployed from the central Solution Deployment Manager for Avaya Aura® Virtualized Appliance and customer Virtualized Environment. You can deploy one application at a time.
**Note:**

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

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

- Solution Deployment Manager Client must be on the same or higher release than the OVA you are deploying. For example, if you are deploying Communication Manager 7.1.3 OVA, Solution Deployment Manager Client version must be on Release 7.1.3, 7.1.3.1, 7.1.3.2, or 8.0. Solution Deployment Manager Client cannot be on Release 7.1.

- Configures application and networking parameters required for application deployments.

- Supports selecting the application OVA file from a local path or an HTTPS URL. You do not need access to PLDS.

- Supports changing the hypervisor network parameters, such as IP Address, Netmask, Gateway, DNS, and NTP on Appliance Virtualization Platform.

- Supports installing patches for the hypervisor on Appliance Virtualization Platform.

- Supports installing software patches, service packs, and feature packs only for System Manager.

**Note:**

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

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

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

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

- Configures Remote Syslog Profile.

- Creates the Appliance Virtualization Platform Kickstart file.
Supported Avaya Aura® Release 8.1.1 applications

With the Solution Deployment Manager client, 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
Chapter 2: Installing the Solution Deployment Manager client

Installing the Solution Deployment Manager client

Prerequisites

1. If an earlier version of the Solution Deployment Manager client is running on the computer, remove the older version from Control Panel > Programs > Programs and Features.

   For information about uninstalling the Solution Deployment Manager client, see “Uninstalling the Solution Deployment Manager client”.

2. Ensure that Windows 7, Windows 8.1 64-bit, Windows 10 64-bit, or Windows 16 64-bit, operating system is installed on the computer.

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

3. Ensure that at least 5 GB of disk space is available at the location where you want to install the client. To deploy applications, you must have additional 15 GB of disk space on your system.

   **Tip:**
   
   Using the Windows file explorer, click Computer, and verify that the Hard Disk Drives section displays the available disk space.

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

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

5. Ensure that the firewall allows the ports that are required to install the Solution Deployment Manager client installation and use the Solution Deployment Manager functionality.
Note:

Ensure that port 8005 or 8009 is available for installing and running Solution Deployment Manager Client. If port 8005 or 8009 is assigned to any other application, you must free up the ports for starting the Avaya SDM service.

For more information, see Troubleshooting Avaya Aura® System Manager.

System Manager 8.1.1 Port Matrix lists all the ports and protocols that System Manager uses. You can access the System Manager 8.1.1 Port Matrix document on the Avaya Support website at http://support.avaya.com/ by using valid credentials.

6. Ensure that ports support Avaya Aura® 8.1.1 supported browsers.

7. Close all applications that are running on your computer.

8. Do not set CATALINA_HOME as environment variable on the computer where you install the Solution Deployment Manager client.

Tip:

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

a. In the left navigation pane, click Advanced system settings.

b. On the System Properties dialog box, click the Advanced tab, and click Environment Variables.

c. Verify the system variables.

9. Ensure that the computer on which the Solution Deployment Manager client is running is connected to the network.

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

Installing the Solution Deployment Manager client on your computer

About this task

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

You can use the Solution Deployment Manager client to install software patches of only System Manager and hypervisor patches of Appliance Virtualization Platform.

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

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


2. On the Avaya Support website, click Support by Products > Downloads, and type the product name as System Manager, and Release as 8.1.x.

3. Click the Avaya Aura® System Manager Release 8.1.x SDM Client Downloads, 8.1.x link. Save the zip file, and extract to a location on your computer by using the WinZip application.

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

4. Right click on the executable, and select Run as administrator to run the Avaya_SDMClient_win64_8.1.1.0.0333784_28.exe file.

The system displays the Avaya Solution Deployment Manager screen.

5. On the Welcome page, click Next.

6. On the License Agreement page, read the License Agreement, and if you agree to its terms, click I accept the terms of the license agreement and click Next.

7. On the Install Location page, perform one of the following:

   • To install the Solution Deployment Manager client in the system-defined folder, leave the default settings, and click Next.

     If the C:\Program Files\Avaya\AvayaSDMClient directory is not empty, the installer displays the following message: To install the SDM client, select an empty directory or manually delete the files from the installation directory.

     If the file is locked and you are unable to delete it, reboot the machine, and then delete the file.

   • To specify a different location for installing the Solution Deployment Manager client, click Choose, and browse to an empty folder. Click Next.

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

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

8. On the Pre-Installation Summary page, review the information, and click Next.

9. On the User Input page, perform the following:

   a. To start the Solution Deployment Manager client at the start of the system, select the Automatically start SDM service at startup check box.

   b. To change the default software library directory on windows, in Select Location of Software Library Directory, click Choose and select a directory.
The default software library of the Solution Deployment Manager client is `C:\Program Files\Avaya\AvayaSDMClient\Default_Artifacts`.

You can save the artifacts in the specified directory.

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

   The default data port is 1527. The data port range is from 1527 through 1627.

d. In **Application Port No**, select the appropriate application port.

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

   **Note:**

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

e. **(Optional) Click Reset All to Default** to reset all values to default.

10. Click **Next**.

11. On the Summary and Validation page, verify the product information and the system requirements.

   The system performs the feasibility checks, such as disk space and memory. If the requirements are not met, the user must make the required disk space, memory, and the ports available to start the installation process again.

12. Click **Install**.

13. On the Install Complete page, click **Done** to complete the installation of Solution Deployment Manager Client.

   Once the installation is complete, the installer automatically opens the Solution Deployment Manager client in the default web browser and creates a shortcut on the desktop.

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

Next steps

- Configure the laptop to get connected to the services port if you are using the services port to install.

- Connect the Solution Deployment Manager client to Appliance Virtualization Platform through the customer network or services port.

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

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

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

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

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

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

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

- The services port on the Appliance Virtualization Platform server: To enable the Solution Deployment Manager client to communicate with the services port of Appliance Virtualization Platform, technician computer must be set to:

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

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

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

About this task

🌟 Note:

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

Procedure

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

• On your computer, click **Start > All Programs > Avaya > Avaya SDM Client.**

• On your desktop, click 🖥️

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

<table>
<thead>
<tr>
<th>No.</th>
<th>Task</th>
<th>Link/Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Download the Solution Deployment Manager client and install the client on your computer. Get the Appliance Virtualization Platform 8.0 on a DVD, generate the kickstart (<code>avp81ks.cfg</code>) file from the Solution Deployment Manager client, and save the <code>avp81ks.cfg</code> file in a USB stick.</td>
<td>-</td>
</tr>
<tr>
<td>2</td>
<td>Install the Appliance Virtualization Platform 8.0 software on the server. • Determine if Appliance Virtualization Platform is preinstalled. • If not already installed, install the Appliance Virtualization Platform 8.0 software.</td>
<td></td>
</tr>
</tbody>
</table>

*Table continues…*
<table>
<thead>
<tr>
<th>No.</th>
<th>Task</th>
<th>Link/Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Ensure that the computer is connected to the services port of the Appliance Virtualization Platform host.</td>
<td>On your computer, set the following network parameters:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• IP address: 192.168.13.5</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Subnetmask: 255.255.255.248</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Default Gateway: 192.168.13.1</td>
</tr>
<tr>
<td>4</td>
<td>Using the SSH client, log in to the Appliance Virtualization Platform server with 192.168.13.6 as admin.</td>
<td>You must add the host only after accepting the EULA.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• For Appliance Virtualization Platform preinstalled on the common server, change the default password.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Accept the end user license agreement.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Enable EASG.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• If preinstalled, using the Solution Deployment Manager client, change Appliance Virtualization Platform IP address through CLI to the customer-provided IP address.</td>
</tr>
</tbody>
</table>
Start the Solution Deployment Manager client that is connected to services port, and click Application Management.

1. Add a location.
2. Add the Appliance Virtualization Platform host. If you connect the Solution Deployment Manager client to the host through:
   - The services port, the IP address of the host is 192.168.13.6
   - The customer network, the host will be the IP address assigned through the `avp8lks.cfg` file.
3. Do one of the following:
   - Install the available Appliance Virtualization Platform patch or service pack.
     For more information, see "Upgrading the Appliance Virtualization Platform patch from the Solution Deployment Manager client".
   - If available in 8.0, using the Solution Deployment Manager client, change IP address for preinstalled Appliance Virtualization Platform server.
4. Add a new virtual machine for AVP Utilities as required per host.
5. Close the Solution Deployment Manager client.
<table>
<thead>
<tr>
<th>No.</th>
<th>Task</th>
<th>Link/Notes</th>
</tr>
</thead>
</table>
| 6   | • On your computer, set the following network parameters:  
  - IP address: 192.11.13.5  
  - Subnetmask: 255.255.255.252  
  - Default gateway: 192.11.13.6  
  • Using the SSH client, login to AVP Utilities with 192.11.13.6.  
  • On AVP Utilities, run `swversion`, `ifconfig`, and `cat /etc/hosts` commands.  
  • If you have a AVP Utilities service pack, copy it to the `/tmp` folder, and install the service pack in the AVP Utilities command line interface.  
  • Run the `IP_Forward enable` command (By default, IP Forwarding is disabled). |            |
| 7   | Start Solution Deployment Manager Client with IP address 192.11.13.5/30 to install other virtual machines on the Appliance Virtualization Platform host.                                                   |            |

**Supported browsers**

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

**Supported servers**

The following servers are supported for deployments and upgrades to Release 8.1 and later:

- Dell™ PowerEdge™ R620
- HP ProLiant DL360p G8
- Dell™ PowerEdge™ R630
- HP ProLiant DL360 G9
- S8300E, for Communication Manager and Branch Session Manager
- Avaya Solutions Platform 120 Appliance: Dell PowerEdge R640
- Avaya Solutions Platform 130 Appliance: Dell PowerEdge R640
**Note:**

- Avaya Aura® Release 8.0 and later does not support S8300D, Dell™ PowerEdge™ R610, and HP ProLiant DL360 G7 servers.
- Avaya Aura® Release 7.0 and later does not support S8510 and S8800 servers.

For fresh installations, use Avaya Solutions Platform 120 Appliance or Avaya Solutions Platform 130 Appliance: Dell PowerEdge R640.

## 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></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 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.

---

**Latest software updates and patch information**

Before you start the deployment or upgrade of an Avaya product or solution, download the latest software updates or patches for the product or solution. For more information, see the latest release notes, Product Support Notices (PSNs), and Product Correction Notices (PCNs) for the product or solution on the Avaya Support web site at [https://support.avaya.com/](https://support.avaya.com/).

After deploying or upgrading a product or solution, use the instructions in the release notes, PSNs, or PCNs to install any required software updates or patches.

For third-party products used with an Avaya product or solution, see the latest release notes for the third-party products to determine if you need to download and install any updates or patches.
Chapter 3: Solution Deployment Manager
Client Software library

Software library on your computer

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

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

- Avaya Aura® application OVA files
- System Manager service packs or feature pack

When you deploy an Avaya Aura® application OVA file, you have the options to provide the full path, or browse to your software library, or upload the OVA file. When you install an Appliance Virtualization Platform or System Manager service pack, you must provide the full path to this directory. For example, C:/Aura/avaya-avap-8.0.x.y.y.zip.
Chapter 4: Virtual machine management

Application management

The Application Management link from Solution Deployment Manager provides the application management capabilities that you can use to do the following.

- Defines the physical location of the OS, Appliance Virtualization Platform, or the ESXi platforms.
- Supports password change and patch installation of the Appliance Virtualization Platform host. Restart, shutdown, and certificate validation of Appliance Virtualization Platform and ESXi hosts. Also, enables and disables SSH on the host.
- Manages lifecycle of the OVA applications that are deployed on the Appliance Virtualization Platform or ESXi host. The lifecycle includes start, stop, reset virtual machines, and establishing trust for virtual machines.

⚠️ Note:

For the Avaya Aura® Messaging element, trust re-establishment is not required.

- Deploys Avaya Aura® application OVAs on customer-provided Virtualized Environment and Avaya Aura® Virtualized Appliance environment.
- Removes the Avaya Aura® application OVAs that are deployed on a virtual machine.
- Deploys Avaya Aura® application ISOs in Software-only environment.
- Configures application and networking parameters required for application deployments.
- Supports flexible footprint definition based on capacity required for the deployment of the Avaya Aura® application OVA.

You can deploy the OVA or ISO file on the platform by using System Manager Solution Deployment Manager or the Solution Deployment Manager client.
Managing the location

Viewing a location

Procedure

1. On the desktop, click the SDM icon (SDM), and then click Application Management.
2. Click the Locations tab.
   The Locations section lists all locations.

Adding a location

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

Procedure

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

Related links
New and Edit location field descriptions on page 27

Editing the location

Procedure

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

Related links
New and Edit location field descriptions on page 27

Deleting a location
Procedure
1. On the desktop, click the SDM icon (SDM), and then click Application Management.
2. On the Locations tab, in the Locations section, select one or more locations that you want to delete.
3. Click Delete.
4. In the Delete confirmation dialog box, click Yes.
   The system does not delete the applications that are running on the platform and moves the platform to Unknown location Platform mapping.

New and Edit location field descriptions

| Required Location Information |
| Name                          | Description                                      |
| Name                          | The location name.                               |
| Avaya Sold-To #               | The customer contact number. Administrators use the field to check entitlements. |
| Address                       | The address where the host is located.            |
| City                          | The city where the host is located.               |
| State/Province/Region         | The state, province, or region where the host is located. |
| Zip/Postal Code               | The zip code of the host location.                |
| Country                       | The country where the host is located.            |

| Optional Location Information |
| Name                          | Description                                      |
| Default Gateway               | The IP address of the virtual machine gateway. For example, 172.16.1.1. |
| DNS Search List               | The search list of domain names.                  |
| DNS Server 1                  | The DNS IP address of the primary virtual machine. For example, 172.16.1.2. |

Table continues…
<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DNS Server 2</td>
<td>The DNS IP address of the secondary virtual machine. For example, 172.16.1.4.</td>
</tr>
<tr>
<td>NetMask</td>
<td>The subnet mask of the virtual machine.</td>
</tr>
<tr>
<td>NTP Server</td>
<td>The IP address or FQDN of the NTP server. Separate the IP addresses with commas (,).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save</td>
<td>Saves the location information and returns to the Locations section.</td>
</tr>
<tr>
<td>Edit</td>
<td>Updates the location information and returns to the Locations section.</td>
</tr>
<tr>
<td>Delete</td>
<td>Deletes the location information, and moves the host to the Unknown location section.</td>
</tr>
<tr>
<td>Cancel</td>
<td>Cancels the add or edit operations, and returns to the Locations section.</td>
</tr>
</tbody>
</table>
Chapter 5: Managing the platform

Adding an Appliance Virtualization Platform or ESXi host

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

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

Solution Deployment Manager only supports the Avaya Aura® Appliance Virtualization Platform and VMware ESXi hosts. If you try to add another host, the system displays the following error message:

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

Before you begin
Add a location.

Procedure

1. On the desktop, click the SDM icon (SDM), and then click Application Management.
2. Click Application Management.
3. In Application Management Tree, select a location.
4. On the Platforms tab, in the Platforms for Selected Location <location name> section, click Add.
5. In the New Platform section, do the following:
   a. Provide details of Platform name, Platform FQDN or IP address, user name, and password.
      For Appliance Virtualization Platform and VMware ESXi deployment, you can also provide the root user name.
   b. In Platform Type, select AVP/ESXi.
   c. If you are connected through the services port, set the Platform IP address of Appliance Virtualization Platform to 192.168.13.6.
6. Click **Save**.

7. In the Certificate dialog box, click **Accept Certificate**.

   The system generates the certificate and adds the Appliance Virtualization Platform host. For the ESXi host, you can only accept the certificate. If the certificate is invalid, Solution Deployment Manager displays the error. To generate certificate, see VMware documentation.

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

**Next steps**

1. In Application Management Tree, establish trust for all the virtual machines that are deployed on the host.

2. Ensure that the system populates the **Application Name** and **Application Version** for each virtual machine.

**Related links**

[Add and Edit platform field descriptions](#) on page 58

---

**Adding a software-only platform**

**About this task**

Use this procedure to add an operating system on Solution Deployment Manager. In Release 8.1.1, the system supports the Red Hat Enterprise Linux Release 7.6 64-bit operating system.

**Before you begin**

Add a location.

**Procedure**

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

2. On the **Platforms** tab, click **Add**.

3. In **Platform Name**, type the name of the platform.

4. In **Platform FQDN or IP**, type the FQDN or IP address of the base operating system.

5. In **User Name**, type the user name of the base operating system.

   For a software-only deployment, the user name must be a direct access admin user. If the software-only application is already deployed, provide the application cli user credentials.

6. In **Password**, type the password of the base operating system.

7. In **Platform Type**, select **OS**.

8. Click **Save**.
If the platform has some applications running, the system automatically discovers those applications and displays the applications in the **Applications** tab.

- If Solution Deployment Manager is unable to establish trust, the system displays the application as **Unknown**.
- If you are adding OS, only **Add** and **Remove** operations are available on the **Platforms** tab. You cannot perform any other operations. On the **Applications** tab, the system enables the **New** option. If the application is System Manager, the system enables **Update App** on Solution Deployment Manager Client.

The system displays the added base operating system on the **Platforms** tab.

---

### Editing a platform

**Procedure**

1. On the desktop, click the SDM icon, and then click **Application Management**.
2. In **Application Management Tree**, select a location.
3. On the **Platforms** tab, in the Platforms for Selected Location <location name> section, select a platform that you want to update.
4. Change the platform information.
   - If you connect the Solution Deployment Manager client to Appliance Virtualization Platform through the services port, the platform IP address must be 192.168.13.6.
5. Click **Save**.
   - The system updates the platform information.

**Related links**

[Add and Edit platform field descriptions](#) on page 58

---

### Prerequisites for upgrading Appliance Virtualization Platform

- If you are upgrading from Appliance Virtualization Platform 7.x to 8.x, ensure that Appliance Virtualization Platform 7.x is deployed on the server that is supported with Appliance Virtualization Platform 8.x.

If Appliance Virtualization Platform 7.x is deployed on the server that is not supported with Appliance Virtualization Platform 8.x, you need to manually upgrade Appliance Virtualization Platform to 8.x. For information, see [Upgrading Appliance Virtualization Platform from Release 7.x to 8.x](#) on page 36.
• System Manager cannot upgrade or update Appliance Virtualization Platform on which the System Manager itself is residing. Instead use Solution Deployment Manager Client to upgrade or update Appliance Virtualization Platform.

• When you upgrade or update Appliance Virtualization Platform, the system shuts down all the associated virtual machines and restarts the Appliance Virtualization Platform host. During the upgrade or update process, the virtual machines will be out of service. After the Appliance Virtualization Platform upgrade or update is complete, the system restarts the virtual machines.

• If you are upgrading or updating the Appliance Virtualization Platform host, then you must not restart, shutdown, upgrade, or install the patch on the virtual machine that is hosted on the same Appliance Virtualization Platform host.

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

• If you are using services port to upgrade or update Appliance Virtualization Platform, use Solution Deployment Manager Client. You must connect the system having Solution Deployment Manager Client directly with the Appliance Virtualization Platform services port (Gateway 192.168.13.1).

  If you connect the system using the AVP Utilities services port (Gateway 192.11.13.6), the Appliance Virtualization Platform upgrade or update fails.

• If an application is running on Release earlier than 8.0.x and if it has Utility Services, you must back up Utility Services files and install them on Avaya Aura® Device Services Release 8.0. For migrating data from the legacy Avaya Aura® Utility Services to the Utility Server embedded within Avaya Aura® Device Services Release 8.0, see Administering Avaya Aura® Device Services on the Avaya Support website.

• While upgrading Appliance Virtualization Platform from Release 7.x or 8.0.x to Appliance Virtualization Platform 8.1.x, if NIC teaming is configured on the Appliance Virtualization Platform Release 7.x or 8.0.x server, the system restores the configuration on Appliance Virtualization Platform Release 8.1.x after the upgrade.

---

**Upgrading Appliance Virtualization Platform from Release 7.x or 8.0.x to Release 8.1.1 using Solution Deployment Manager**

### About this task

Use the following procedure to upgrade Appliance Virtualization Platform from Release 7.x or 8.0.x to Release 8.1.1 by using the upgrade bundle from Solution Deployment Manager Client or System Manager Solution Deployment Manager.

**Note:**

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

1. Install the Solution Deployment Manager client on your computer.
2. Add a location.
   
   For information about adding a location, see *Administering Avaya Aura® System Manager*.
3. Select Location and add an Appliance Virtualization Platform host.
   
   For information about adding the Appliance Virtualization Platform host, see *Administering Avaya Aura® System Manager*.

To upgrade from Appliance Virtualization Platform Release 7.x or 8.0.x to Release 8.1.1, ensure that:

- Appliance Virtualization Platform 7.x is deployed on the server that is supported with Appliance Virtualization Platform 8.x.
- Utility Services 7.x is deployed on Appliance Virtualization Platform Release 7.x and trust is established with the application.
- AVP Utilities 8.x is deployed on Appliance Virtualization Platform Release 8.x and trust is established with the application.

**Note:**

- If you are upgrading Appliance Virtualization Platform from Release 7.x to 8.x, Solution Deployment Manager also upgrades Utility Services to AVP Utilities during the Appliance Virtualization Platform upgrade.
- If you are upgrading Appliance Virtualization Platform from Release 8.0.x to 8.1.x, you need to manually upgrade AVP Utilities after upgrading Appliance Virtualization Platform.

Procedure

1. To access Solution Deployment Manager, do one of the following:
   - On the System Manager web console, click **Services > Solution Deployment Manager**.
   - On the desktop, click the Solution Deployment Manager icon (SDM).
2. Click **Application Management**.
3. In **Application Management Tree**, select a location.
4. On the **Platforms** tab, in the Platforms for Selected Location <location name> section, select the Appliance Virtualization Platform host, and click **More Actions > AVP Update/Upgrade Management**.

   If Utility Services is not deployed on Appliance Virtualization Platform Release 7.x or trust is not established with the Utility Services application, and you click **Upgrade/Update**, then the system displays the following message.

   
   [AVP - <AVP Name in SDM>] Required Utility Services (US) VM is absent or not registered with this SDM instance. If absent, deploy US. If not registered, refresh host and then select US VM, and click More Options > Reestablish Connection.
5. If you are using Solution Deployment Manager client, on the Update Host page, click **Select patch from local SDM Client machine**.

6. In **Select patch file**, provide the absolute path to the patch file of the host, and click **Update Host**.

The patch file location is different for Solution Deployment Manager Client and System Manager Solution Deployment Manager.

- For Solution Deployment Manager Client, the patch file must be available on windows machine where the Solution Deployment Manager client is hosted. For example, the absolute path on your computer can be `C:\tmp\avp\upgrade-avaya-avp-8.1.0.0.xx.zip`.

- For System Manager Solution Deployment Manager, the patch file must be in the `System Manager swlibrary directory`.

7. Note that, if you attempt to upgrade Appliance Virtualization Platform to Release 8.0 and later on S8300D, Dell™ PowerEdge™ R610, or HP ProLiant DL360 G7 server, the system displays the following message.

```
[AVP - <IP_Address>] You are attempting to Update / Upgrade this AVP on host hardware that is not supported for this software version: Avaya Common Server R1 (HP DL360G7 or Dell R610) and the Avaya S8300D blade are deprecated for this release. Please refer to the Release Notes for this release for details of the supported host hardware.
```

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

When you upgrade Appliance Virtualization Platform from Release 7.0.x to Release 7.1 and later, the system displays the AVP Update/Upgrade - Enhanced Access Security Gateway (EASG) User Access window.

**Enable: (Recommended)**

By enabling Avaya Logins you are granting Avaya access to your system. This is necessary to maximize the performance and value of your Avaya support entitlements, allowing Avaya to resolve product issues in a timely manner. In addition to enabling the Avaya Logins, this product should be registered with Avaya and technically onboarded for remote connectivity and alarming. Please see the Avaya support site (support.avaya.com/registration) for additional information for registering products and establishing remote access and alarming.

**Disable:**

By disabling Avaya Logins you are preventing Avaya access to your system. This is not recommended, as it impacts Avaya’s ability to provide support for the product. Unless the customer is well versed in...
managing the product themselves, Avaya Logins should not be disabled.

a. To enable EASG, click Enable EASG.

Avaya recommends to enable EASG.

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

b. To disable EASG, click Disable EASG.

9. If Utility Services is deployed on Appliance Virtualization Platform Release 7.x, the system upgrades Appliance Virtualization Platform to Release 8.1, and then updates Utility Services to AVP Utilities.

   This step is applicable when you upgrade from Release 7.x to Release 8.1.

   The system displays the Utility Services Upgrade window.

10. On the Utility Services Upgrade window, do the following:

   This step is applicable when you upgrade from Release 7.x to Release 8.1.

   a. In Platform Details, the data store is auto-selected as server-local-disk, and then click Next.

   b. In OVA, provide the AVP Utilities OVA file details, and then click Next.

      For AVP Utilities OVA, the system automatically performs the resource check and disables the Flexi Footprint field.

   c. In Config Parameters, provide the network and configuration parameters details, and click Update.

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

   This step is applicable when you upgrade from Release 7.x to Release 8.1.

   a. To accept the EULA, click Accept.

   b. To decline the EULA, click Decline.

   Once Appliance Virtualization Platform is upgraded, the system updates Utility Services to AVP Utilities.

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

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

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

Next steps

If the virtual machines that were running on the Appliance Virtualization Platform host do not automatically start, manually start the machines.
Upgrading Appliance Virtualization Platform from Release 7.x to 8.x

About this task
If Appliance Virtualization Platform 7.x is deployed on server that is not supported with Appliance Virtualization Platform Release 8.x, use the following procedure to manually upgrade Appliance Virtualization Platform from Release 7.x to 8.x.

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

Procedure
• To upgrade Appliance Virtualization Platform with same Appliance Virtualization Platform IP Address, do the following:
  1. Take backup of all virtual machines that are running on Appliance Virtualization Platform Release 7.x.
  2. Shut down Appliance Virtualization Platform 7.x.
  3. Install fresh Appliance Virtualization Platform 8.x on the supported server with the same Appliance Virtualization Platform IP Address.
  5. Install AVP Utilities 8.x by using Solution Deployment Manager Client.
  6. Deploy all remaining virtual machines 8.x, except Utility Services on the new Appliance Virtualization Platform by using Solution Deployment Manager.
  7. Restore the backup individually on the virtual machine.
    For information about restoring backup when element is upgraded, see the application-specific document on the Avaya Support website.

• To upgrade Appliance Virtualization Platform with different Appliance Virtualization Platform IP Address, do the following:
  1. Install fresh Appliance Virtualization Platform 8.x on the supported server with different Appliance Virtualization Platform IP Address.
  3. Install AVP Utilities 8.1 by using Solution Deployment Manager Client.
  4. Upgrade virtual machines.
For upgrading:
- Virtual machines on Appliance Virtualization Platform 8.x, use different box upgrade.
- System Manager use Solution Deployment Manager Client and other element use System Manager Solution Deployment Manager.

---

# Upgrading Utility Services 7.x to AVP Utilities Release 8.1.1 in bulk during Appliance Virtualization Platform upgrade

## About this task
Use this procedure to upgrade Utility Services 7.x to AVP Utilities Release 8.1.1 in bulk when you are upgrading one or more Appliance Virtualization Platform to Release 8.1.1.

## Before you begin
- Take a backup of Utility Services manually.
- Add a location.
  - For more information, see “Adding a location” section in *Administering Avaya Aura® System Manager*.
- Select Location and add a host.
  - For more information, see “Adding an Appliance Virtualization Platform or ESXi host” section in *Administering Avaya Aura® System Manager*.
- Download a copy of the **hostUSUpgradeInfo.xlsx** spreadsheet from Avaya PLDS website at [https://plds.avaya.com/](https://plds.avaya.com/) or from Avaya Support website at [https://support.avaya.com](https://support.avaya.com). Fill the required system details in the spreadsheet.

**Note:**
If you provide the incorrect data in the spreadsheet, the upgrade might fail.

## Procedure
1. On the desktop, click the SDM icon ([SDM](#)), and then click **Application Management**.
2. In **Application Management Tree**, select a location.
3. On the **Platforms** tab, in the Platforms for Selected Location <location name> section, select the Appliance Virtualization Platform host, and click **More Actions > AVP Update/Upgrade Management**.

If Utility Services is not deployed on Appliance Virtualization Platform Release 7.x or trust is not established with the Utility Services application, and you click **Upgrade/Update**, then the system displays the following message.

```
[AVP - <AVP Name in SDM>] Required Utility Services (US) VM is absent or not registered with this SDM instance. If absent, deploy
```

---

Comments on this document? infodev@avaya.com
US. If not registered, refresh host and then select US VM, and click More Options > Reestablish Connection.

4. If you are using Solution Deployment Manager client, on the Update Host page, click Select patch from local SDM Client machine.

5. In Select patch file, provide the absolute path to the patch file of the host, and click AVPU Configuration Import.

   For example, the absolute path on your computer can be `C:\tmp\avp\upgrade-avaya-avp-8.1.0.0.0.xx.zip`.

6. In the Import Configuration Excel File dialog box, do the following:
   a. Click Browse and select the file from the local computer.
   b. To upload the spreadsheet, click Open.
      The system displays the file size and percentage complete for the uploaded file. When the file upload is in-progress, do not navigate away from the page.
   c. Click Submit File.

7. Click Update Host and accept the EULA.

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

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

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

---

**Retrying Utility Services to AVP Utilities upgrade**

**About this task**
If the upgrade from Utility Services to AVP Utilities fails, use this procedure to retry the upgrade of Utility Services to AVP Utilities.

**Before you begin**
- Add a location.
- Select Location and add a host.
- Download a copy of the `hostUSUpgradeInfo.xlsx` spreadsheet from Avaya PLDS website at [https://plds.avaya.com](https://plds.avaya.com) or from Avaya Support website at [https://support.avaya.com](https://support.avaya.com). Fill the required system details in the spreadsheet.

**Note:**
If you provide the incorrect data in the spreadsheet, the upgrade might fail.
Procedure

1. On the desktop, click the SDM icon, and then click Application Management.
2. In Application Management Tree, select a location.
3. On the Applications tab, in the Applications for Selected Location section, select the Utility Services application, and click More Actions > Rollback/Retry.

   If the Current Action Status column displays the VM Upgrade Failed message, the system enables More Actions > Rollback/Retry after selecting the Utility Services application.

4. On the Import Configuration Excel File dialog box, do the following:
   a. Click Browse and select the file from the local computer.
   b. To upload the spreadsheet, click Open.
      The system displays the file size and percentage complete for the uploaded file. When the file upload is in-progress, do not navigate away from the page.
   c. Click Submit File.
      Once the file is successfully uploaded, the system enables the Retry button.
   d. Click Retry.
      The system starts the upgrade of Utility Services to AVP Utilities.

---

Changing the network parameters for an Appliance Virtualization Platform host

About this task

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

⚠️ Note:

If you are connecting to Appliance Virtualization Platform through the public management interface, you might lose connection during the process. Therefore, after the IP address changes, close the Solution Deployment Manager client, and restart the client by using the new IP address to reconnect.

Before you begin

Install the Solution Deployment Manager client on your computer.

Procedure

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

3. On the **Platforms** tab, in the Platforms for Selected Location <location name> section, select an Appliance Virtualization Platform host and click **Change Network Params > Change Host IP Settings**.

4. In the Host Network/ IP Settings section, change the IP address, subnet mask, and other parameters as appropriate.

**Note:**

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

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

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

5. To change the gateway IP address, do the following:

   a. Click **Change Gateway**.

      The **Gateway** field becomes available for providing the IP address.

   b. In **Gateway**, change the IP address.

   c. Click **Save Gateway**.

6. Click **Save**.

   The system updates the Appliance Virtualization Platform host information.

---

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

**About this task**

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

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

- If you add a host with service port IP address in Solution Deployment Manager and change the IP address of the host to the public IP address by using Host Network/IP Settings, the system updates the public IP address in the database. Any further operations that you perform on the host fail because the public IP address cannot be reached with the service port. To avoid this error, edit the host with the service port IP address again.

- If FQDN of the Appliance Virtualization Platform host is updated by using Host Network/IP setting for domain name, refresh the host so that the FQDN changes reflect in Solution Deployment Manager.

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

**Procedure**

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

2. In **Application Management Tree**, select a location.

3. On the **Platforms** tab, in the Platforms for Selected Location <location name> area, select an Appliance Virtualization Platform host.

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

![Host Network/IP Settings page](image)

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

You can configure port groups for the following switches:

- **vSwitch0**, reserved for the Public and Management traffic.
- **vSwitch1**, reserved for services port. You cannot change the values.
• **vSwitch2**, reserved for Out of Band Management.
• **vSwitch3**. No reservations.
• **vSwitch4**. No reservations.
• **vSwitch5**. No reservations.

5. To change VLAN ID, click **Standard Switches**, and perform the following:
   a. Expand the vSwitch<n> section by clicking the downward arrow.
      The section displays the vSwitch details.
   b. Click on the VLANID link or the edit icon.
      The system displays the Port Group Properties page where you can edit the VLAN ID port group property.
   c. In **VLAN ID**, select an ID.
      For more information about the value, see NIC teaming.
   d. Click **OK**.
      The system displays the new VLAN ID.

6. To change the NIC speed, click **Standard Switches**, and perform the following:
   a. Ensure that the system displays a vmnic in the **NIC Name** column.
   b. Click **Change NIC speed**.
      The system displays the selected vmnic dialog box.
   c. In **Configured speed**, **Duplex**, click a value.
   d. Click **OK**.
      For more information, see VLAN ID assignment.

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

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

**Note:**
You can change the speed only for common servers. You cannot change the speed for the S8300E server.

7. To change the NIC teaming, click **Standard Switches**, and perform the following:
   a. Select a vmnic.
   b. Click **NIC team/unteam**.
      The system displays the Out of Band Management Properties page.
   c. To perform NIC teaming or unteamng, select the vmnic, and click **Move Up** or **Move Down** to move the vmnic from **Active Adapters**, **Standby Adapters**, or **Unused Adapters**.
For more information, see “NIC teaming modes”.

d. Click OK.

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

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

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

The system displays the current status of the vmnic.

Note:

You cannot perform NIC teaming for the S8300E server.

Related links

Host Network / IP Settings field descriptions on page 60

Deleting the unused port

About this task

Use this procedure to delete the unused port of Solution Deployment Manager that is no longer used by applications that are deployed on an Appliance Virtualization Platform host.

For example, you can delete the unused port, if an application is deleted from the Appliance Virtualization Platform host, and the system still has those ports available on the Appliance Virtualization Platform host.

Procedure

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

2. In Application Management Tree, select a location.

3. On the Platforms tab, in the Platforms for Selected Location <location name> area, select an Appliance Virtualization Platform host.

4. Click Change Network params > Change Network Settings.

5. Click Advanced Configuration.

6. In the Unused PortGroups section, select the portgroup.

7. Click Delete.
Changing the password for an Appliance Virtualization Platform host

About this task

Use this procedure to change the password for the Appliance Virtualization Platform host. This is the password for the administrator that you provide when deploying the Appliance Virtualization Platform host.

Procedure

1. On the desktop, click the SDM icon (SDM), and then click Application Management.
2. In Application Management Tree, select a location.
3. On the Platforms tab, in the Platforms for Selected Location <location name> section, do the following:
   a. Select a host.
   b. Click More Actions > Change Password.
4. In the Change Password section, type the current password and the new password.
   For more information about password rules, see “Password policy”.
5. Click Change Password.

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

Related links

Password policy on page 44
Change Password field descriptions on page 62

Password policy

The password must meet the following requirements:

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

Note:

An Uppercase letter at the beginning of a password is not counted for the password complexity rule. The Uppercase letter must be within the password.

Example of a valid password is myPassword$.

If the password does not meet the requirements, the system prompts you to enter a new password. Enter the existing password and the new password in the correct fields.
Ensure that you keep the admin password safe. You need the password while adding the host to Solution Deployment Manager and for troubleshooting.

Related links
Changing the password for an Appliance Virtualization Platform host on page 44

---

## Generating the Appliance Virtualization Platform kickstart file

### Procedure

1. On the desktop, click the SDM icon (SDM), and then click Application Management.
2. In the lower pane, click Generate AVP Kickstart.
3. On Create AVP Kickstart, perform the following:
   a. Select 8.1.
   b. Enter the appropriate information in the fields.
   c. Click Generate Kickstart File.
      For more information, see “Create AVP Kickstart field descriptions.”
      The system prompts you to save the generated kickstart file on your local computer.
      For Appliance Virtualization Platform Release 8.1 and later, the kickstart file name must be avp81ks.cfg.

Related links
Create AVP Kickstart field descriptions on page 45

---

### Create AVP Kickstart field descriptions

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choose AVP Version</td>
<td>The field to select the release version of Appliance Virtualization Platform.</td>
</tr>
</tbody>
</table>
| Dual Stack Setup (with IPv4 and IPv6) | Enables or disables the fields to provide the IPv6 addresses.  
The options are:  
• yes: To enable the IPv6 format.  
• no: To disable the IPv6 format. |
| AVP Management IPv4 Address | IPv4 address for the Appliance Virtualization Platform host.             |
| AVP IPv4 Netmask          | IPv4 subnet mask for the Appliance Virtualization Platform host.            |

Table continues…
<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AVP Gateway IPv4 Address</td>
<td>IPv4 address of the customer default gateway on the network. Must be on the same network as the Host IP address.</td>
</tr>
<tr>
<td>AVP Hostname</td>
<td>Hostname for the Appliance Virtualization Platform host.</td>
</tr>
<tr>
<td></td>
<td>The hostname:</td>
</tr>
<tr>
<td></td>
<td>• Can contain alphanumeric characters and hyphen</td>
</tr>
<tr>
<td></td>
<td>• Can start with an alphabetic or numeric character</td>
</tr>
<tr>
<td></td>
<td>• Must contain at least 1 alphabetic character</td>
</tr>
<tr>
<td></td>
<td>• Must end in an alphanumeric character</td>
</tr>
<tr>
<td></td>
<td>• Must contain 1 to 63 characters</td>
</tr>
<tr>
<td>AVP Domain</td>
<td>Domain for the Appliance Virtualization Platform host.</td>
</tr>
<tr>
<td></td>
<td>If customer does not provide the host, use the default value. Format is alphanumeric string dot separated. For example, mydomain.com.</td>
</tr>
<tr>
<td>IPv4 NTP server</td>
<td>IPv4 address or FQDN of customer NTP server. Format is x.x.x.x or ntp.mycompany.com.</td>
</tr>
<tr>
<td>Secondary IPv4 NTP Server</td>
<td>Secondary IPv4 address or FQDN of customer NTP server. Format is x.x.x.x or ntp.mycompany.com.</td>
</tr>
<tr>
<td>Main IPv4 DNS Server</td>
<td>Main IPv4 address of customer DNS server. One DNS server entry in each line. Format is x.x.x.x.</td>
</tr>
<tr>
<td>Secondary IPv4 DNS server</td>
<td>Secondary IPv4 address of customer DNS server. Format is x.x.x.x. One DNS server entry in each line.</td>
</tr>
<tr>
<td>AVP management IPv6 address</td>
<td>IPv6 address for the Appliance Virtualization Platform host.</td>
</tr>
<tr>
<td>AVP IPv6 prefix length</td>
<td>IPv6 subnet mask for the Appliance Virtualization Platform host.</td>
</tr>
<tr>
<td>AVP gateway IPv6 address</td>
<td>IPv6 address of the customer default gateway on the network. Must be on the same network as the Host IP address.</td>
</tr>
<tr>
<td>IPv6 NTP server</td>
<td>IPv6 address or FQDN of customer NTP server.</td>
</tr>
<tr>
<td>Secondary IPv6 NTP server</td>
<td>Secondary IPv6 address or FQDN of customer NTP server.</td>
</tr>
<tr>
<td>Main IPv6 DNS server</td>
<td>Main IPv6 address of customer DNS server. One DNS server entry in each line.</td>
</tr>
<tr>
<td>Secondary IPv6 DNS server</td>
<td>Secondary IPv6 address of customer DNS server. One DNS server entry in each line.</td>
</tr>
<tr>
<td>Public VLAN ID (Used on S8300E only)</td>
<td>VLAN ID for the S8300E server. If the customer does not use VLANs, leave the default value as 1. For any other server type, leave as 1. The range is 1 through 4090. Use Public VLAN ID only on the S8300E server.</td>
</tr>
</tbody>
</table>

*Table continues…*
### Name | Description
--- | ---
**Out of Band Management Setup** | The check box to enable or disable Out of Band Management for Appliance Virtualization Platform. If selected the management port connects to eth2 of the server, and applications can deploy in the Out of Band Management mode.

The options are:
- **yes**: To enable Out of Band Management
  - The management port is connected to eth2 of the server, and applications can deploy in the Out of Band Management mode.
- **no**: To disable Out of Band Management. The default option.

**OOBM vLAN ID (Used on S8300E only)** | • For S8300E, use the front plate port for Out of Band Management
• For common server, use eth2 for Out of Band Management.

**AVP Super User Admin Password** | Admin password for Appliance Virtualization Platform.

The password must contain at least 8 characters and can include alphanumeric characters and @!$.

You must make a note of the password because you require the password to register to System Manager and the Solution Deployment Manager client.

**Confirm Password** | Admin password for Appliance Virtualization Platform.

**Enable Stricter Password (14 char pass length)** | The check box to enable or disable the stricter password.

The password must contain at least 14 characters.

**WebLM IP/FQDN** | The IP Address or FQDN of WebLM Server.

**WebLM Port Number** | The port number of WebLM Server. The default port is 52233.

### Button | Description
--- | ---
Generate Kickstart File | Generates the Appliance Virtualization Platform kickstart file and the system prompts you to save the file on your local computer.

**Related links**

[Generating the Appliance Virtualization Platform kickstart file](#) on page 45

---

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

**About this task**

For security purpose, SSH access to Appliance Virtualization Platform shuts down in the normal operation. To continue access, enable the SSH service on Appliance Virtualization Platform from Solution Deployment Manager.
You can also enable SSH from AVP Utilities.

**Procedure**

1. On the desktop, click the SDM icon (SDM), and then click **Application Management**.
2. In **Application Management Tree**, select a location.
3. Select an Appliance Virtualization Platform host.
4. To enable SSH, do the following:
   a. Click **More Actions > SSH > Enable SSH**.
   b. In the Confirm dialog box, in the **Time (in minutes)** field, type the time after which the system times out the SSH connection.
      The range is 10 minutes through 120 minutes.
   c. Click **Ok**.
      The system displays **enabled** in the **SSH status** column.
5. To disable SSH, click **More Actions > SSH > Disable SSH**.
   The system displays **disabled** in the **SSH status** column.

---

**Appliance Virtualization Platform license**

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

For information about Appliance Virtualization Platform licenses and supported server types, see “Appliance Virtualization Platform licenses for supported servers”.

To configure the Appliance Virtualization Platform license file:

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

   **Note:**
   The Appliance Virtualization Platform license file can contain multiple Appliance Virtualization Platform licenses that is for four different server types. One Appliance Virtualization Platform license file contains all the necessary licenses for the complete solution.
3. Configure the applicable **WebLM IP Address/FQDN** field for each Appliance Virtualization Platform host by using either System Manager Solution Deployment Manager, Solution
Deployment Manager Client, or Appliance Virtualization Platform host command line interface.

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

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

- **Error**: If the Appliance Virtualization Platform host has not acquired a license. In this case, the Appliance Virtualization Platform enters the License Error mode and starts a 30-day grace period. The License Status column displays **Error - Grace period expires: <DD/MM/YY> <HH:MM>**.

- **Restricted**: If the 30-day grace period of the Appliance Virtualization Platform license expires, Appliance Virtualization Platform enters the License Restricted mode and restricts the administrative actions on the host and associated virtual machines. The License Status column displays **Restricted**. After you install a valid Appliance Virtualization Platform license on the configured WebLM Server, the system restores the full administrative functionality.

**Note:**

Restricted administrative actions for:

- **AVP Host**: AVP Update/Upgrade Management, Change Password, Host Shutdown, and AVP Cert. Management.

- **Application**: New, Delete, Start, Stop, and Update.

### Appliance Virtualization Platform licensing alarms

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

---

### Configuring WebLM Server for an Appliance Virtualization Platform host using Solution Deployment Manager

**Before you begin**

1. Add an Appliance Virtualization Platform host.
   
   For information about adding a host, see *Administering Avaya Aura® System Manager*.

2. Obtain the license file from the Avaya PLDS website.

3. Install the license file on the System Manager WebLM Server or Standalone WebLM Server.
**Procedure**

1. On the desktop, click the SDM icon (SDM), and then click **Application Management**.
2. In **Application Management Tree**, select a location.
3. On the **Platforms** tab, in the Platforms for Selected Location <location name> section:
   a. Select the Appliance Virtualization Platform host.
   b. Click **More Actions > WebLM Configuration**.
      
      The system displays the WebLM Configuration dialog box.
4. In **WebLM IP Address/FQDN**, type the IP address or FQDN of WebLM Server.
   
   For WebLM configuration, if you select:
   
   • Only one host then **WebLM IP Address/FQDN** displays the existing WebLM Server IP Address.
   
   • Multiple hosts then **WebLM IP Address/FQDN** will be blank to assign the same WebLM Server IP Address for all the selected Appliance Virtualization Platform hosts.
5. In **Port Number**, type the port number of WebLM Server.
   
   Embedded System Manager WebLM Server supports both 443 and 52233 ports.
6. Click **Submit**.

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

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

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

---

**WebLM Configuration field descriptions**

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>WebLM IP Address/FQDN</td>
<td>The IP Address or FQDN of WebLM Server.</td>
</tr>
<tr>
<td>Port Number</td>
<td>The port number of WebLM Server. The default port is 52233.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit</td>
<td>Saves the WebLM Server configuration.</td>
</tr>
<tr>
<td>Cancel</td>
<td>Closes the WebLM Configuration dialog box.</td>
</tr>
</tbody>
</table>
Viewing the Appliance Virtualization Platform host license status using Solution Deployment Manager

Procedure

1. On the desktop, click the SDM icon (SDM), and then click Application Management.
2. In Application Management Tree, select a location.
3. On the Platforms tab, in the Platforms for Selected Location <location name> section, view the Appliance Virtualization Platform host license status in the License Status column.

Shutting down the Appliance Virtualization Platform host

About this task

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

Procedure

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

Restarting Appliance Virtualization Platform or an ESXi host

About this task

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

Procedure

1. On the desktop, click the SDM icon (SDM), and then click Application Management.
2. In Application Management Tree, select a location.
3. On the Platforms tab, in the Platforms for Selected Location <location name> area, select a platform.
4. Click More Actions > Lifecycle Action > Host Restart.
5. On the confirmation dialog box, click Yes.
   The system restarts the host and virtual machines running on the host.

Removing an Appliance Virtualization Platform or ESXi host

Procedure

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

Viewing Appliance Virtualization Platform firewall rules

Procedure

1. On the desktop, click the SDM icon (SDM), and then click Application Management.
2. In Application Management Tree, select a location.
3. On the Platforms tab, in the Platforms for Selected Location <location name> section, select an Appliance Virtualization Platform host, and click More Actions > AVP Firewall Rules.
   System Manager displays the Firewall Settings page.
4. To view the additional details, select a row.
   System Manager displays the details in the separate section on the Firewall Settings page.
Mapping the ESXi host to an unknown location

About this task

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

Procedure

1. On the desktop, click the SDM icon, and then click **Application Management**.
2. In the left navigation pane, click the **Unknown location Platform mapping** link.
3. In the Host Location Mapping section, select an ESXi host, and click **Edit**.
   The system displays the Host Information page.
4. Select a location and click **Update**.
5. Select the host(s) where location is updated and click **Submit**.
   The system displays the ESXi host in the selected location.

Applying third-party AVP certificates

Applying third-party certificates to Appliance Virtualization Platform

About this task

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

Before you begin

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

Procedure

1. On the desktop, click the SDM icon, and then click **Application Management**.
2. In **Application Management Tree**, select a location.
3. On the **Platforms** tab, in the Platforms for Selected Location <location name> area, select an Appliance Virtualization Platform host.
4. **(Optional)** Add the details of the generic CSR.

If you add the generic CSR details, the system pre-populates the values in the View/Generate CSR dialog box.

For more information about creating the generic CSR, see “Creating or editing generic CSR”.

5. To generate CSR, do the following:
   a. Click **More Actions > AVP Cert. Management > Manage Certificate**.
   b. In the Load Certificate dialog box, select one or more Appliance Virtualization Platform hosts.
   c. Click **View/Generate CSR**.
      
      System Manager displays the View/Generate CSR dialog box.
   d. If the generic CSR details are not added for the Appliance Virtualization Platform host, add the details of the generic CSR.
   e. Click **Generate CSR**.
      
      The system generates CSR for the Appliance Virtualization Platform host.
   f. In the **Current Action** column, click **Status Details** to view the status.

6. To download CSR, do the following:
   a. Click **More Actions > AVP Cert. Management > Manage Certificate**.
   b. In the Load Certificate dialog box, select one or more Appliance Virtualization Platform hosts.
   c. Click **Download CSR**.
      
      In case of Firefox browser, the system prompts you to save the **CSR.zip** file.
   d. In the **Current Action** column, click **Status Details** to view the status.
      
      In the Download CSR Status dialog box, the system displays the path of the downloaded **CSR.zip** file.

7. Extract the downloaded certificates, and ensure that the third-party signs them.

8. To upload and push the signed certificate from a third-party CA, do the following:
   a. Click **More Actions > AVP Cert. Management > Manage Certificate**.
   b. In the Load Certificate dialog box, select one or more Appliance Virtualization Platform hosts.
   c. Click **Browse** and select the required certificates from the local computer.
   d. Click **I Agree to accept to add the same certificate in SDM**.
   e. Click **Push Certificate**.
   f. In the **Current Action** column, click **Status Details** to view the status.
Creating or editing generic CSR

About this task

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

Procedure

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

Next steps

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

Load Certificate field descriptions

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Platform IP</td>
<td>The IP address of the Appliance Virtualization Platform host.</td>
</tr>
<tr>
<td>Platform FQDN</td>
<td>The FQDN of the Appliance Virtualization Platform host.</td>
</tr>
<tr>
<td>Certificate</td>
<td>The option to select the signed certificate for the Appliance Virtualization Platform host.</td>
</tr>
<tr>
<td>I agree to accept to add the same certificate in SDM.</td>
<td>The option to accept the certificate in Solution Deployment Manager.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>View/Generate CSR</td>
<td>Displays the View/Generate CSR dialog box to generate CSR.</td>
</tr>
<tr>
<td>Download CSR</td>
<td>Downloads CSR for the selected host.</td>
</tr>
<tr>
<td>Browse</td>
<td>Displays the dialog box where you can choose the signed certificate file. The accepted certificate file formats are:</td>
</tr>
<tr>
<td></td>
<td>.crt</td>
</tr>
<tr>
<td></td>
<td>.pki</td>
</tr>
</tbody>
</table>

Table continues…
### Create or edit CSR field descriptions

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization</td>
<td>The organization name of the CSR.</td>
</tr>
<tr>
<td>Organization Unit</td>
<td>The organization unit of the CSR.</td>
</tr>
<tr>
<td>Locality</td>
<td>The locality of the organization associated with the CSR.</td>
</tr>
<tr>
<td>State</td>
<td>The state of the organization associate with the CSR.</td>
</tr>
<tr>
<td>Country</td>
<td>The country of the organization associate with the CSR.</td>
</tr>
<tr>
<td>Email</td>
<td>The email address associate with the CSR.</td>
</tr>
</tbody>
</table>

In the Edit mode, you can specify only two letters for the country name.

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create/Edit CSR</td>
<td>Saves or edits the information entered associated to the CSR.</td>
</tr>
<tr>
<td>Cancel</td>
<td>Cancels the add or edit operation of the CSR.</td>
</tr>
</tbody>
</table>

### Virtual Machine snapshot on Appliance Virtualization Platform

When you apply an update by using Solution Deployment Manager, snapshots are left on Appliance Virtualization Platform. If a snapshot is left on Appliance Virtualization Platform, it is detrimental to system performance and over time can utilize all the available disk space. Therefore, ensure that snapshots are not left on Appliance Virtualization Platform for an extended period of time and are removed on a timely manner.

You can review and delete Virtual Machine snapshots from Appliance Virtualization Platform by using Solution Deployment Manager Snapshot Manager.

#### Related links
- [Deleting the virtual machine snapshot by using Solution Deployment Manager](#) on page 57
- [Snapshot Manager field descriptions](#) on page 57
Deleting the virtual machine snapshot by using Solution Deployment Manager

About this task

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

Procedure

1. To access Solution Deployment Manager, do one of the following:
   • On the System Manager web console, click Services > Solution Deployment Manager.
   • On the desktop, click the Solution Deployment Manager icon.
2. In Application Management Tree, select a location.
3. On the Platforms tab, in the Platforms for Selected Location <location name> section, select the Appliance Virtualization Platform host.
4. Click More Actions > Snapshot Manager.
   The system displays the Snapshot Manager dialog box.
5. Select one or more snapshots, and click Delete.
   You must review all listed snapshots and remove snapshots that are more than 24 hours old.
   The system deletes the selected snapshots.

Related links

Virtual Machine snapshot on Appliance Virtualization Platform on page 56

Snapshot Manager field descriptions

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>VM ID</td>
<td>The ID of the virtual machine.</td>
</tr>
<tr>
<td>Snapshot Age</td>
<td>The duration of snapshot creation.</td>
</tr>
<tr>
<td></td>
<td>For example: 75 days 19 hours</td>
</tr>
<tr>
<td>VM Name</td>
<td>The name of the virtual machine.</td>
</tr>
<tr>
<td>Snapshot Name</td>
<td>The name of the snapshot.</td>
</tr>
<tr>
<td>Snapshot Description</td>
<td>The description of the snapshot.</td>
</tr>
</tbody>
</table>

Table continues…
Managing the platform

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SDM Snapshot</td>
<td>The snapshot taken from Solution Deployment Manager.</td>
</tr>
<tr>
<td></td>
<td>The options are Yes and No.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancel</td>
<td>Exits from the Snapshot Manager dialog box.</td>
</tr>
<tr>
<td>Delete</td>
<td>Deletes the selected snapshot.</td>
</tr>
</tbody>
</table>

Related links

- [Virtual Machine snapshot on Appliance Virtualization Platform](#) on page 56

---

**Add and Edit platform field descriptions**

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>The location where the platform is available. The field is read only.</td>
</tr>
<tr>
<td>Platform Name</td>
<td>The platform name of OS, Appliance Virtualization Platform or ESXi.</td>
</tr>
<tr>
<td>Platform FQDN or IP</td>
<td>The IP address or FQDN of OS, Appliance Virtualization Platform or ESXi.</td>
</tr>
<tr>
<td>Platform FQDN or IP</td>
<td>If you connect the Solution Deployment Manager client to Appliance Virtualization Platform through the services port, the platform IP address must be 192.168.13.6.</td>
</tr>
<tr>
<td>User Name</td>
<td>The user name to log in to OS, Appliance Virtualization Platform or ESXi.</td>
</tr>
<tr>
<td>Password</td>
<td>The password to log in to OS, Appliance Virtualization Platform or ESXi.</td>
</tr>
</tbody>
</table>

**Note:**

For Appliance Virtualization Platform, provide the admin credentials that you configured while generating the Kickstart file.

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save</td>
<td>Saves the host information and returns to the Platforms for Selected Location &lt;location name&gt; section.</td>
</tr>
</tbody>
</table>
## Change Network Parameters field descriptions

### Network Parameters

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>The name of the Appliance Virtualization Platform host. The field is display-only.</td>
</tr>
<tr>
<td>IPv4</td>
<td>The IPv4 address of the Appliance Virtualization Platform host.</td>
</tr>
<tr>
<td>Subnet Mask</td>
<td>The subnet mask of the Appliance Virtualization Platform host.</td>
</tr>
<tr>
<td>IPv6</td>
<td>The IPv6 address of the Appliance Virtualization Platform host (if any).</td>
</tr>
<tr>
<td>Host Name</td>
<td>The host name of the Appliance Virtualization Platform host</td>
</tr>
<tr>
<td>Domain Name</td>
<td>The domain name of the Appliance Virtualization Platform host</td>
</tr>
<tr>
<td>Preferred DNS Server</td>
<td>The preferred DNS server</td>
</tr>
<tr>
<td>Alternate DNS Server</td>
<td>The alternate DNS server</td>
</tr>
<tr>
<td>NTP Server1 IP/FQDN</td>
<td>The NTP Server1 IP address of the Appliance Virtualization Platform host.</td>
</tr>
<tr>
<td>NTP Server2 IP/FQDN</td>
<td>The NTP Server2 IP address of the Appliance Virtualization Platform host.</td>
</tr>
<tr>
<td>IPv4 Gateway</td>
<td>The gateway IPv4 address.</td>
</tr>
<tr>
<td></td>
<td>The field is available only when you click <strong>Change IPv4 Gateway</strong>.</td>
</tr>
<tr>
<td>IPv6 Default Gateway</td>
<td>The default gateway IPv6 address (if any).</td>
</tr>
<tr>
<td></td>
<td>The field is available only when IPv6 has been configured for the system. The user, also needs to click <strong>Change IPv6 Gateway</strong>.</td>
</tr>
</tbody>
</table>

### Button

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

*Table continues…*
### Host Network / IP Settings field descriptions

**Standard Switches**

vSwitch <n> displays the PortGroups and NICs sections.

#### PortGroups

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Displays the Port Group Properties page where you configure VLAN ID.</td>
</tr>
<tr>
<td>VLAN ID</td>
<td>Displays the VLAN ID. The options are:</td>
</tr>
<tr>
<td></td>
<td>• None (0)</td>
</tr>
<tr>
<td></td>
<td>• 1 to 4093</td>
</tr>
<tr>
<td></td>
<td>The field displays only unused IDs.</td>
</tr>
</tbody>
</table>

#### NICs

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>NIC Name</td>
<td>Displays the name of the NIC.</td>
</tr>
<tr>
<td></td>
<td>For example, vmnic0.</td>
</tr>
<tr>
<td>Speed</td>
<td>Displays the speed of the NIC.</td>
</tr>
<tr>
<td></td>
<td>For example, 100,Full.</td>
</tr>
<tr>
<td>Link Status</td>
<td>Displays the status of the NIC.</td>
</tr>
</tbody>
</table>

#### Button Description

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save</td>
<td>Saves the changes that you made to network parameters.</td>
</tr>
<tr>
<td>OK</td>
<td>Saves the changes.</td>
</tr>
<tr>
<td>Cancel</td>
<td>Returns to the Platforms tab.</td>
</tr>
</tbody>
</table>

### Managing the platform

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save IPv6 Default Gateway</td>
<td>Saves the default IPv6 gateway address value that you provide.</td>
</tr>
<tr>
<td>Cancel IPv6 Default Gateway Change</td>
<td>Cancels the changes made to the IPv6 default gateway.</td>
</tr>
</tbody>
</table>

Comments on this document? infodev@avaya.com
NIC speed

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Configured speed, Duplex</td>
<td>Displays the NIC speed. The options are:</td>
</tr>
<tr>
<td></td>
<td>• Autonegotiate</td>
</tr>
<tr>
<td></td>
<td>• 10,Half</td>
</tr>
<tr>
<td></td>
<td>• 10,Full</td>
</tr>
<tr>
<td></td>
<td>• 100,Half</td>
</tr>
<tr>
<td></td>
<td>• 100,Full</td>
</tr>
<tr>
<td></td>
<td>• 1000,Full</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>OK</td>
<td>Saves the changes.</td>
</tr>
</tbody>
</table>

NIC teaming

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Move Up</td>
<td>Moves the VMNIC from unused adapters to standby or active adapters or from standby to active adapter.</td>
</tr>
<tr>
<td>Move Down</td>
<td>Moves the VMNIC from active to standby adapter or from standby to unused adapter.</td>
</tr>
<tr>
<td>Refresh</td>
<td>Refreshes the page.</td>
</tr>
<tr>
<td>OK</td>
<td>Saves the changes.</td>
</tr>
</tbody>
</table>

Advanced Configuration

Displays the Unused PortGroups section.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Port Group</td>
<td>Displays the port group.</td>
</tr>
<tr>
<td>Virtual Switch</td>
<td>Displays the virtual switch.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delete</td>
<td>Deletes the selected port group.</td>
</tr>
<tr>
<td>Cancel</td>
<td>Returns to the Platforms tab.</td>
</tr>
</tbody>
</table>
### Change Password field descriptions

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Password</td>
<td>The password for the user you input when adding the host.</td>
</tr>
<tr>
<td>New Password</td>
<td>The new password</td>
</tr>
<tr>
<td>Confirm New Password</td>
<td>The new password</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change Password</td>
<td>Saves the new password.</td>
</tr>
</tbody>
</table>

### Update Host field descriptions

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patch location</td>
<td>The location where the Appliance Virtualization Platform patch is available.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Select Patch from Local SMGR</strong>: To use the Appliance Virtualization</td>
</tr>
<tr>
<td></td>
<td>Platform patch that is available on the local System Manager.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Select Patch from software library</strong>: To use the Appliance Virtualization</td>
</tr>
<tr>
<td></td>
<td>Platform patch that is available in the software library.</td>
</tr>
<tr>
<td>Ignore Signature Validation</td>
<td>Ignores the signature validation for the patch.</td>
</tr>
<tr>
<td></td>
<td>✨ <strong>Note</strong>:</td>
</tr>
<tr>
<td></td>
<td>If the Appliance Virtualization Platform patch is unsigned, you must</td>
</tr>
<tr>
<td></td>
<td>select the <strong>Ignore signature validation</strong> check box.</td>
</tr>
<tr>
<td>Select patch file</td>
<td>The absolute path to the Appliance Virtualization Platform patch file.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update Host</td>
<td>Installs the patch on the Appliance Virtualization Platform host.</td>
</tr>
</tbody>
</table>
Chapter 6: Managing the application

Deploying AVP Utilities

About this task
Use this procedure to deploy AVP Utilities on Appliance Virtualization Platform.

To deploy AVP Utilities, you can use Solution Deployment Manager from System Manager or the Solution Deployment Manager client, when System Manager is unavailable.

Before you begin

- Add a location.
  See “Adding a location” in Administering Avaya Aura® System Manager.
- Add Appliance Virtualization Platform.
  See “Adding an Appliance Virtualization Platform or ESXi host” in Administering Avaya Aura® System Manager.
- Download the AVP Utilities OVA file.

Procedure

1. To access Solution Deployment Manager, do one of the following:
   - On the System Manager web console, click Services > Solution Deployment Manager.
   - On the desktop, click the Solution Deployment Manager icon.

2. In Application Management Tree, select a platform.

3. On the Applications tab, in the Applications for Selected Location <location name> section, click New.

   The system displays the Applications Deployment section.

4. In the Select Location and Platform section, do the following:
   a. In Select Location, select a location.
   b. In Select Platform, select a platform.

   The system displays the host name in the Platform FQDN field.

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

   The page displays the capacity details.
6. Click **Next**.

7. To get the OVA file, select the **OVA** tab, and click one of the following:
   - **URL**, in **OVA File**, type the absolute path to the application OVA file, and click **Submit**.
   - **S/W Library**, in **File Name**, select the application OVA file.
   - **Browse**, select the required application OVA file from a location on the computer, and click **Submit File**.

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

8. Click **Next**.

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

9. In the Network Parameters section, ensure that the following fields are preconfigured:
   - **Public**
   - **Services**
   - **Out of Band Management**.

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

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

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

11. Click **Deploy**.

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

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

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

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

**Next steps**

1. To activate the serviceability agent registration, reboot the AVP Utilities virtual machine.

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

**Related links**

[Application Deployment field descriptions](#) on page 75
Deploying an OVA file for an Avaya Aura® application

About this task
Use the procedure to deploy an OVA file for an Avaya Aura® application on the virtual machine.

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

Deploy AVP Utilities first, and then deploy all other applications one at a time.

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

Procedure
1. On the System Manager web console, click Services > Solution Deployment Manager > Application Management.
2. In Application Management Tree, select a platform.
3. On the Applications tab, in the Applications for Selected Location <location name> section, click New.
   The system displays the Applications Deployment section.
4. In the Select Location and Platform section, do the following:
   a. In Select Location, select a location.
   b. In Select Platform, select a platform.
   The system displays the host name in the Platform FQDN field.
5. In Data Store, select a data store, if not displayed upon host selection.
   The page displays the capacity details.
6. Click Next.
7. To get the OVA file, select the OVA tab, and click one of the following:
   - URL, in OVA File, type the absolute path to the application OVA file, and click Submit.
   - S/W Library, in File Name, select the application OVA file.
   - Browse, select the required application OVA file from a location on the computer, and click Submit File.

   If the OVA file does not contain a valid Avaya certificate, then the system does not parse the OVA and displays the message: Invalid file content. Avaya Certificate not found or invalid.
8. In **Flexi Footprint**, select the footprint size that the application supports.

9. **(Optional)** To install the patch file for the Avaya Aura® application, click **Service or Feature Pack**, and enter the appropriate parameters.
   - **URL**, and type the absolute path of the same local windows computer or the http URL accessible from the same local windows computer of the latest service or feature pack.
   - **S/W Library**, and select the latest service or feature pack from the drop-down list.
   - **Browse**, and select the latest service or feature pack from your local computer, and click **Submit File**.

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

10. Click **Next**.

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

11. In the Network Parameters section, ensure that the following fields are preconfigured:
   - **Public**
   - **Services**: Only for AVP Utilities.
   - **Duplicate Link**: Only for duplex Communication Manager.
   - **Private**: Only for Application Enablement Services.
   - **Out of Band Management**.

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

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

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

13. Click **Deploy**.

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

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

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

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

**Related links**

- [Installing software patches](#)
- [Application Deployment field descriptions](#) on page 75
Refreshing elements

Before you begin
• On the User Settings page, configure the user settings.

Procedure
1. On the System Manager web console, click Services > Solution Deployment Manager.
2. In the navigation pane, click Upgrade Management.
3. On the Upgrade Management page, do the following:
   a. Select one or more devices.
   b. Click Pre-upgrade Actions > Refresh Element(s).
4. On the Job Schedule page, click one of the following:
   • Run Immediately: To perform the job.
   • Schedule later: To perform the job at a scheduled time.
5. If you select Schedule later, select the date, time, and timezone.
6. Click Schedule.

The Last Action Status column displays ✔ and the Current Version column displays the current version of the element.

Analyzing software

About this task
Analyze works on the version of OVA, service pack, and feature pack files uploaded to the software library. To get the correct entitle update or upgrade version, the version field must contain valid value. You can get the version values from versions files that are available on PLDS.

Custom patching does not require the analyze operation.

Before you begin
• On the Roles page, set the Software Management Infrastructure permission.
• Perform the Refresh elements operation.

Procedure
1. On the System Manager web console, click Services > Solution Deployment Manager.
2. In the navigation pane, click Upgrade Management.
3. On the Upgrade Management page, do the following:
   a. Select a device that you want to analyze.
b. Click Pre-upgrade Actions > Analyze.

4. On the Job Schedule page, click one of the following:
   • Run Immediately: To perform the job.
   • Schedule later: To perform the job at a scheduled time.

5. If you select Schedule later, select the date, time, and timezone.

6. Click Schedule.

   The Last Action Status column displays a ✔️, the Current Version column displays the current version of the element, and the Entitled Upgrade Version column displays the next version of the element for which the element is entitled to be upgraded.

---

Re-establishing trust for Solution Deployment Manager elements

About this task

Use this procedure to re-establish trust with an application using the Solution Deployment Manager client.

Before you begin

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

Procedure

1. To access Solution Deployment Manager, do one of the following:
   • On the System Manager web console, click Services > Solution Deployment Manager.
   • On the desktop, click the Solution Deployment Manager icon (SDM Icon).

2. Click Application Management.

3. In Application Management Tree, select a platform.

4. On the Applications tab, in the Applications for Selected Location <location name> area, select an application.

5. Click More Actions > Re-establish connection.

6. Select the release version of the product deployed on the application.

7. Enter the user name and password for applications with the following versions:
   • 7.0
   • others
8. Click **Reestablish Connection**.

## Editing an application

### Before you begin

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

### Procedure

1. On the desktop, click the SDM icon (SDM), and then click **Application Management**.
2. In **Application Management Tree**, select a location.
3. On the **Applications** tab, in the Applications for Selected Location <location name> section, select an application, and click **Edit**.
   
   The system displays the Edit App section.
4. To update the IP address and FQDN of the application in the local Solution Deployment Manager inventory, perform the following:
   
   a. Click **More Actions > Re-establish connection**.

      **Note:**
      
      To update IP address or FQDN for AVP Utilities, establish trust on all applications that are running on the host on which AVP Utilities resides.

   b. Click **More Actions > Refresh App**.

      **Note:**
      
      To update IP address or FQDN for AVP Utilities, refresh all applications that are running on the host on which AVP Utilities resides.

   c. Click **Update IP/FQDN in Local Inventory**.
   
   d. Click **Update App IP/FQDN**.
   
   e. Provide the IP address and FQDN of the application.

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

5. Click **Save**.

---

**Deleting an application**

**Procedure**

1. On the System Manager web console, click **Services > Solution Deployment Manager > Application Management**.

2. In **Application Management Tree**, select a location.

3. On the **Applications** tab, select one or more application.

4. On the **Delete** page, click **Delete**, and click **Yes** to confirm the deletion.

   The system turns off the applications, and deletes the selected applications from the platform.

---

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

**About this task**

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

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

**Before you begin**

- Update network parameters of AVP Utilities if applicable.
- Ensure that the Avaya Aura® application resides on the same subnet as AVP Utilities.

**Procedure**

1. On the System Manager web console, click **Services > Solution Deployment Manager > Application Management**.

2. On the **Applications** tab, in the **Applications for Selected Location <location name>** section, select an Avaya Aura® application.

3. Click **More Actions > Update Static Routing**.

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

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

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

**Related links**

[Update Static Routing field descriptions](#) on page 84

---

**Starting an application from Solution Deployment Manager**

**Procedure**

1. On the System Manager web console, click **Services > Solution Deployment Manager > Application Management**.
2. From the **Application Management Tree**, select a platform to which you added applications.
3. On the **Applications** tab, select one or more applications that you want to start.
4. Click **Start**.

In **Application State**, the system displays **Started**.

---

**Stopping an application from Solution Deployment Manager**

**About this task**

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

**Procedure**

1. On the System Manager web console, click **Services > Solution Deployment Manager > Application Management**.
2. From the **Application Management Tree**, select a ESXi or vCenter host to which you added applications.
3. On the **Applications** tab, select one or more applications that you want to stop.
4. Click **Stop**.

In **Application State**, the system displays **Stopped**.
Restarting an application from Solution Deployment Manager

Before you begin

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

Procedure

1. On the System Manager web console, click Services > Solution Deployment Manager > Application Management.
2. From the application management tree, select a host to which you added applications.
3. On the Applications tab, select one or more applications that you want to restart.
4. Click Restart.

In Application State, the system displays Stopped and then Started.

VM Console overview

From Release 8.1.1, you can open the VM console in a new browser window or on a new browser tab.

To open and manage the application through the console, ensure that the:

- Application must be in running state. The application status must be Started for the application on the Applications tab in the Application State column.
- Application must reside on the Appliance Virtualization Platform host Release 7.1.2 and later.
- Appliance Virtualization Platform host certificate must be added in your browser.

You cannot view the VM Console of the application if the application resides on the customer-provided VMware ESXi host.

Opening a VM console from Solution Deployment Manager

About this task

Use the following procedure to open the VM console in a new browser window or on a new browser tab.

Before you begin

- Add a location.
• Add the Appliance Virtualization Platform host.
• Ensure that the application is hosted on the Appliance Virtualization Platform host.
• Add the Appliance Virtualization Platform host certificate in your browser.

If you do not add the host certificate in your browser, the system displays the following message when you try to open the VM console in a browser:

To open VM Console of an application, add the Platform certificate in the browser. Following is the URL of the platform to accept the certificate: https://<Host URL where the application resides>:443

Procedure

1. To access Solution Deployment Manager, do one of the following:
   • On the System Manager web console, click Services > Solution Deployment Manager.
   • On the desktop, click the Solution Deployment Manager icon (SDM).
2. Click Application Management.
3. In Application Management Tree, select a location.
4. On the Applications tab, in the Applications for Selected Location <location name> section, select the application.
5. To open the VM console in a new:
   • Browser window, click VM Console > Open VM Console in New Window.
   • Tab of the browser, click VM Console > Open VM Console in New Tab.

When you open the console for the very first time, if the Appliance Virtualization Platform host certificate is not added in your browser, the system opens the browser instance with the following message:

To open VM Console of an application, add the Platform certificate in the browser. Following is the URL of the platform to accept the certificate: https://<Host URL where the application resides>:443

If you open the VM console after accepting the Appliance Virtualization Platform host certificate in the browser, the system opens the VM console without any warning message.

If the browser displays the same error message even after accepting the Appliance Virtualization Platform host certificate, see Troubleshooting Avaya Aura® System Manager.

Next steps

On VM Console, log in to the application and perform the required operations.
VM Console field descriptions

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Screen</td>
<td>Opens the console in full screen mode.</td>
</tr>
<tr>
<td></td>
<td>You can press the Esc key to exit from the full screen mode.</td>
</tr>
<tr>
<td>Send Keys</td>
<td>These keys are applied to the VM Linux system and not to your local computer from where you are accessing the VM Console. The options are:</td>
</tr>
<tr>
<td></td>
<td>• Send Ctrl+Alt+Del</td>
</tr>
<tr>
<td></td>
<td>• Send Ctrl+c</td>
</tr>
<tr>
<td></td>
<td>• Send Escape</td>
</tr>
<tr>
<td>KeyBoard Layout</td>
<td>Sets the keyboard layout based on the selected language.</td>
</tr>
<tr>
<td></td>
<td>The options are:</td>
</tr>
<tr>
<td></td>
<td>• English</td>
</tr>
<tr>
<td></td>
<td>• Japanese</td>
</tr>
<tr>
<td></td>
<td>• German</td>
</tr>
<tr>
<td></td>
<td>• Italian</td>
</tr>
<tr>
<td></td>
<td>• Spanish</td>
</tr>
<tr>
<td></td>
<td>• Portuguese</td>
</tr>
<tr>
<td></td>
<td>• French</td>
</tr>
<tr>
<td></td>
<td>• Swiss-French</td>
</tr>
<tr>
<td></td>
<td>• Swiss-German</td>
</tr>
</tbody>
</table>

Common causes for application deployment failure

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

- Provided an IP which is not on the network.
- Provided wrong network values that causes the network configuration for the application to not work properly.
- Chosen a private virtual network.
Following are some examples of wrong network values and configuration that can result in the OVA deployment failure:

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

You can check the deployment status in the Current Action Status column on the Applications tab.

### Application Deployment field descriptions

#### Select Location and Platform

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select Location</td>
<td>The location name.</td>
</tr>
<tr>
<td>Select Platform</td>
<td>The platform name that you must select.</td>
</tr>
<tr>
<td>Platform FQDN</td>
<td>The platform FQDN.</td>
</tr>
<tr>
<td>Data Store</td>
<td>The data store for the application.</td>
</tr>
<tr>
<td></td>
<td>The page populates the capacity details in the Capacity Details section.</td>
</tr>
<tr>
<td>Next</td>
<td>Displays the OVA/ISO Details section where you provide the details required for OVA or ISO deployment.</td>
</tr>
</tbody>
</table>

#### Capacity Details

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

⚠️ **Note:**

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>The name</td>
</tr>
<tr>
<td>Full Capacity</td>
<td>The maximum capacity</td>
</tr>
<tr>
<td>Free Capacity</td>
<td>The available capacity</td>
</tr>
<tr>
<td>Reserved Capacity</td>
<td>The reserved capacity</td>
</tr>
<tr>
<td>Status</td>
<td>The configuration status</td>
</tr>
</tbody>
</table>

#### Provide admin and root Credentials

The system displays the Provide admin and root Credentials section for OS.
### Deploy OVA using System Manager Solution Deployment Manager

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ME Deployment</td>
<td>The option to perform the Midsize Enterprise deployment.</td>
</tr>
<tr>
<td></td>
<td>The option to perform the Midsize Enterprise deployment.</td>
</tr>
<tr>
<td></td>
<td>The option is available only while deploying Communication Manager simplex OVA.</td>
</tr>
<tr>
<td>Enable enhanced security</td>
<td>The option to enable JITC mode deployment.</td>
</tr>
<tr>
<td>Select Software Library</td>
<td>The software library where the .ova file is available.</td>
</tr>
<tr>
<td>Select OVAs</td>
<td>The .ova file that you want to deploy.</td>
</tr>
<tr>
<td>Note:</td>
<td>System Manager validates any file that you upload during deployment, and accepts only OVA file type. System Manager filters uploaded files based on file extension and mime types or bytes in the file.</td>
</tr>
<tr>
<td>Flexi Footprint</td>
<td>The footprint size supported for the selected host.</td>
</tr>
<tr>
<td>Important:</td>
<td>• Ensure that the required memory is available for the footprint sizes that you selected. The upgrade operation might fail due to insufficient memory.</td>
</tr>
<tr>
<td></td>
<td>• Ensure that the application contains the footprint size values that are supported.</td>
</tr>
<tr>
<td>Next</td>
<td>Displays the Configuration Parameters tab in the OVA Details screen where you provide the OVA details.</td>
</tr>
</tbody>
</table>

### Deploy OVA using the Solution Deployment Manager client

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ME Deployment</td>
<td>The option to perform the Midsize Enterprise deployment.</td>
</tr>
<tr>
<td></td>
<td>The option to perform the Midsize Enterprise deployment.</td>
</tr>
<tr>
<td></td>
<td>The option is available only while deploying Communication Manager simplex OVA.</td>
</tr>
</tbody>
</table>

The system displays the following options for deployment by providing OVA path.
<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Browse</td>
<td>The option to enter the full/absolute path of the .ova file to install it as a virtual machine on the system that hosts the Solution Deployment Manager client.</td>
</tr>
<tr>
<td>OVA File</td>
<td>The absolute path to the .ova file on the system that hosts the Solution Deployment Manager client.</td>
</tr>
<tr>
<td></td>
<td>The field is available only when you click <strong>Provide OVA Path</strong>.</td>
</tr>
<tr>
<td>Submit File</td>
<td>Selects the .ova file of System Manager that you want to deploy.</td>
</tr>
</tbody>
</table>

With the **S/W Library** option you can select a .ova file that is available in the local software library of windows machine where the Solution Deployment Manager client is installed.

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>File Name</td>
<td>The file name of the .ova file that is to be installed on the system that hosts the Solution Deployment Manager client.</td>
</tr>
<tr>
<td></td>
<td>The field is available only when you click <strong>S/W Library</strong>.</td>
</tr>
</tbody>
</table>

With the **URL** option, you can type the URL of the OVA or ISO file. The system displays the following options.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>URL</td>
<td>The URL of the OVA or ISO file.</td>
</tr>
<tr>
<td></td>
<td>The field is available only when you click <strong>URL</strong>.</td>
</tr>
<tr>
<td>Submit</td>
<td>Selects the OVA or ISO file to be deployed that is extracted from the URL.</td>
</tr>
</tbody>
</table>

The system displays the following common fields.

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

**Configuration Parameters**

The system populates most of the fields depending on the OVA file.
Note:
For configuration parameter fields, for Communication Manager Messaging and AVP Utilities, see Configuration and Network Parameters field descriptions on page 80.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Name</td>
<td>The name of the application.</td>
</tr>
<tr>
<td>Product</td>
<td>The name of the Avaya Aura® application that is being deployed.</td>
</tr>
<tr>
<td></td>
<td>The field is read-only.</td>
</tr>
<tr>
<td>Version</td>
<td>Release number of the Avaya Aura® application that is being deployed.</td>
</tr>
<tr>
<td></td>
<td>The field is read-only.</td>
</tr>
</tbody>
</table>

Communication Manager Configuration Parameters

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CM IPv4 Address</td>
<td>The IPv4 address of the Communication Manager virtual machine.</td>
</tr>
<tr>
<td>CM IPv4 Netmask</td>
<td>The IPv4 network mask of the Communication Manager virtual machine.</td>
</tr>
<tr>
<td>CM IPv4 Gateway</td>
<td>The IPv4 default gateway of the Communication Manager virtual machine.</td>
</tr>
<tr>
<td>CM IPv6 Address</td>
<td>The IPv6 address of the Communication Manager virtual machine.</td>
</tr>
<tr>
<td></td>
<td>The field is optional.</td>
</tr>
<tr>
<td>CM IPv6 Network Prefix</td>
<td>The IPv6 network prefix of the Communication Manager virtual machine.</td>
</tr>
<tr>
<td></td>
<td>The field is optional.</td>
</tr>
<tr>
<td>CM IPv6 Gateway</td>
<td>The IPv6 gateway of the Communication Manager virtual machine.</td>
</tr>
<tr>
<td></td>
<td>The field is optional.</td>
</tr>
<tr>
<td>Out of Band Management IPv4 Address</td>
<td>The IPv4 address of the Communication Manager virtual machine for out of band management.</td>
</tr>
<tr>
<td></td>
<td>The field is optional network interface to isolate management traffic on a separate interface from the inband signaling network.</td>
</tr>
<tr>
<td>Out of Band Management IPv4 Netmask</td>
<td>The IPv4 subnet mask of the Communication Manager virtual machine for out of band management.</td>
</tr>
<tr>
<td>Out of Band Management IPv6 Address</td>
<td>The IPv6 address of the Communication Manager virtual machine for out of band management.</td>
</tr>
<tr>
<td></td>
<td>The field is optional network interface to isolate management traffic on a separate interface from the inband signaling network.</td>
</tr>
<tr>
<td>Out of Band Management IPv6 Network Prefix</td>
<td>The IPv4 subnet mask of the Communication Manager virtual machine for out of band management.</td>
</tr>
<tr>
<td>CM Hostname</td>
<td>The hostname of the Communication Manager virtual machine.</td>
</tr>
</tbody>
</table>

Table continues…
<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>NTP Server(s)</td>
<td>The IP address or FQDN of the NTP server. Separate the IP addresses with commas (,). You can type up to three NTP servers.</td>
</tr>
<tr>
<td>DNS Server(s)</td>
<td>The DNS IP address of the Communication Manager virtual machine.</td>
</tr>
<tr>
<td>Search Domain List</td>
<td>The search list of domain names. For example, mydomain.com. Separate the search list names with commas (,).</td>
</tr>
<tr>
<td>WebLM Server IPv4 Address</td>
<td>The IPv4 address of WebLM. The field is mandatory.</td>
</tr>
<tr>
<td>EASG User Access</td>
<td>Enables or disables Avaya Logins for Avaya Services to perform the required maintenance tasks. The options are:</td>
</tr>
<tr>
<td></td>
<td>• 1: To enable EASG.</td>
</tr>
<tr>
<td></td>
<td>• 2: To disable EASG.</td>
</tr>
<tr>
<td></td>
<td>Avaya recommends to enable EASG.</td>
</tr>
<tr>
<td></td>
<td>You can also enable EASG after deploying or upgrading the application by using the command: <code>EASGManage --enableEASG</code>.</td>
</tr>
<tr>
<td>CM Privileged Administrator User Login</td>
<td>The login name for the privileged administrator. You can change the value at any point of time. The field is mandatory.</td>
</tr>
<tr>
<td>CM Privileged Administrator User Password</td>
<td>The password for the privileged administrator. You can change the value at any point of time. The field is mandatory.</td>
</tr>
<tr>
<td>Confirm Password</td>
<td>The password required to be confirmed. The field is mandatory.</td>
</tr>
</tbody>
</table>

**Customer Root Account**

*Note:*

The **Customer Root Account** field is applicable only in case of deploying application OVA on Appliance Virtualization Platform and VMware by using Solution Deployment Manager. The system does not display the **Customer Root Account** field, when you deploy an application:

- OVA on VMware by using VMware vSphere Web Client.
- ISO on Red Hat Enterprise Linux by using Solution Deployment Manager.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enable Customer Root Account for this Application</td>
<td>Enables or disables the customer root account for the application. Displays the ROOT ACCESS ACCEPTANCE STATEMENT screen. To accept the root access, click <strong>Accept</strong>. When you accept the root access statement, the system displays the <strong>Customer Root Password</strong> and <strong>Re-enter Customer Root Password</strong> fields.</td>
</tr>
<tr>
<td>Customer Root Password</td>
<td>The root password for the application</td>
</tr>
</tbody>
</table>
### Re-enter Customer Root Password

The root password for the application

### Network Parameters

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public</td>
<td>The port number that is mapped to public port group. You must configure Public network configuration parameters only when you configure Out of Band Management. Otherwise, Public network configuration is optional.</td>
</tr>
<tr>
<td>Services</td>
<td>The port number that is mapped to the services port group when AVP Utilities is deployed in the solution. AVP Utilities provides routing from the services port to the virtual machines and additional functions, such as alarm conversion.</td>
</tr>
<tr>
<td>Duplication Link</td>
<td>The connection for server duplication. The field is available only when you deploy duplex Communication Manager.</td>
</tr>
<tr>
<td>Private</td>
<td>The field is available only when you deploy Application Enablement Services.</td>
</tr>
<tr>
<td>Create Port Group</td>
<td>The field to create new port group for interface.</td>
</tr>
<tr>
<td>Out of Band Management</td>
<td>The port number that is mapped to the out of band management port group.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deploy</td>
<td>Displays the EULA acceptance screen where you must click <strong>Accept</strong> to start the deployment process.</td>
</tr>
</tbody>
</table>

### Related links

- [Configuration and Network Parameters field descriptions](#) on page 80

### Configuration and Network Parameters field descriptions

**Table 1: Configuration Parameters for Communication Manager Messaging deployment**

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Messaging IPv4 address</td>
<td>The IP address of the Communication Manager Messaging virtual machine.</td>
</tr>
<tr>
<td>Messaging IPv4 Netmask</td>
<td>The network mask of the Communication Manager Messaging virtual machine.</td>
</tr>
</tbody>
</table>

*Table continues…*
### Configuration and Network Parameters for AVP Utilities deployment

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Messaging IPv4 Gateway</td>
<td>The default gateway of the Communication Manager Messaging virtual machine. For example, 172.16.1.1.</td>
</tr>
<tr>
<td>Out of Band Management IPv4 Address</td>
<td>The IP address of the Communication Manager Messaging virtual machine for out of band management. The field is optional network interface to isolate management traffic on a separate interface from the inbound signaling network.</td>
</tr>
<tr>
<td>Out of Band Management IPv4 Netmask</td>
<td>The subnetwork mask of the Communication Manager Messaging virtual machine for out of band management.</td>
</tr>
<tr>
<td>Messaging Hostname</td>
<td>The hostname of the Communication Manager Messaging virtual machine.</td>
</tr>
<tr>
<td>NTP Servers</td>
<td>The IP address or FQDN of the NTP server. Separate the IP addresses with commas (,). The field is optional.</td>
</tr>
<tr>
<td>DNS Server(s)</td>
<td>The DNS IP address of the Communication Manager Messaging virtual machine. Separate the IP addresses with commas (,). The field is optional.</td>
</tr>
<tr>
<td>Search Domain List</td>
<td>The search list of domain names. For example, mydomain.com. Separate the search list names with commas (,).</td>
</tr>
<tr>
<td>WebLM Server IPv4 Address</td>
<td>The IP address of WebLM. The field is mandatory.</td>
</tr>
<tr>
<td>Messaging Privileged Administrator User Login</td>
<td>The login name for the privileged administrator. You can change the value at any point of time.</td>
</tr>
<tr>
<td>Messaging Privileged Administrator User Password</td>
<td>The password for the privileged administrator. You can change the value at any point of time.</td>
</tr>
<tr>
<td>Confirm Password</td>
<td>The password required to be confirmed.</td>
</tr>
</tbody>
</table>

### Networking Properties

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hostname</td>
<td>Linux hostname or fully qualified domain name for AVP Utilities virtual machine.</td>
</tr>
<tr>
<td><strong>Note:</strong></td>
<td>The host name is regardless of the interface that is used to access. The Public interface is the default interface.</td>
</tr>
<tr>
<td>Public IP address</td>
<td>The IP address for this interface. Required field unless you use DHCP.</td>
</tr>
<tr>
<td>Public Netmask</td>
<td>The netmask for this interface. Required field unless you use DHCP.</td>
</tr>
</tbody>
</table>

*Table continues...*
<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Default Gateway</td>
<td>The IP address of the default gateway. Required field unless you use DHCP.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong></td>
</tr>
<tr>
<td></td>
<td>The default gateway should be configured for the Public network. You can use the <code>ovf_set_static</code> command to allow a static route to be assigned to the OOBM network, enabling OOBM network to reach a second subnet.</td>
</tr>
<tr>
<td>Public IPv6 address</td>
<td>The IP address for this interface. Required field unless you use DHCP.</td>
</tr>
<tr>
<td>Public IPv6 Prefix</td>
<td>The netmask for this interface. Required field unless you use DHCP.</td>
</tr>
<tr>
<td>Default IPv6 Gateway</td>
<td>The IP address of the default gateway. Required field unless you use DHCP.</td>
</tr>
<tr>
<td>Out of Band Management IP Address</td>
<td>The IP address for this interface.</td>
</tr>
<tr>
<td>Out of Band Management Netmask</td>
<td>The netmask for this interface.</td>
</tr>
<tr>
<td>Out of Band Management IPv6 Address</td>
<td>The IPv6 address for this interface. This field is optional.</td>
</tr>
<tr>
<td>Out of Band Management IPv6 Prefix</td>
<td>The IPv6 prefix for this interface. This field is optional.</td>
</tr>
<tr>
<td>Network Time Protocol IP</td>
<td>IP address of a server running Network Time Protocol that Communication Manager can use for time synchronization.</td>
</tr>
<tr>
<td>Timezone setting</td>
<td>The selected timezone setting for the AVP Utilities virtual machine.</td>
</tr>
<tr>
<td>DNS</td>
<td>The IP address of domain name servers for the AVP Utilities virtual machine.</td>
</tr>
<tr>
<td></td>
<td>Separate each IP address by a comma. Required field unless you use DHCP.</td>
</tr>
<tr>
<td></td>
<td>You can specify up to three DNS Servers.</td>
</tr>
<tr>
<td>Primary System Manager IP address for application registration</td>
<td>The IP address of System Manager that is required for application registration.</td>
</tr>
<tr>
<td>Enrollment Password</td>
<td>The enrollment password.</td>
</tr>
<tr>
<td>Confirm Password</td>
<td>The confirmation password.</td>
</tr>
</tbody>
</table>

*Table continues…*
### AVP Utilities Mode

The mode in which you want to deploy AVP Utilities. You can set the mode during the deployment only. You cannot change the mode after the virtual machine is deployed. The options are:

- **standard_mode**: AVP Utilities and services port enabled. The default mode for Appliance Virtualization Platform.
- **hardened_mode**: Sets up the system for commercial hardening.
- **hardened_mode (dod)**: Sets up the system for military hardening.

### Admin User Password

The admin user password.

### Confirm Password

The confirmation password.

### Out of Band Management Mode

The Out of Band Management mode in which you want to deploy. The options are as follows:

- **OOBM_Enabled**: To enable Out of Band Management.
- **OOBM_Disabled**: To disable Out of Band Management.

**Note:**

**OOBM_Disabled** is the default setting. If the mode is set to **OOBM_Disabled**, then you do not need to configure Out of Band Management.

---

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Enter 1 to Enable EASG (Recommended) or 2 to Disable EASG** | Enables or disables Avaya Logins for Avaya Services to perform the required maintenance tasks. The options are:
- **1**: To enable EASG.
- **2**: To disable EASG.

Avaya recommends to enable EASG. You can also enable EASG after deploying or upgrading the application by using the command: `EASGManage --enableEASG`.

---

### Customer Root Account

**Note:**

The **Customer Root Account** field is applicable only in case of deploying application OVA on Appliance Virtualization Platform and VMware by using Solution Deployment Manager. The system does not display the **Customer Root Account** field, when you deploy an application:

- OVA on VMware by using VMware vSphere Web Client.
- ISO on Red Hat Enterprise Linux by using Solution Deployment Manager.
### Enable Customer Root Account for this Application

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enable Customer Root Account for this Application</td>
<td>Enables or disables the customer root account for the application. Displays the ROOT ACCESS ACCEPTANCE STATEMENT screen. To accept the root access, click Accept. When you accept the root access statement, the system displays the Customer Root Password and Re-enter Customer Root Password fields.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Customer Root Password</th>
<th>The root password for the application</th>
</tr>
</thead>
<tbody>
<tr>
<td>Re-enter Customer Root Password</td>
<td>The root password for the application</td>
</tr>
</tbody>
</table>

### Update Static Routing field descriptions

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>VM Name</td>
<td>The application name.</td>
</tr>
<tr>
<td>VM IP/FQDN</td>
<td>The IP address or FQDN of the application.</td>
</tr>
<tr>
<td>Utility Services IP</td>
<td>The IP address of AVP Utilities.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update</td>
<td>Updates the static IP address for routing.</td>
</tr>
</tbody>
</table>

### Installed Patches field descriptions

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
</table>
| Action to be performed | The operation that you want to perform on the software patch, service pack, or feature pack that you installed. The options are:  
  - **All**: Displays all the software patches.  
  - **Commit**: Displays the software patches that you can commit.  
  - **Rollback**: Displays the software patches that you can rollback. |
<p>| Get Patch Info | Displays software patches, service packs, and feature packs that you installed. |
| Commit | Commits the selected software patch. |
| Rollback | Rolls back the selected software patch. |</p>
<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Name</td>
<td>The name of the System Manager application on which you want to install the patch.</td>
</tr>
<tr>
<td>Application IP</td>
<td>The IP address of System Manager on which you want to install the patch.</td>
</tr>
<tr>
<td>Patch Name</td>
<td>The software patch name that you want to install.</td>
</tr>
<tr>
<td>Patch Type</td>
<td>The patch type. The options are service pack and software patch.</td>
</tr>
<tr>
<td>Patch Version</td>
<td>The software patch version.</td>
</tr>
<tr>
<td>Patch State</td>
<td>The software patch state. The states are:</td>
</tr>
<tr>
<td></td>
<td>• Activated</td>
</tr>
<tr>
<td></td>
<td>• Deactivated</td>
</tr>
<tr>
<td></td>
<td>• Removed</td>
</tr>
<tr>
<td></td>
<td>• Installed</td>
</tr>
<tr>
<td>Patch Status</td>
<td>The software patch status.</td>
</tr>
</tbody>
</table>

### Update App field descriptions

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Name</td>
<td>The application name</td>
</tr>
<tr>
<td>VM IP/FQDN</td>
<td>The IP address or FQDN of the application</td>
</tr>
<tr>
<td>User Name</td>
<td>The user name</td>
</tr>
<tr>
<td>Password</td>
<td>The password</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reestablish Connection</td>
<td>Establishes connection between System Manager and the application.</td>
</tr>
</tbody>
</table>
Chapter 7: System Manager upgrade management

Upgrading Appliance Virtualization Platform or VMware-based System Manager Release 7.x or 8.0.x to Release 8.1.1 by using the Solution Deployment Manager client

About this task
The procedure describes the steps to upgrade Appliance Virtualization Platform or VMware-based System Manager Release 7.x or 8.0.x to System Manager Release 8.1.1.

Note:
If you are upgrading System Manager Release 7.x or 8.0.x to Release 8.1.1 by using the Solution Deployment Manager client then the license files will be retained. However, you need to install the license file for System Manager Release 8.1.x.

Before you begin
• Install Solution Deployment Manager Client.
  For information, see Installing the Solution Deployment Manager client on your computer on page 14.
  • Add a location.
  For information, see Adding a location on page 26.
  • Add the ESXi, vCenter, or Appliance Virtualization Platform host.
  For information about adding the Appliance Virtualization Platform or ESXi host, see Adding an Appliance Virtualization Platform or ESXi host on page 29.
  For information about adding vCenter, see Adding a vCenter to Solution Deployment Manager on page 123.

Important:
- If application is running on the ESXi version that is not supported with Release 8.1.x, then first upgrade the ESXi to supported ESXi version.
  For information about the supported ESXi version, see Supported ESXi version on page 22.
  For information about upgrading the ESXi, see the VMware product documentation.
- If ESXi is managed by vCenter, ensure that the vCenter version is same or higher than the ESXi version.

- If application is running on the server that is not supported with Release 8.1.x, then deploy Appliance Virtualization Platform and AVP Utilities on supported server on latest release.

  For information about supported servers, see Supported servers for Avaya Aura applications on page 22.

  - Select the System Manager 7.x or 8.0.x virtual machine and click More Actions > Re-establish connection to establish the trust.

  For more information, see Re-establishing trust for Solution Deployment Manager elements on page 68.

  - Obtain the System Manager software. See “Software details of System Manager”

Procedure

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

2. Click Application Management.

3. In the lower pane, click Upgrade Management.

4. On the Upgrade Management page, select the System Manager 7.x or 8.0.x virtual machine.

5. Click Upgrade.

6. In Platform FQDN, select the required host.

   If the system prompts for the certificate, accept the certificate. When you accept the certificate, the system displays the following message: Certificate added successfully in trust store.

7. (Optional) Select the datastore on the host.

   If more than one datastore is available, select the datastore.

   If the host is part of a VMware cluster, the system displays the following message:

   Host is in a cluster. Therefore, capacity details of CPU and memory are unavailable! Ensure that the host resource requirements are met before any action.

   For information about resource details, see Supported footprints for System Manager on VMware on page 116.

8. Click Next.

9. On the OVA tab, click one of the following:

   - URL, in the OVA File field, type the absolute path of the same local windows computer or the http URL accessible from the same local windows computer of the System Manager OVA file, and click Submit.
• **S/W Library**, in the **File Name** field, select the System Manager OVA file from the drop-down list.

To use the **S/W Library** option, the OVA file must be present in the local software library directory that is defined during the Solution Deployment Manager client installation. The system displays the directory name when the **S/W Library** option is selected.

• **Browse**, select the required OVA file from your local computer, and click **Submit File**.

When you select the OVA, the system:

• Displays the CPU, memory, and other parameters in the Capacity Details section.

• Disables the **Flexi Footprint** field.

10. To upload the data migration utility file, click the Data Migration tab, and click one of the following:

• **URL**, and type the absolute path of the same local windows computer or the http URL accessible from the same local windows computer of the latest data migration utility file.

• **S/W Library**, and select the latest data migration utility file from the drop-down list.

The data migration utility file must be present in the local software library directory.

• **Browse**, and select the latest data migration utility file from your local computer, and click **Submit File**.

11. To upload the latest service or feature pack, select the Service or Feature Pack tab, and click one of the following:

• **URL**, and type the absolute path of the same local windows computer or the http URL accessible from the same local windows computer of the latest service or feature pack.

• **S/W Library**, and select the latest service or feature pack from the drop-down list.

• **Browse**, and select the latest service or feature pack from your local computer, and click **Submit File**.

12. Click **Next**.

13. In the Config Parameters section, provide the required details.

  **Note:**

  Use the same **Management FQDN** and **Time Zone** as configured on the old System Manager.

  For information, see “Upgrade Management field descriptions”.

14. In the Network Parameters section, select the required Public and Out of Band Management network interface details.

   For Appliance Virtualization Platform, the system pre-populates the data and disables the fields.

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

   The system shuts down the existing virtual machine, deploys the OVA file, and restores the data on the new virtual machine.
16. To view the status, in the **Upgrade Status** column, click **Status Details**.

The complete process takes about 100–150 minutes depending on the data on System Manager.

17. Do one of the following:

- **If the upgrade is successfully completed, do the following:**
  a. Verify that the new System Manager virtual machine is functional.
     For more information, see “Verifying the functionality of System Manager”.
  b. If you upgraded System Manager on a different host, refresh both hosts in Solution Deployment Manager.
     The system deletes the old virtual machine.
  c. Click **Commit**.
     The system deletes the old virtual machine.

- **If the upgrade fails or you want to revert to the old system, then do the following:**
  a. If you upgraded System Manager on a different host, refresh both hosts in Solution Deployment Manager.
  b. Click **Rollback**.
     The system deletes the newly created virtual machine and starts the old virtual machine.
  c. Again refresh both the host to get the latest virtual machine information.

**Next steps**
Install the valid license file for System Manager Release 8.1.x.

---

**Upgrading System Platform-based System Manager to Release 8.1.1 on a different server by using the Solution Deployment Manager client**

**About this task**
The procedure describes the steps to upgrade System Platform-based System Manager to Release 8.1.1 on a different server by using the Solution Deployment Manager client.

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

Procedure
1. To start the Solution Deployment Manager client, click Start > All Programs > Avaya > Avaya SDM Client or the SDM icon (SDM) on the desktop.
2. Click Application Management.
3. In the lower pane, click Upgrade Management.
The system displays the Upgrade Elements page.
4. (Optional) If the System Manager element is not present on the Upgrade Elements page, do the following:
   a. Click Add Elements, add the System Manager element and console domain information.
   b. Click Save.
5. (Optional) If the System Manager element is present, select the required element.
6. Click Upgrade.
7. In Platform FQDN, select the required host.
8. Select the datastore on the host.
The system populates the network parameters and configuration parameters from the System Platform-based virtual machine.
9. Click Next.
10. On the OVA tab, click one of the following:
   • URL, in the OVA File field, type the absolute path of the same local windows computer or the http URL accessible from the same local windows computer of the System Manager OVA file, and click Submit.
   • S/W Library, in the File Name field, select the System Manager OVA file from the drop-down list.
     To use the S/W Library option, the OVA file must be present in the local software library directory that is defined during the Solution Deployment Manager client installation. The system displays the directory name when the S/W Library option is selected.
   • Browse, select the required OVA file from your local computer, and click Submit File.
     When you select the OVA, the system:
     • Displays the CPU, memory, and other parameters in the Capacity Details section.
     • Disables the Flexi Footprint field.
11. (Optional) In Choose Deployment Type, select ME Deployment, if required.
12. In **Flexi Footprint**, select the flexi footprint.

13. To upload the data migration utility file, click the Data Migration tab, and click one of the following:
   - **URL**, and type the absolute path of the same local windows computer or the http URL accessible from the same local windows computer of the latest data migration utility file.
   - **S/W Library**, and select the latest data migration utility file from the drop-down list.
     The data migration utility file must be present in the local software library directory.
   - **Browse**, and select the latest data migration utility file from your local computer, and click **Submit File**.

14. To upload the latest service or feature pack, select the Service or Feature Pack tab, and click one of the following:
   - **URL**, and type the absolute path of the same local windows computer or the http URL accessible from the same local windows computer of the latest service or feature pack.
   - **S/W Library**, and select the latest service or feature pack from the drop-down list.
   - **Browse**, and select the latest service or feature pack from your local computer, and click **Submit File**.

15. Click **Next**.

16. In the Config Parameters section, provide the required details.

   **Note:**
   Use the same Management FQDN and Time Zone as configured on the old System Manager.

   For information, see “Upgrade Management field descriptions”.

17. In the Network Parameters section, select the required Public and Out of Band Management network interface details.

   For Appliance Virtualization Platform, the system pre-populates the data and disables the fields.

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

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

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

   The complete process takes about 100–150 minutes depending on the data on System Manager.

**Next steps**

Install the valid license file for System Manager Release 8.1.

**Related links**

- [Installing the Solution Deployment Manager client on your computer](#) on page 14
Upgrading System Platform-based System Manager on the same server by using Solution Deployment Manager client

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

Procedure
1. To start the Solution Deployment Manager client, click Start > All Programs > Avaya > Avaya SDM Client or the SDM icon (SDM) on the desktop.
2. Click Application Management.
3. In the lower pane, click Upgrade Management.
4. (Optional) If the System Manager element is not present on the Upgrade Elements page, do the following:
   a. Click Add Elements, add the System Manager element and console domain information.
   b. Click Save.
5. (Optional) If the System Manager element is present, select the required element.
6. Click Upgrade.
7. On the Upgrade Management page, select the Install on Same Host check box.
8. Click Continue.
   The virtual machine shuts down and goes to the paused state.
   You must add the Appliance Virtualization Platform host from Application Management.
9. Install the Appliance Virtualization Platform host on the server on which System Platform was running.
10. To resume the upgrade operation, click Upgrade Elements > Resume.
11. In Platform FQDN, select the host.
12. Select the datastore on the host.
   The system populates the network parameters and configuration parameters from the System Platform-based virtual machine.
13. Click **Next**.

14. On the **OVA** tab, click one of the following:
   - **URL**, in the **OVA File** field, type the absolute path of the same local windows computer or the http URL accessible from the same local windows computer of the System Manager OVA file, and click **Submit**.
   - **S/W Library**, in the **File Name** field, select the System Manager OVA file from the drop-down list.
     
     To use the **S/W Library** option, the OVA file must be present in the local software library directory that is defined during the Solution Deployment Manager client installation. The system displays the directory name when the **S/W Library** option is selected.

   - **Browse**, select the required OVA file from your local computer, and click **Submit File**.

     When you select the OVA, the system:
     - Displays the CPU, memory, and other parameters in the Capacity Details section.
     - Disables the **Flexi Footprint** field.

15. To upload the data migration utility file, click the **Data Migration** tab, and click one of the following:
   - **URL**, and type the absolute path of the same local windows computer or the http URL accessible from the same local windows computer of the latest data migration utility file.
   - **S/W Library**, and select the latest data migration utility file from the drop-down list.
     
     The data migration utility file must be present in the local software library directory.

   - **Browse**, and select the latest data migration utility file from your local computer, and click **Submit File**.

16. To upload the latest service or feature pack, select the **Service or Feature Pack** tab, and click one of the following:
   - **URL**, and type the absolute path of the same local windows computer or the http URL accessible from the same local windows computer of the latest service or feature pack.
   - **S/W Library**, and select the latest service or feature pack from the drop-down list.
     
     - **Browse**, and select the latest service or feature pack from your local computer, and click **Submit File**.

17. Click **Next**.

18. In the **Config Parameters** section, provide the required details.

   **Note:**
   Use the same **Management FQDN** and **Time Zone** as configured on the old System Manager.

   For information, see “Upgrade Management field descriptions”.

19. In the **Network Parameters** section, select the required Public and Out of Band Management network interface details.
For Appliance Virtualization Platform, the system pre-populates the data and disables the fields.

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

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

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

The complete process takes about 100–150 minutes depending on the data on System Manager.

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

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

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

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

Related links

- [Installing the Solution Deployment Manager client on your computer](#) on page 14
- [Upgrade Management field descriptions](#) on page 106
- [Add Element field descriptions](#) on page 107

**Upgrading VMware-based System Manager Release 6.x to Release 8.1.1 on the Avaya-provided server**

**About this task**

The procedure describes the steps to upgrade VMware-based System Manager 6.x to Release 8.1.1 on a different server.

**Before you begin**

Before upgrading VMware-based System Manager Release 6.x to Release 8.1 on the Avaya-provided server, you must take a backup of System Manager from the System Manager web console.

- Install the Solution Deployment Manager client. See “Software details of System Manager”.
- Add a location.
• Upgrade the Appliance Virtualization Platform or the ESXi host.
• Add the ESXi host that is hosting the System Manager 6.x in Application Management.
• Obtain the System Manager software. See “Software details of System Manager”.

Procedure

1. To start the Solution Deployment Manager client, click Start > All Programs > Avaya > Avaya SDM Client or the SDM icon on the desktop.

2. Click Application Management.

3. In the lower pane, click Upgrade Management.

   The system displays the Upgrade Elements page.

4. Add the ESXi platform that hosts System Manager Release 6.x, if this is not already added in Application Management.

5. If the System Manager element is not present on the Upgrade Elements page, do the following:
   a. Click Add Elements, select Virtual Machine Platform (6.x), and add the required host and virtual machine details.
   b. In Required Element Information, enter SMGR SSH User Name and SMGR SSH Password information.

      The system auto-populates the SMGR IP and SMGR VM Name details.

   * Note: 

      After adding the VMware-based System Manager 6.x, do not perform the Refresh Platform operation on the associated host of that System Manager. If you perform the Refresh Platform operation, the upgrade/migration activity of that VMware-based System Manager 6.x fails.

   c. Click Save.

6. If System Manager element is present, select the required element.

7. Click Upgrade.

8. In Platform FQDN, select the required host.

9. (Optional) Select the datastore on the host.

   If more than one datastore is available, select the datastore.

   If the host is part of a VMware cluster, the system displays the following message:

   Host is in a cluster. Therefore, capacity details of CPU and memory are unavailable! Ensure that the host resource requirements are met before any action.

   For information about resource details, see Supported footprints for System Manager on VMware on page 116.
10. Click **Next**.

11. On the **OVA** tab, click one of the following:

   - **URL**, in the **OVA File** field, type the absolute path of the same local windows computer or the http URL accessible from the same local windows computer of the System Manager OVA file, and click **Submit**.
   - **S/W Library**, in the **File Name** field, select the System Manager OVA file from the drop-down list.

   To use the **S/W Library** option, the OVA file must be present in the local software library directory that is defined during the Solution Deployment Manager client installation. The system displays the directory name when the **S/W Library** option is selected.
   - **Browse**, select the required OVA file from your local computer, and click **Submit File**.

   When you select the OVA, the system:

   - Displays the CPU, memory, and other parameters in the Capacity Details section.
   - Disables the **Flexi Footprint** field.

12. To upload the data migration utility file, click the Data Migration tab, and click one of the following:

   - **URL**, and type the absolute path of the same local windows computer or the http URL accessible from the same local windows computer of the latest data migration utility file.
   - **S/W Library**, and select the latest data migration utility file from the drop-down list.

   The data migration utility file must be present in the local software library directory.
   - **Browse**, and select the latest data migration utility file from your local computer, and click **Submit File**.

13. To upload the latest service or feature pack, select the Service or Feature Pack tab, and click one of the following:

   - **URL**, and type the absolute path of the same local windows computer or the http URL accessible from the same local windows computer of the latest service or feature pack.
   - **S/W Library**, and select the latest service or feature pack from the drop-down list.
   - **Browse**, and select the latest service or feature pack from your local computer, and click **Submit File**.

14. Click **Next**.

15. In the Config Parameters section, provide the required details.

   **Note:**
   
   Use the same **Management FQDN** and **Time Zone** as configured on the old System Manager.

   For information, see “Upgrade Management field descriptions”.

16. In the Network Parameters section, select the required Public and Out of Band Management network interface details.
For Appliance Virtualization Platform, the system pre-populates the data and disables the fields.

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

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

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

The complete process takes about 100–150 minutes depending on the data on System Manager.

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

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

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

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

**Next steps**

Install the valid license file for System Manager Release 8.1.

---

**Upgrading VMware-based System Manager 6.x to Release 8.1.1 on the same server by using Solution Deployment Manager Client**

**Before you begin**

Before upgrading VMware-based System Manager Release 6.x to Release 8.1 on the Avaya-provided server, you must take a backup of System Manager from the System Manager web console.

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

**Procedure**

1. To start the Solution Deployment Manager client, click **Start > All Programs > Avaya > Avaya SDM Client** or the SDM icon on the desktop.

2. Click **Application Management**.

3. In the lower pane, click **Upgrade Management**.

   The system displays the Upgrade Elements page.

4. If the System Manager element is not present on the Upgrade Elements page, do the following:
   a. Click **Add Elements**, select Virtual Machine Platform (6.x), and add the required host and virtual machine details.
b. In Required Element Information, enter **SMGR SSH User Name** and **SMGR SSH Password** information.

The system auto-populates the **SMGR IP** and **SMGR VM Name** details.

⚠️ **Note:**

After adding the VMware-based System Manager 6.x, do not perform the Refresh Platform operation on the associated host of that System Manager. If you perform the Refresh Platform operation, the upgrade/migration activity of that VMware-based System Manager 6.x fails.

c. Click **Save**.

5. **(Optional)** If the System Manager element is present, select the required element.

6. Click **Upgrade**.

7. Click **Continue**.

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

You must add the Appliance Virtualization Platform host from Application Management.

8. Install the Appliance Virtualization Platform host on the server on which VMware was running.

9. To resume the upgrade operation, click **Upgrade Elements > Resume**.

10. In **Platform FQDN**, select the required host.

11. **(Optional)** Select the datastore on the host.

   If more than one datastore is available, select the datastore.

   If the host is part of a VMware cluster, the system displays the following message:

   **Host is in a cluster. Therefore, capacity details of CPU and memory are unavailable! Ensure that the host resource requirements are met before any action.**

   For information about resource details, see [Supported footprints for System Manager on VMware](#) on page 116.

12. Click **Next**.

13. On the **OVA** tab, click one of the following:

   - **URL**, in the **OVA File** field, type the absolute path of the same local windows computer or the http URL accessible from the same local windows computer of the System Manager OVA file, and click **Submit**.

   - **S/W Library**, in the **File Name** field, select the System Manager OVA file from the drop-down list.

   To use the **S/W Library** option, the OVA file must be present in the local software library directory that is defined during the Solution Deployment Manager client installation. The system displays the directory name when the **S/W Library** option is selected.
• **Browse**, select the required OVA file from your local computer, and click **Submit File**.

When you select the OVA, the system:

• Displays the CPU, memory, and other parameters in the Capacity Details section.

• Disables the **Flexi Footprint** field.

14. To upload the data migration utility file, click the Data Migration tab, and click one of the following:

• **URL**, and type the absolute path of the same local windows computer or the http URL accessible from the same local windows computer of the latest data migration utility file.

• **S/W Library**, and select the latest data migration utility file from the drop-down list.

The data migration utility file must be present in the local software library directory.

• **Browse**, and select the latest data migration utility file from your local computer, and click **Submit File**.

15. To upload the latest service or feature pack, select the Service or Feature Pack tab, and click one of the following:

• **URL**, and type the absolute path of the same local windows computer or the http URL accessible from the same local windows computer of the latest service or feature pack.

• **S/W Library**, and select the latest service or feature pack from the drop-down list.

• **Browse**, and select the latest service or feature pack from your local computer, and click **Submit File**.

16. Click **Next**.

17. In the Config Parameters section, provide the required details.

**Note:**

Use the same **Management FQDN** and **Time Zone** as configured on the old System Manager.

For information, see “Upgrade Management field descriptions”.

18. In the Network Parameters section, select the required Public and Out of Band Management network interface details.

For Appliance Virtualization Platform, the system pre-populates the data and disables the fields.

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

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

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

The complete process takes about 100–150 minutes depending on the data on System Manager.
21. Verify that the new System Manager virtual machine is functional.
   For more information, see “Verifying the functionality of System Manager”.
22. If the upgrade fails or you want to revert to the old system, click **Rollback**.
   After the rollback operation, you need to re-install VMware host and System Manager, and then restore the backup.
4. To configure laptop with below configuration for System Manager, go to **Network or Internet Settings > Ethernet > Local Area Connection > Internet Protocol version 4 (TCP/IPv4) Properties**, do the following:
   
a. Select the **Use the following IP address** option.
b. In the **IP address** field, type 192.11.13.5.
c. In the **Subnet mask** field, type 255.255.255.252.
d. In the **Default Gateway** field, type 192.11.13.6

Following is an example for changing the configuration for the System Manager upgrade.

![Internet Protocol Version 4 (TCP/IPv4) Properties](image)

5. To re-establish trust with System Manager that is already deployed on the added Appliance Virtualization Platform host, do the following:
   
a. On the **Applications** tab, in the Applications for Selected Location <location name> area, select System Manager.
b. Click **More Actions > Re-establish connection**.

If you need to re-establish trust with System Manager Release 7.0, select the version as 7.0.

Following is an example of re-establishing trust with System Manager.
Wait for 3 to 5 minutes for trust establishment to complete without any error as shown in the below screen shot.

6. After re-establishing trust with System Manager, click **Upgrade Management**.

   On the Upgrade Management page, the system displays the System Manager virtual machine.

7. On the Upgrade Management page, select the System Manager virtual machine, and then click **Upgrade**.

   The system displays the SMGR Upgrade window.

8. In **Platform FQDN**, select the required host.

9. (Optional) Select the datastore on the host.

   If more than one datastore is available, select the datastore.

10. Click **Next**.

11. On the **OVA** tab, click one of the following:

   - **URL**, in the **OVA File** field, type the absolute path of the same local windows computer or the http URL accessible from the same local windows computer of the System Manager OVA file, and click **Submit**.
• **S/W Library**, in the **File Name** field, select the System Manager OVA file from the drop-down list.

To use the **S/W Library** option, the OVA file must be present in the local software library directory that is defined during the Solution Deployment Manager client installation. The system displays the directory name when the **S/W Library** option is selected.

• **Browse**, select the required OVA file from your local computer, and click **Submit File**.

When you select the OVA, the system:

• Displays the CPU, memory, and other parameters in the Capacity Details section.

• Disables the **Flexi Footprint** field.

12. To upload the data migration utility file, click the Data Migration tab, and click one of the following:

• **URL**, and type the absolute path of the same local windows computer or the http URL accessible from the same local windows computer of the latest data migration utility file.

• **S/W Library**, and select the latest data migration utility file from the drop-down list.

The data migration utility file must be present in the local software library directory.

• **Browse**, and select the latest data migration utility file from your local computer, and click **Submit File**.

13. To upload the latest service or feature pack, select the Service or Feature Pack tab, and click one of the following:

• **URL**, and type the absolute path of the same local windows computer or the http URL accessible from the same local windows computer of the latest service or feature pack.

• **S/W Library**, and select the latest service or feature pack from the drop-down list.

• **Browse**, and select the latest service or feature pack from your local computer, and click **Submit File**.

14. Click **Next**.

15. In the Config Parameters section, provide the required details.

   ☰ **Note:**

   Use the same **Management FQDN** and **Time Zone** as configured on the old System Manager.

   For information, see “Upgrade Management field descriptions”.

16. In the Network Parameters section, select the required Public and Out of Band Management network interface details.

   For Appliance Virtualization Platform, the system pre-populates the data and disables the fields.

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

   The system shuts down the existing virtual machine, deploys the OVA file, and restores the data on the new virtual machine.
18. To view the status, in the **Upgrade Status** column, click **Status Details**.
   The complete process takes about 100–150 minutes depending on the data on System Manager.

19. Do one of the following:
   - If the upgrade is successfully completed, do the following:
     a. Verify that the new System Manager virtual machine is functional.
        For more information, see “Verifying the functionality of System Manager”.
     b. Click **Commit**.
        The system deletes the old virtual machine.
   - If the upgrade fails or you want to revert to the old system, click **Rollback**.
        The system deletes the newly created virtual machine and starts the old virtual machine.

---

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

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

**Before you begin**
Install the Solution Deployment Manager client.

**Procedure**
1. To start the Solution Deployment Manager client, click **Start > All Programs > Avaya > Avaya SDM Client** or the SDM icon on the desktop.
2. Click **Application Management**.
3. In **Application Management Tree**, select a location.
4. On the **Applications** tab, in the Applications for Selected Location <location name> section, select System Manager on which you want to install the patch.
5. Click **More Actions > Refresh App**.
   If Refresh App is disabled or fails, proceed to next step.
6. **(Optional)** If updating from a different client, perform the following:
   a. Click **More Actions > Re-establish connection**.
   b. Click **More Actions > Refresh App**.
c. To view the status, in the **Current Action** column, click **Status Details**.
d. Proceed with the next step.

7. Click **More Actions > Update App**.

If Solution Deployment Manager detects a previous uncommitted patch, the system displays a dialog box with **Commit** and **Rollback**. You need to either commit previous uncommitted patch or rollback. Only after this, the system displays the System Manager Update dialog box to provide the patch file.

8. In **Select bin file from Local SDM Client**, provide the absolute path to the software patch or service pack.

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

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

10. Click **Install**.

In the Applications for Selected Location <location name> section, the system displays the status.

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

SMGR Patching Status window displays the details. The system displays the Installed Patches page. The patch installation takes some time.

12. On the Installed Patches page, perform the following:
   a. In **Action to be performed**, click **Commit**.
      
      The system installs the patch, service pack or feature pack that you selected.
   
   b. Click **Get Info**.
   
   c. Select the patch, service pack or feature pack, and click **Commit**.

**Related links**

[Update App field descriptions](#) on page 85

---

## Upgrade Management field descriptions

**Upgrade Elements**

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMGR Name</td>
<td>System Manager name.</td>
</tr>
</tbody>
</table>

*Table continues...*
## Add Element field descriptions

### System Platform: Required C-DOM information

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>C-DOM IP/FQDN</td>
<td>The C-DOM IP/FQDN.</td>
</tr>
<tr>
<td>C-DOM SSH User Name</td>
<td>The C-DOM SSH user name.</td>
</tr>
<tr>
<td>C-DOM SSH Password</td>
<td>The C-DOM SSH password.</td>
</tr>
<tr>
<td>C-DOM Root User Name</td>
<td>The C-DOM root user name.</td>
</tr>
<tr>
<td>C-DOM Root password</td>
<td>The C-DOM root password.</td>
</tr>
</tbody>
</table>
## Virtual Machine Platform (6.x): Required Host/VM Details Information

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hosts</td>
<td>The host of the virtual machine.</td>
</tr>
<tr>
<td>Virtual machines</td>
<td>The virtual machine.</td>
</tr>
</tbody>
</table>

## System Platform/Virtual Machine Platform (6.x): Required Element Information

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMGR IP</td>
<td>The IP address of System Manager.</td>
</tr>
<tr>
<td>SMGR VM NAME</td>
<td>The name of the System Manager virtual machine.</td>
</tr>
<tr>
<td>SMGR SSH User Name</td>
<td>The SSH user name of System Manager.</td>
</tr>
<tr>
<td>SMGR SSH Password</td>
<td>The SSH password of System Manager.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save</td>
<td>Saves the element that you added</td>
</tr>
</tbody>
</table>

## Edit Elements field descriptions

### Required Element information

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMGR IP</td>
<td>The IP address of System Manager.</td>
</tr>
<tr>
<td>SMGR NAME</td>
<td>The name of System Manager virtual machine.</td>
</tr>
<tr>
<td>SMGR SSH User Name</td>
<td>The SSH user name of System Manager.</td>
</tr>
<tr>
<td>SMGR SSH Password</td>
<td>The SSH password of System Manager.</td>
</tr>
</tbody>
</table>

### Required C-DOM information

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>C-DOM IP/FQDN</td>
<td>The C-DOM IP/FQDN</td>
</tr>
<tr>
<td>C-DOM SSH User Name</td>
<td>The C-DOM SSH user name</td>
</tr>
<tr>
<td>C-DOM SSH Password</td>
<td>The C-DOM SSH password</td>
</tr>
<tr>
<td>C-DOM Root User Name</td>
<td>The C-DOM root user name</td>
</tr>
<tr>
<td>C-DOM Root password</td>
<td>The C-DOM root password</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update</td>
<td>Updates the changes to the element.</td>
</tr>
</tbody>
</table>
## Upgrade Management field descriptions

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Install on Same Host</td>
<td>The option to select the same or a different server. The options are:</td>
</tr>
<tr>
<td></td>
<td>• Select: To upgrade on the same server.</td>
</tr>
<tr>
<td></td>
<td>• Clear: To upgrade to a different server.</td>
</tr>
<tr>
<td></td>
<td>If you do not select the check box, you must add a new server or select a</td>
</tr>
<tr>
<td></td>
<td>server from the list to which you want to update.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong></td>
</tr>
<tr>
<td></td>
<td>When upgrading from System Platform-based System Manager to AVP/ESXi, the</td>
</tr>
<tr>
<td></td>
<td>system displays this field.</td>
</tr>
<tr>
<td>Platform FQDN</td>
<td>The platform FQDN to which you want to upgrade.</td>
</tr>
<tr>
<td></td>
<td>The system displays the CPU and memory details of the platform in the</td>
</tr>
<tr>
<td></td>
<td>Capacity Details section.</td>
</tr>
<tr>
<td>Application Name</td>
<td>The application name displayed on the Add Element page.</td>
</tr>
</tbody>
</table>

### OVA/ISO Details

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select the OVA</td>
<td>The option to select a <code>.ova</code> file of the virtual machine that is available</td>
</tr>
<tr>
<td></td>
<td>on System Manager.</td>
</tr>
<tr>
<td>OVA file</td>
<td>The absolute path to the <code>.ova</code> file of the virtual machine.</td>
</tr>
<tr>
<td></td>
<td>The field is available only when you click <strong>Select the OVA from Local SMGR</strong></td>
</tr>
<tr>
<td>Submit File</td>
<td>Selects the <code>.ova</code> file of the virtual machine that you want to deploy.</td>
</tr>
<tr>
<td></td>
<td>The field is available only when you click <strong>Select the OVA from Local SMGR</strong></td>
</tr>
<tr>
<td></td>
<td>The system displays the network configuration details in the Network</td>
</tr>
<tr>
<td></td>
<td>Parameters section based on the System Manager virtual machine.</td>
</tr>
<tr>
<td>Flexi Footprint</td>
<td>The footprint size supported for the selected server.</td>
</tr>
<tr>
<td></td>
<td>The system validates for the CPU, memory, and other parameters in the</td>
</tr>
<tr>
<td></td>
<td>Capacity Details section.</td>
</tr>
<tr>
<td></td>
<td>You must ensure that the status is ✔.</td>
</tr>
</tbody>
</table>

*Table continues…*
SMGR Data migration Utility file

The absolute path to the System Manager data migration utility file.

**Note:**
Provide the latest data migration bin that is available for the System Manager release.

Service Pack or Feature Pack

The absolute path to the service pack or feature pack.

For the latest service pack or feature pack, see the latest System Manager release notes.

Configuration Parameters

The system populates the values for most of the fields from the 7.x or 8.0.x system. You must provide information, such as password, FQDN, timezone, and EASG.

Management Network Settings

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management IPv4 Address (or Out of Band Management IPv4 Address)</td>
<td>The IPv4 address of the System Manager application for out of band management. The field is optional network interface to isolate management traffic on a separate interface from the inbound signaling network.</td>
</tr>
<tr>
<td>Management Netmask</td>
<td>The Out of Band Management subnetwork mask to assign to the System Manager application.</td>
</tr>
<tr>
<td>Management Gateway</td>
<td>The gateway IPv4 address to assign to the System Manager application.</td>
</tr>
<tr>
<td>IP Address of DNS Server</td>
<td>The DNS IP addresses to assign to the primary, secondary, and other System Manager applications. Separate the IP addresses with commas (,).</td>
</tr>
<tr>
<td>Management FQDN</td>
<td>The FQDN to assign to the System Manager application.</td>
</tr>
<tr>
<td><strong>Note:</strong></td>
<td>System Manager hostname is case sensitive. The restriction applies only during the upgrade of System Manager.</td>
</tr>
<tr>
<td>IPv6 Address</td>
<td>The IPv6 address of the System Manager application for out of band management. The field is optional.</td>
</tr>
<tr>
<td>IPv6 Network prefix</td>
<td>The IPv6 subnetwork mask to assign to the System Manager application. The field is optional.</td>
</tr>
<tr>
<td>IPv6 Gateway</td>
<td>The gateway IPv6 address to assign to the System Manager application. The field is optional.</td>
</tr>
<tr>
<td>Default Search List</td>
<td>The search list of domain names. The field is optional.</td>
</tr>
<tr>
<td>NTP Server IP/FQDN</td>
<td>The IP address or FQDN of the NTP server. The field is optional. Separate the IP addresses with commas (,).</td>
</tr>
</tbody>
</table>

Table continues…
<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time Zone</td>
<td>The timezone where the System Manager application is located. A list is available where you select the name of the continent and the name of the country.</td>
</tr>
</tbody>
</table>

**Public Network Settings**

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public IP Address</td>
<td>The IPv4 address to enable public access to different interfaces. The field is optional.</td>
</tr>
<tr>
<td>Public Netmask</td>
<td>The IPv4 subnetwork mask to assign to System Manager application. The field is optional.</td>
</tr>
<tr>
<td>Public Gateway</td>
<td>The gateway IPv4 address to assign to the System Manager application. The field is optional.</td>
</tr>
<tr>
<td>Public FQDN</td>
<td>The FQDN to assign to the System Manager application. The field is optional.</td>
</tr>
<tr>
<td>Public IPv6 Address</td>
<td>The IPv6 address to enable public access to different interfaces. The field is optional.</td>
</tr>
<tr>
<td>Public IPv6 Network Prefix</td>
<td>The IPv6 subnetwork mask to assign to System Manager application. The field is optional.</td>
</tr>
<tr>
<td>Public IPv6 Gateway</td>
<td>The gateway IPv6 address to assign to the System Manager application. The field is optional.</td>
</tr>
</tbody>
</table>
### Virtual FQDN

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Virtual Hostname</td>
<td>The virtual hostname of the System Manager application.</td>
</tr>
<tr>
<td><strong>Note:</strong></td>
<td></td>
</tr>
<tr>
<td>• The VFQDN value must be unique and different from the FQDN value of System Manager and the elements.</td>
<td></td>
</tr>
<tr>
<td>• VFQDN is a mandatory field.</td>
<td></td>
</tr>
<tr>
<td>• By default, VFQDN entry gets added in the <code>/etc/hosts</code> file during installation. Do not remove VFQDN entry from the <code>/etc/hosts</code> file.</td>
<td></td>
</tr>
<tr>
<td>• VFQDN entry will be below FQDN entry and mapped with IP address of system. Do not manually change the order and value.</td>
<td></td>
</tr>
<tr>
<td>• You must keep VFQDN domain value same as of FQDN domain value.</td>
<td></td>
</tr>
<tr>
<td>• If required, VFQDN value can be added in DNS configuration, ensure that the value can be resolved.</td>
<td></td>
</tr>
<tr>
<td>• Secondary Server (Standby mode) IP address value is mapped with VFQDN value in hosts file of Primary server IP address. After Secondary Server is activated, then the IP address gets updated with Secondary Server IP address.</td>
<td></td>
</tr>
<tr>
<td>• In Geographic Redundancy, the primary and secondary System Manager must use the same VFQDN.</td>
<td></td>
</tr>
<tr>
<td>• After System Manager installation, if you require to change the System Manager VFQDN value, perform the following:</td>
<td></td>
</tr>
<tr>
<td>1. Log in to System Manager with administrator privilege credentials.</td>
<td></td>
</tr>
<tr>
<td>2. Run the <code>changeVFQDN</code> command.</td>
<td></td>
</tr>
<tr>
<td><strong>Important:</strong></td>
<td></td>
</tr>
<tr>
<td>When you run the <code>changeVFQDN</code> command on System Manager, data replication synchronization between System Manager with Session Manager and other elements fails To correct VFQDN on other elements and to retrieve new VFQDN from System Manager, see product-specific Administering document.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Virtual Domain</td>
<td>The virtual domain name of the System Manager application.</td>
</tr>
</tbody>
</table>

**Table continues...**
<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SNMPv3 User Authentication Protocol</strong></td>
<td>The password for SNMPv3 user authentication.</td>
</tr>
<tr>
<td><strong>Password</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Confirm Password</strong></td>
<td>The password that you retype to confirm the SNMPv3 user authentication</td>
</tr>
<tr>
<td><strong>Protocol</strong></td>
<td>protocol.</td>
</tr>
<tr>
<td><strong>Password</strong></td>
<td></td>
</tr>
<tr>
<td><strong>SNMPv3 User Privacy Protocol</strong></td>
<td>The password for SNMPv3 user privacy.</td>
</tr>
<tr>
<td><strong>Password</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Confirm Password</strong></td>
<td>The password that you must provide to confirm the SNMPv3 user privacy</td>
</tr>
<tr>
<td><strong>Protocol</strong></td>
<td>protocol.</td>
</tr>
</tbody>
</table>

**SMGR CLI USER**

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

**Backup Definition**

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Schedule Backup?</strong></td>
<td>• Yes: To schedule the backup jobs during the System Manager installation.</td>
</tr>
<tr>
<td></td>
<td>• No: To schedule the backup jobs later.</td>
</tr>
<tr>
<td></td>
<td>Note: If you select No, the system does not display the remaining fields.</td>
</tr>
<tr>
<td><strong>Backup Server IP</strong></td>
<td>The IP address of the remote backup server.</td>
</tr>
<tr>
<td></td>
<td>Note: The IP address of the backup server must be different from the System</td>
</tr>
<tr>
<td></td>
<td>Manager IP address.</td>
</tr>
<tr>
<td><strong>Backup Server Login Id</strong></td>
<td>The login ID of the backup server to log in through the command line</td>
</tr>
<tr>
<td></td>
<td>interface.</td>
</tr>
<tr>
<td><strong>Backup Server Login Password</strong></td>
<td>The SSH login password to log in to the backup server from System Manager</td>
</tr>
<tr>
<td></td>
<td>through the command line interface.</td>
</tr>
</tbody>
</table>

Table continues…
<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Confirm Password</td>
<td>The password that you reenter to log in to the backup server through the command line interface.</td>
</tr>
<tr>
<td>Backup Directory Location</td>
<td>The location on the remote backup server.</td>
</tr>
<tr>
<td>File Transfer Protocol</td>
<td>The protocol that you can use to create the backup. The values are SCP and SFTP.</td>
</tr>
<tr>
<td>Repeat Type</td>
<td>The type of the backup. The possible values are:</td>
</tr>
<tr>
<td></td>
<td>• Hourly</td>
</tr>
<tr>
<td></td>
<td>• Daily</td>
</tr>
<tr>
<td></td>
<td>• Weekly</td>
</tr>
<tr>
<td></td>
<td>• Monthly</td>
</tr>
<tr>
<td>Backup Frequency</td>
<td>The frequency of the backup taken for the selected backup type. The system generates an alarm if you do not schedule a System Manager backup every seven days.</td>
</tr>
<tr>
<td>Backup Start Year</td>
<td>The year in which the backup must start. The value must be greater than or equal to the current year.</td>
</tr>
<tr>
<td>Backup Start Month</td>
<td>The month in which the backup must start. The value must be greater than or equal to the current month.</td>
</tr>
<tr>
<td>Backup Start Day</td>
<td>The day on which the backup must start. The value must be greater than or equal to the current day.</td>
</tr>
<tr>
<td>Backup Start Hour</td>
<td>The hour in which the backup must start. The value must be six hours later than the current hour.</td>
</tr>
<tr>
<td>Backup Start Minutes</td>
<td>The minute when the backup must start. The value must be a valid minute.</td>
</tr>
<tr>
<td>Backup Start Seconds</td>
<td>The second when the backup must start. The value must be a valid second.</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Enter 1 to Enable EASG (Recommended) or 2 to Disable EASG</strong></td>
<td>Enables or disables Avaya Logins for Avaya Services to perform the required maintenance tasks.</td>
</tr>
<tr>
<td></td>
<td>The options are:</td>
</tr>
<tr>
<td></td>
<td>• 1: To enable EASG.</td>
</tr>
<tr>
<td></td>
<td>• 2: To disable EASG.</td>
</tr>
<tr>
<td></td>
<td>Avaya recommends to enable EASG.</td>
</tr>
<tr>
<td></td>
<td>You can also enable EASG after deploying or upgrading the application by using the command: EASGManage --enableEASG.</td>
</tr>
</tbody>
</table>
Customer Root Account

☆ Note:

The Customer Root Account field is applicable only in case of deploying application OVA on Appliance Virtualization Platform and VMware by using Solution Deployment Manager. The system does not display the Customer Root Account field, when you deploy an application:

• OVA on VMware by using VMware vSphere Web Client.
• ISO on Red Hat Enterprise Linux by using Solution Deployment Manager.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enable Customer Root Account for this Application</td>
<td>Enables or disables the customer root account for the application. Displays the ROOT ACCESS ACCEPTANCE STATEMENT screen. To accept the root access, click Accept. When you accept the root access statement, the system displays the Customer Root Password and Re-enter Customer Root Password fields.</td>
</tr>
<tr>
<td>Customer Root Password</td>
<td>The root password for the application</td>
</tr>
<tr>
<td>Re-enter Customer Root Password</td>
<td>The root password for the application</td>
</tr>
</tbody>
</table>

Network Parameters

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upgrade</td>
<td>Displays the EULA acceptance screen. To accept EULA and start the upgrade process, click Accept.</td>
</tr>
</tbody>
</table>

System Manager footprints

Supported footprints for System Manager on Appliance Virtualization Platform

The following table describes the resource requirements to support different profiles for System Manager on Appliance Virtualization Platform Avaya-Appliance offer.

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Comments on this document? infodev@avaya.com
<table>
<thead>
<tr>
<th>Resource</th>
<th>Profile 2</th>
<th>Profile 3</th>
<th>Profile 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>vCPU Reserved</td>
<td>6</td>
<td>8</td>
<td>18</td>
</tr>
<tr>
<td>Minimum vCPU Speed</td>
<td>2185 MHz</td>
<td>2185 MHz</td>
<td>2185 MHz</td>
</tr>
<tr>
<td>CPU reservation</td>
<td>13110 MHz</td>
<td>17480 MHz</td>
<td>39330 MHz</td>
</tr>
<tr>
<td>Virtual RAM</td>
<td>12 GB</td>
<td>18 GB</td>
<td>36 GB</td>
</tr>
<tr>
<td>Virtual Hard Disk</td>
<td>105 GB</td>
<td>250 GB</td>
<td>850 GB</td>
</tr>
<tr>
<td>Number of users</td>
<td>&gt;35000 to 250000 users with up to 250 Branch Session Manager and 12 Session Manager</td>
<td>&gt;35000 to 250000 users with up to 500 Branch Session Manager and 28 Session Manager</td>
<td>&gt;35000 to 300000 users with up to 5000 Branch Session Manager and 28 Session Manager</td>
</tr>
<tr>
<td>Common Server R2 and R3 support</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Note:**

- 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.
- System Manager Release 8.0 and later profile 2 does not support CSR2 Small Appliance Virtualization Platform Server. Therefore, if you are upgrading from System Manager Release 7.1 to Release 8.0 and later on Appliance Virtualization Platform, you must use CSR2 Medium Appliance Virtualization Platform Server. For more information about the Appliance Virtualization Platform CSR2 server types, see *Avaya Aura® Communication Manager Hardware Description and Reference*.

### Supported footprints for System Manager on VMware

The following table describes the resource requirements to support different profiles for System Manager on VMware customer-provided Virtualized Environment.

<table>
<thead>
<tr>
<th>Resource</th>
<th>Profile 2</th>
<th>Profile 3</th>
<th>Profile 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>vCPU Reserved</td>
<td>6</td>
<td>8</td>
<td>18</td>
</tr>
<tr>
<td>Minimum vCPU Speed</td>
<td>2185 MHz</td>
<td>2185 MHz</td>
<td>2185 MHz</td>
</tr>
<tr>
<td>CPU reservation</td>
<td>13110 MHz</td>
<td>17480 MHz</td>
<td>39330 MHz</td>
</tr>
<tr>
<td>Virtual RAM</td>
<td>12 GB</td>
<td>18 GB</td>
<td>36 GB</td>
</tr>
<tr>
<td>Memory reservation</td>
<td>12288 MB</td>
<td>18432 MB</td>
<td></td>
</tr>
<tr>
<td>Virtual Hard Disk</td>
<td>105 GB</td>
<td>250 GB</td>
<td>850 GB</td>
</tr>
<tr>
<td>Shared NICs</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>IOPs</td>
<td>44</td>
<td>44</td>
<td>44</td>
</tr>
<tr>
<td>Number of users</td>
<td>&gt;35000 to 250000 users with up to 250 Branch Session Manager and 12 Session Manager</td>
<td>&gt;35000 to 250000 users with up to 500 Branch Session Manager and 28 Session Manager</td>
<td>&gt;35000 to 300000 users with up to 5000 Branch Session Manager and 28 Session Manager</td>
</tr>
</tbody>
</table>
**Note:**

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.
Chapter 8: Additional Solution Deployment Manager client functionality

Certificate validation

Certification validation

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

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

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

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

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

For the correct certificate:

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

If the certificate is incorrect:

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

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

**Note:**

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

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

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

---

**Generating and accepting the Appliance Virtualization Platform host certificates**

**About this task**

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

If the certificate is invalid:
- Get a correct certificate for the host and add the certificate.
- Regenerate a self-signed certificate on the host.

**Before you begin**

Get permissions to add a host to generate certificates.

**Procedure**

1. To access Solution Deployment Manager, do one of the following:
   - On the System Manager web console, click **Services > Solution Deployment Manager**.
   - On the desktop, click the Solution Deployment Manager icon.
2. In **Application Management Tree**, select a location.
3. On the **Platforms** tab, in the Platforms for Selected Location <location name> area, select an Appliance Virtualization Platform host.
4. Click **More Actions > Generate/Accept Certificate**.
5. In the Certificate dialog box, click the following:
   a. **Generate Certificate**
      You can generate certificate only for the Appliance Virtualization Platform host.
   b. **Accept Certificate**
      Appliance Virtualization Platform places an IP address and FQDN in generated certificates. Therefore, from Solution Deployment Manager, you can connect to Appliance Virtualization Platform hosts through IP address or FQDN.
      In the Platforms for Selected Location <location name> section, the **Platform Certificate Status** column must display a check mark ✅.

---

**Generating and updating the certificate on the ESXi host from VMware**

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

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

**Procedure**
To generate and update ESXi host and vCenter certificates, see the VMware documentation.

**Next steps**

⚠️ **Note:**
The host certificate must match the fully qualified domain name of the host.

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

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

About this task

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

Before you begin

Gain permissions to add a host to generate certificates.

Procedure

1. On the desktop, click the SDM icon (SDM), and then click Application Management.
2. In Application Management Tree, select a location.
3. On the Platforms tab, in the Platforms for Selected Location <location name> area, select a platform.
4. For the ESXi host, do one of the following:
   • If the certificate is valid, on the Certificate dialog box, click More Actions > Generate/ Accept Certificate, and click Accept Certificate.
   • If the certificate is invalid, log in to the ESXi host, validate the certificate, and then from Solution Deployment Manager, accept the certificate.

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

Monitoring a host and virtual machine

Monitoring a platform

Procedure

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

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

**Procedure**

1. On the desktop, click the SDM icon (SDM), and then click **Application Management**.
2. Click **Monitor Applications**.
3. In the Monitor VMs page, do the following:
   a. In **Hosts**, click a host.
   b. In **Virtual machines**, click a virtual machine on the host that you selected.
4. Click **Generate Graph**.
   The system displays the graph regarding the CPU/memory usage of the virtual machine that you selected.

Managing vCenter

Creating a role for a user

**About this task**

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

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

**Procedure**

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

- Folder
- Host profile
- Network
- Resource
- Tasks
- Virtual machine
- vApp

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

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

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

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

**Next steps**
Assign this role to the user for mapping vCenter in Solution Deployment Manager. To assign the role to the user, see the VMware documentation.

---

**Adding a vCenter to Solution Deployment Manager**

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

**Before you begin**
Ensure that you have the required permissions.

**Procedure**
1. On the desktop, click the SDM icon (SDM), and then click Application Management.
2. In the lower pane, click Map vCenter.
3. On the Map vCenter page, click **Add**.
4. In the New vCenter section, provide the following vCenter information:
   a. In **vCenter FQDN**, type FQDN of vCenter.
      • For increased security when using a vCenter with Solution Deployment Manager, use an FQDN for the vCenter. vCenter does not put IP addresses in its certificates. Therefore, you need FQDN to confirm the server identity through the certificate in Solution Deployment Manager.
      • The FQDN value must match with the value of the **SAN** field of the vCenter certificate. The FQDN value is case sensitive.
   b. In **User Name**, type the user name to log in to vCenter.
   c. In **Password**, type the password to log in to vCenter.
   d. In **Authentication Type**, select **SSO** or **LOCAL** as the authentication type.
      If you select the authentication type as **SSO**, the system displays the **Is SSO managed by Platform Service Controller (PSC)** field.
   e. (Optional) If PSC is configured to facilitate the SSO service, select **Is SSO managed by Platform Service Controller (PSC)**.
      PSC must have a valid certificate.
      The system enables **PSC IP or FQDN** and you must provide the IP or FQDN of PSC.
   f. (Optional) In **PSC IP or FQDN**, type the IP or FQDN of PSC.
5. Click **Save**.
6. On the certificate dialog box, click **Accept Certificate**.
   The system generates the certificate and adds vCenter.
   In the Managed Hosts section, the system displays the ESXi hosts that this vCenter manages.

**Related links**
- **Editing vCenter** on page 124
- **Map vCenter field descriptions** on page 125
- **New vCenter and Edit vCenter field descriptions** on page 126

**Editing vCenter**

**Before you begin**
Ensure that you have the required permissions.

**Procedure**
1. On the desktop, click the SDM icon (SDM), and then click **Application Management**.
2. In the lower pane, click **Map vCenter**.

3. On the Map vCenter page, select a vCenter server and click **Edit**.

4. In the Edit vCenter section, change the vCenter information as appropriate.

5. If vCenter is migrated from an earlier release, on the Certificate page, click **Save**, and then click **Accept Certificate**.

6. To edit the location of ESXi hosts, in the Managed Hosts section, do one of the following:
   - Select an ESXi host and click the edit icon (�建).
   - Select one or more ESXi hosts, select the location, click **Bulk Update > Update**.

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

**Deleting vCenter from Solution Deployment Manager**

**Before you begin**

Ensure that you have the required permissions.

**Procedure**

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

2. In the lower pane, click **Map vCenter**.

3. On the Map vCenter page, select one or more vCenter servers and click **Delete**.

4. Click **Yes** to confirm the deletion of servers.
   - The system deletes the vCenter from the inventory.

**Map vCenter field descriptions**

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>The name of the vCenter server.</td>
</tr>
<tr>
<td>IP</td>
<td>The IP address of the vCenter server.</td>
</tr>
</tbody>
</table>
### Name | Description
--- | ---
FQDN | The FQDN of the vCenter server.

**Note:**
Use FQDN to successfully map and log in to vCenter from Solution Deployment Manager. With IP address, the system displays an error message about the incorrect certificate and denies connection.

| License | The license type of the vCenter server. |
| Status | The license status of the vCenter server. |
| Certificate Status | The certificate status of the vCenter server. The options are:
- ✓: The certificate is correct.
- ✗: The certificate is not accepted or invalid. |

| Button | Description |
| View | Displays the certificate status details of the vCenter server. |
| Generate/Accept Certificate | Displays the certificate dialog box where you can generate and accept a certificate for vCenter. For vCenter, you can only accept a certificate. You cannot generate a certificate. |

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

### New vCenter and Edit vCenter field descriptions

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>vCenter FQDN</td>
<td>FQDN of vCenter.</td>
</tr>
<tr>
<td>User Name</td>
<td>The user name to log in to vCenter.</td>
</tr>
<tr>
<td>Password</td>
<td>The password that you use to log in to vCenter.</td>
</tr>
</tbody>
</table>

*Table continues...*
### Authentication Type

The authentication type that defines how Solution Deployment Manager performs user authentication. The options are:

- **SSO**: Global username used to log in to vCenter to authenticate to an external Active Directory authentication server.
- **LOCAL**: User created in vCenter

If you select the authentication type as SSO, the system displays the **Is SSO managed by Platform Service Controller (PSC)** field.

### Is SSO managed by Platform Service Controller (PSC)

The check box to specify if PSC manages SSO service. When you select the check box, the system enables **PSC IP or FQDN**.

### PSC IP or FQDN

The IP or FQDN of PSC.

### Managed Hosts

#### Name | Description
--- | ---
Host IP/FQDN | The name of the ESXi host.
Host Name | The IP address of the ESXi host.
Location | The physical location of the ESXi host.
IPv6 | The IPv6 address of the ESXi host.
Edit | The option to edit the location and host.
Bulk Update | Provides an option to change the location of more than one ESXi hosts.

**Note:**

You must select a location before you click **Bulk Update**.

Update | Saves the changes that you make to the location or hostname of the ESXi host.
Commit | Commits the changes that you make to the ESXi host with location that is managed by vCenter.
Unmanaged Hosts

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Host IP/FQDN</td>
<td>The name of the ESXi host.</td>
</tr>
<tr>
<td>ESXi Version</td>
<td>Displays the versions of the ESXi host linked to vCenter FQDN.</td>
</tr>
<tr>
<td></td>
<td>Note: For Release 8.1, do not select the 5.0 and 5.1 versions.</td>
</tr>
<tr>
<td>IPv6</td>
<td>The IPv6 address of the ESXi host.</td>
</tr>
</tbody>
</table>

Button Description

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commit</td>
<td>Saves all changes that you made to vCenter on the Map vCenter page.</td>
</tr>
</tbody>
</table>

Viewing the job history of virtual machine operations

Procedure

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

The page displays the details of jobs that you selected.

Related links

Job History field descriptions on page 129
Job History field descriptions

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

History

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

Related links

Viewing the job history of virtual machine operations on page 128

Managing syslog profiles

Adding a remote Syslog server profile

About this task

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

Before you begin

To view the Syslog data from AVP Utilities or application, ensure that:

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

**Procedure**

1. On the desktop, click the SDM icon (SDM), and then click Application Management.
2. Click Application Management.
3. In the lower pane, click Configure Remote Syslog Profile.
   
   System Manager displays the the Add Syslog Receiver dialog box
5. In Profile Name, type the profile name of the Syslog server.
6. In IP/FQDN, type the IP address or FQDN of the Syslog server.
7. In Port, type the port of the Syslog server.
8. In Protocol, click TCP or UDP.
9. If the remote host is TLS based, select TLS Authentication.
10. In Authentication options, click Server certificate authentication or Mutual TLS authentication.
11. Click Save.

**Syslog Receiver Configuration field descriptions**

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Profile Name</td>
<td>The name of the Syslog server configuration.</td>
</tr>
<tr>
<td>IP/FQDN</td>
<td>The IP address or host name of the Syslog server configuration.</td>
</tr>
<tr>
<td>Port</td>
<td>The port number of the Syslog server configuration.</td>
</tr>
<tr>
<td>Protocol</td>
<td>The type of port used for the Syslog server configuration.</td>
</tr>
<tr>
<td></td>
<td>The options are:</td>
</tr>
<tr>
<td></td>
<td>• TCP</td>
</tr>
<tr>
<td></td>
<td>• UDP</td>
</tr>
<tr>
<td></td>
<td>When the tcp protocol is selected, the system enables the TLS Authentication option.</td>
</tr>
<tr>
<td>TLS Authentication</td>
<td>The option to select if the remote host is TLS based.</td>
</tr>
<tr>
<td></td>
<td>When TLS Authentication is selected, the system displays the following options:</td>
</tr>
<tr>
<td></td>
<td>• Server certificate authentication</td>
</tr>
<tr>
<td></td>
<td>• Mutual TLS authentication</td>
</tr>
<tr>
<td></td>
<td>When you select TLS Authentication, the port value is 6514.</td>
</tr>
</tbody>
</table>

*Table continues*
Pushing system logs to Syslog servers

About this task
Use this procedure to send log files to Syslog servers.
From Release 8.1, you can push more than one Syslog profiles to Syslog servers

Procedure

1. On the desktop, click the SDM icon, and then click Application Management.
2. In Application Management Tree, select a location.
3. On the Applications tab, in the Applications for Selected Host <host name> area, select an application.
4. Click More Actions > Syslog config > Push.
5. In the Push Syslog Configuration dialog box, select one or more Syslog profile, and click Push.
   The system sends the system log to the selected Syslog server.

Viewing configured Syslog servers

Procedure

1. On the desktop, click the SDM icon, and then click Application Management.
2. In Application Management Tree, select a location.
3. On the Applications tab, in the Applications for Selected Host <host name> area, select an application.
4. Click **More Actions > Syslog config > View**.

5. In the View Syslog Configuration dialog box, select the required Syslog profile to view it.

---

**Deleting configured Syslog servers**

**Procedure**

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

2. In **Application Management Tree**, select a location.

3. On the **Applications** tab, in the in the Applications for Selected Host <host name> area, select an application.

4. Click **More Actions > Syslog config > Delete**.

5. In the Delete Syslog Configuration dialog box, select the required Syslog profile, and click **Delete**.

6. On the confirmation dialog box, click **Yes**.

---

**Network Parameters and Configuration Parameters field descriptions**

**Note:**

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Networking Properties</td>
<td></td>
</tr>
<tr>
<td><strong>Hostname</strong></td>
<td>Linux hostname or fully qualified domain name for AVP Utilities virtual machine.</td>
</tr>
</tbody>
</table>
|                     | **Note:**
|                     | The host name is regardless of the interface that is used to access. The Public interface is the default interface. |
| **Public IP address** | The IP address for this interface.                                           |
|                     | Required field unless you use DHCP.                                         |
| **Public Netmask**  | The netmask for this interface.                                             |
|                     | Required field unless you use DHCP.                                         |

*Table continues…*
<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Public Default Gateway</strong></td>
<td>The IP address of the default gateway. Required field unless you use DHCP.</td>
</tr>
<tr>
<td><strong>Note:</strong></td>
<td>The default gateway should be configured for the Public network. You can use the <code>ovf_set_static</code> command to allow a static route to be assigned to the OOBM network, enabling OOBM network to reach a second subnet.</td>
</tr>
<tr>
<td><strong>Public IPv6 address</strong></td>
<td>The IP address for this interface. Required field unless you use DHCP.</td>
</tr>
<tr>
<td><strong>Public IPv6 Prefix</strong></td>
<td>The netmask for this interface. Required field unless you use DHCP.</td>
</tr>
<tr>
<td><strong>Default IPv6 Gateway</strong></td>
<td>The IP address of the default gateway. Required field unless you use DHCP.</td>
</tr>
<tr>
<td><strong>Out of Band Management IP Address</strong></td>
<td>The IP address for this interface.</td>
</tr>
<tr>
<td><strong>Out of Band Management Netmask</strong></td>
<td>The netmask for this interface.</td>
</tr>
<tr>
<td><strong>Out of Band Management IPv6 Address</strong></td>
<td>The IPv6 address for this interface. This field is optional.</td>
</tr>
<tr>
<td><strong>Out of Band Management IPv6 Prefix</strong></td>
<td>The IPv6 prefix for this interface. This field is optional.</td>
</tr>
<tr>
<td><strong>Network Time Protocol IP</strong></td>
<td>IP address of a server running Network Time Protocol that Communication Manager can use for time synchronization.</td>
</tr>
<tr>
<td><strong>Timezone setting</strong></td>
<td>The selected timezone setting for the AVP Utilities virtual machine.</td>
</tr>
<tr>
<td><strong>DNS</strong></td>
<td>The IP address of domain name servers for the AVP Utilities virtual machine. Separate each IP address by a comma. Required field unless you use DHCP. You can specify up to three DNS Servers.</td>
</tr>
<tr>
<td><strong>Primary System Manager IP address for application registration</strong></td>
<td>The IP address of System Manager that is required for application registration.</td>
</tr>
<tr>
<td><strong>Enrollment Password</strong></td>
<td>The enrollment password.</td>
</tr>
<tr>
<td><strong>Confirm Password</strong></td>
<td>The confirmation password.</td>
</tr>
</tbody>
</table>

*Table continues…*
AVP Utilities Mode

The mode in which you want to deploy AVP Utilities. You can set the mode during the deployment only. You cannot change the mode after the virtual machine is deployed. The options are:

- **standard_mode**: AVP Utilities and services port enabled. The default mode for Appliance Virtualization Platform.
- **hardened_mode**: Sets up the system for commercial hardening.
- **hardened_mode (dod)**: Sets up the system for military hardening.

Admin User Password

The admin user password.

Confirm Password

The confirmation password.

Out of Band Management Mode

The Out of Band Management mode in which you want to deploy. The options are as follows:

- **OOBM_Enabled**: To enable Out of Band Management.
- **OOBM_Disabled**: To disable Out of Band Management.

Note:

**OOBM_Disabled** is the default setting. If the mode is set to **OOBM_Disabled**, then you do not need to configure Out of Band Management.

Enhanced Access Security Gateway (EASG) - EASG User Access

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
</table>
| Enter 1 to Enable EASG (Recommended) or 2 to Disable EASG | Enables or disables Avaya Logins for Avaya Services to perform the required maintenance tasks. The options are:
- 1: To enable EASG.
- 2: To disable EASG.
Avaya recommends to enable EASG.
You can also enable EASG after deploying or upgrading the application by using the command: `EASGManage --enableEASG`.

Customer Root Account

Note:

The **Customer Root Account** field is applicable only in case of deploying application OVA on Appliance Virtualization Platform and VMware by using Solution Deployment Manager. The system does not display the **Customer Root Account** field, when you deploy an application:

- OVA on VMware by using VMware vSphere Web Client.
- ISO on Red Hat Enterprise Linux by using Solution Deployment Manager.
<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enable Customer Root Account for this Application</td>
<td>Enables or disables the customer root account for the application. Displays the ROOT ACCESS ACCEPTANCE STATEMENT screen. To accept the root access, click <strong>Accept</strong>. When you accept the root access statement, the system displays the Customer Root Password and Re-enter Customer Root Password fields.</td>
</tr>
<tr>
<td>Customer Root Password</td>
<td>The root password for the application</td>
</tr>
<tr>
<td>Re-enter Customer Root Password</td>
<td>The root password for the application</td>
</tr>
</tbody>
</table>
Chapter 9: Uninstalling the Solution Deployment Manager client

Uninstalling the Solution Deployment Manager client using Windows Control Panel

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

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

Procedure
1. In the Run window, type control, and click Programs and Features.
2. In the Programs and Features window, select AvayaSDMClient and click Uninstall/Change.
3. In the Change AvayaSDMClient Installation window, click Uninstall.
   • If the windows displays an uninstallation error, manually uninstall the Solution Deployment Manager client.
     For more information, see “Uninstalling the Solution Deployment Manager client manually”.
   • If the installer detects that some of the files and folders are still in use, and is unable to delete the files, you must manually delete the files. If required, reboot the machine.

Related links
Uninstalling the Solution Deployment Manager client manually on page 137
Uninstalling the Solution Deployment Manager client manually

About this task

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

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

Procedure

1. In the Run window, type `services.msc`, and stop the Solution Deployment Manager service.
   
   If the Solution Deployment Manager service does not stop properly, reboot the machine.

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

3. Delete following the registry entry:
   
   ```
   HKEY_LOCAL_MACHINE\SOFTWARE\Avaya\SDMClient
   ```

4. Delete the Solution Deployment Manager client installation directory and the content in the directory.
   
   If the client is installed at the default location, then delete `C:\Program Files\Avaya\AvayaSDMClient`.

5. Delete the Solution Deployment Manager client shortcut from the `C:\ProgramData \Microsoft\Windows\Start Menu\Programs\Avaya\AvayaSDMClient` location and the desktop.
# Chapter 10: Resources

## System Manager documentation

The following table lists the documents related to System Manager. Download the documents from the Avaya Support website at [http://support.avaya.com](http://support.avaya.com).

<table>
<thead>
<tr>
<th>Title</th>
<th>Description</th>
<th>Audience</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Design</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Avaya Aura® System Manager Overview and Specification</td>
<td>Understand high-level product features and functionality.</td>
<td>Customers and sales, services, and support personnel</td>
</tr>
<tr>
<td>Administering Avaya Aura® System Manager</td>
<td>Administering System Manager applications and install patches on System Manager applications.</td>
<td>Customers and sales, services, and support personnel</td>
</tr>
<tr>
<td>Avaya Aura® System Manager Certificate Management</td>
<td>Understand certificate management.</td>
<td>Customers and sales, services, and support personnel</td>
</tr>
<tr>
<td><strong>Using</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Using the Solution Deployment Manager client</td>
<td>Deploy System Manager applications and install patches on System Manager applications.</td>
<td>System administrators</td>
</tr>
<tr>
<td>Avaya Aura® System Manager Solution Deployment Manager Job-Aid</td>
<td>Deploy System Manager applications and install patches on System Manager applications.</td>
<td>System administrators</td>
</tr>
<tr>
<td><strong>Implementation</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Upgrading Avaya Aura® System Manager</td>
<td>Upgrade the Avaya Aura® System Manager application to Release 8.1.x.</td>
<td>Implementation personnel</td>
</tr>
<tr>
<td>Deploying Avaya Aura® System Manager in Virtual Appliance</td>
<td>Deploy System Manager applications in Virtual Appliance</td>
<td>Implementation personnel</td>
</tr>
<tr>
<td>Deploying Avaya Aura® System Manager in Virtualized Environment</td>
<td>Deploy System Manager applications in Virtualized Environment</td>
<td>Implementation personnel</td>
</tr>
<tr>
<td>Deploying Avaya Aura® System Manager in Infrastructure as a Service Environment</td>
<td>Deploy System Manager applications in Infrastructure as a Service Environment</td>
<td>Implementation 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**

1. Go to [https://support.avaya.com](https://support.avaya.com).
2. Log on to the Avaya website with a valid Avaya user ID and password.
3. On the Avaya Support page, click **Support By Product > Documents**.
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](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](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 (瞍).

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 [http://www.avaya-learning.com](http://www.avaya-learning.com). After you log into the website, enter the course code or the course title in the Search field and click Go to search for the course.

<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>
<tr>
<td>20970W</td>
<td>Introducing Avaya Device Adapter</td>
</tr>
<tr>
<td>20980W</td>
<td>What's New with Avaya Aura® Release 8.1</td>
</tr>
<tr>
<td>71200V</td>
<td>Integrating Avaya Aura® Core Components</td>
</tr>
<tr>
<td>72200V</td>
<td>Supporting Avaya Aura® Core Components</td>
</tr>
<tr>
<td>20130V</td>
<td>Administering Avaya Aura® System Manager Release 8.1</td>
</tr>
<tr>
<td>21450V</td>
<td>Administering Avaya Aura® Communication Manager Release 8.1</td>
</tr>
</tbody>
</table>

---

## Viewing Avaya Mentor videos

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

### About this task

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

### Procedure

- To find videos on the Avaya Support website, go to [https://support.avaya.com/](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](http://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.

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**Support**

Go to the Avaya Support website at [https://support.avaya.com](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.

**Related links**

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**Using the Avaya InSite Knowledge Base**

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

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

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

2. Log on to the Avaya website with a valid Avaya user ID and password. The system displays the Avaya Support page.
3. Click **Support by Product > Product-specific Support**.
4. In **Enter Product Name**, enter the product, and press **Enter**.
5. Select the product from the list, and select a release.
6. Click the **Technical Solutions** tab to see articles.
7. Select relevant articles.

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