



# **AVAYA CONFIGURATION AND ORCHESTRATION MANAGER**

Release 3.1.3

## Release Notes

---

February 18<sup>th</sup>, 2016  
Issue 1.2  
CID: 172280

## Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

## Documentation disclaimer

"Documentation" means information published by Avaya in varying mediums which may include product information, operating instructions and performance specifications that Avaya generally makes available to users of its products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of documentation unless such modifications, additions, or deletions were performed by Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

## Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

## Warranty

Avaya provides a limited warranty on its hardware and Software ("Product(s)"). Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this Product while under warranty is available to Avaya customers and other parties through the Avaya Support website: <http://support.avaya.com>. Please note that if you acquired the Product(s) from an authorized Avaya reseller outside of the United States and Canada, the warranty is provided to you by said Avaya reseller and not by Avaya. "Software" means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products or pre-installed on hardware products, and any upgrades, updates, bug fixes, or modified versions.

## Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTP://SUPPORT.AVAYA.COM/LICENSEINFO](http://support.avaya.com/licenseinfo) ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Avaya grants you a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to you. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users.

## License types

**Designated System(s) License (DS).** End User may install and use each copy of the Software only on a number of Designated Processors up to the number indicated in the order. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

**Concurrent User License (CU).** End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time. A "Unit" means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software. Units may be linked to a specific, identified Server.

**Database License (DL).** End User may install and use each copy of the Software on one Server or on multiple Servers provided that each of the Servers on which the Software is installed communicates with no more than a single instance of the same database.

**CPU License (CP).** End User may install and use each copy of the Software on a number of Servers up to the number indicated in the order provided that the performance capacity of the Server(s) does not exceed the performance capacity specified for the Software. End User may not re-install or operate the Software on Server(s) with a larger performance capacity without Avaya's prior consent and payment of an upgrade fee.

**Named User License (NU).** You may: (i) install and use the Software on a single Designated Processor or Server per authorized Named User (defined below); or (ii) install and use the Software on a Server so long as only authorized Named Users access and use the Software. "Named User", means a user or device that has been expressly authorized by Avaya to access and use the Software. At Avaya's sole discretion, a "Named User" may be, without limitation, designated by name, corporate function (e.g., webmaster or helpdesk), an e-mail or voice mail account in the name of a person or corporate function, or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software.

**Shrinkwrap License (SR).** You may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as "shrinkwrap" or "clickthrough" license accompanying or applicable to the Software ("Shrinkwrap License").

## Heritage Nortel Software

"Heritage Nortel Software" means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software currently available for license from Avaya is the software contained within the list of Heritage Nortel Products located at <http://support.avaya.com/LicenseInfo> under the link "Heritage Nortel Products". For Heritage Nortel Software, Avaya grants Customer a license to use Heritage Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the purpose specified in the Documentation, and solely as embedded in, for execution on, or (in the event the applicable Documentation permits

installation on non-Avaya equipment) for communication with Avaya equipment. Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

### **Copyright**

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, or hardware provided by Avaya. All content on this site, the documentation and the Product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

### **Virtualization**

Each virtual appliance has its own ordering code. Note that each instance of a virtual appliance must be ordered separately. If the end-user customer or Business Partner wants to install two of the same type of virtual appliances, then two virtual appliances of that type must be ordered.

### **Third Party Components**

"Third Party Components" mean certain software programs or portions thereof included in the Software that may contain software (including open source software) distributed under third party agreements ("Third Party Components"), which contain terms regarding the rights to use certain portions of the Software ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the Documentation or on Avaya's website at: <http://support.avaya.com/Copyright>. You agree to the Third Party Terms for any such Third Party Components.

### **Preventing Toll Fraud**

"Toll Fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

### **Avaya Toll Fraud intervention**

If you suspect that you are being victimized by Toll Fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: <http://support.avaya.com>. Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to: [securityalerts@avaya.com](mailto:securityalerts@avaya.com).

### **Trademarks**

The trademarks, logos and service marks ("Marks") displayed in this site, the Documentation and Product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation and Product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners, and "Linux" is a registered trademark of Linus Torvalds.

# Contents

---

- 1. Summary..... 5
- 2. Important Notes before Installing this Release..... 5
- 3. What is new in this release..... 6
  - 3.1. New in this release ..... 6
  - 3.2. Issues Resolved in this release ..... 6
- 4. Server and Client Requirements..... 7
  - 4.1. Server Requirements ..... 7
  - 4.2. Client Requirements ..... 8
- 5. Licensing ..... 8
- 6. Pre-requisites for the COM 3.1.3 installation/upgradation ..... 8
- 7. Upgrading COM 3.1/COM 3.1.1/COM 3.1.2 using COM 3.1.3 installer ..... 9
- 8. Upgrading COM 3.1 OVA using COM 3.1.3 installer..... 9
- 9. Supported Manual Upgrade Scenarios in COM 3.1.3..... 10
  - 9.1. Manual Data migration from existing COM 3.0.x installation ..... 11
- 10. Limitations and Known Issues ..... 12
  - 10.1. Limitations ..... 12
  - 10.2. Device Issues..... 12
  - 10.3. Known Issues ..... 12
- 11. Miscellaneous Information..... 14
  - 11.1. General Info ..... 14
  - 11.2. General Recommendations ..... 14
  - 11.3. Install/Un-install Info ..... 15
- 12. List of COM documents ..... 15
- Appendix: Device Support (comprehensive list) ..... 16

# 1. Summary

---

**COM 3.1.3 Release Date:** February 12, 2016.

**Purpose:** The Configuration & Orchestration Manager (COM) 3.1.3 Release Notes provide the following information:

- General release information including Bug fixes in COM 3.1.3
- Supported operating systems, hardware requirements and browser clients
- Known issues and limitations

## 2. Important Notes before Installing this Release

---

### *Important!*

- **Only Microsoft Windows Server 2008 R2 (64-bit standard and enterprise editions) SP1 and Red Hat Enterprise Linux (RHEL) v5.7 (64 bit) are supported.**
- Refer to section 4 for details on the hardware requirements for the server.
- COM 3.1.3 can be installed only as a Primary SMGR-CS server.
- Installer supports fresh installation of COM 3.1.3, as well as upgrade from COM 3.0.1, COM 3.0.2, COM 3.1, COM 3.1.1 and COM 3.1.2.
- Manual data migration is supported from existing installations of COM 3.0.1 and COM 3.0.2.
- COM 3.1.3 does not support co-residency with VPFM.
- Virtualization Provisioning Service (VPS) version v1.1 is not compatible with COM R3.1.3. If VPS installed, user should upgrade VPS to version 1.1.3 after upgrading COM to 3.1.3.
- Older versions of VPS are not supported on COM 3.1.3.
- COM 3.1[.x] license will work for COM 3.1.3. Upgrade or migration from COM 3.0.x to 3.1.3 would require new license.
- COM 3.1 OVA upgrade to COM 3.1.3 can be done by running COM 3.1.3 installer

### *General Instructions:*

- Please read this Release Notes completely before installing COM 3.1.3.
- The Linux bin file needs to have appropriate permissions before installing. Use the command: `chmod 777 <filename>` before executing the Linux installer.

# 3. What is new in this release

---

## 3.1. New in this release

### ❖ **Device support**

- Full Support for –
  - VSP Operating System Software (VOSS v5.0) –
    - VSP 4000 v5.0
    - VSP 7200 v5.0
    - VSP 8000 v5.0
  - VSP 9000 v4.1
  - VSP 7000 v10.4
  - ERS 5900 v7.0.1

### ❖ **New device models support**

- Partial (Discovery and EDM Plugin) support for ERS 3500 v5.3
  - 3550T
  - 3550T-PWR+

## 3.2. Issues Resolved in this release

Following bugs have been fixed in COM 3.1.3 release

WI/SR id	Description
COM-801: 1-8018402699	VLAN Manager won't launch
COM-843: 1-9290319777 1-9192422123	Config backup fails for VSP 4K running 4.2.1 when SSH is enabled
COM-844: 1-9213123638 1-9274260036	COM 3.1.2: IST link between VSP8Ks is not showing up in topology
COM-890: 1-9301680622	VLAN Manager fails with error
COM-869: 1-9281683150	COM 3.1.2: VSN Manager discovers VSP7k and VSP8k as Unknown device when using only SNMP-V3 credentials
COM-749: 1-6470427343	Security vulnerabilities fixes. This was fixed against C-Pod. But looks like need a similar patch for COM standalone
COM-891: 1-935131123	No RP trigger for OSPF option when creating VRF
COM-913: 1-11000100953	VSP 9K v4.1 -> Run the discovery -> Getting Failed "Unknown error occurred"
COM-781	Double click on VSN manager/SPBm Multicast route does not open
COM-924: 9938638075	1- COM 3.1.2: "Java.lang.NullPointerException" When clicking GRT-IPShortcuts VLANs in VSN Manager

# 4. Server and Client Requirements

## 4.1. Server Requirements

The server requirements are same as COM 3.1.2 and haven't changed for COM 3.1.3.

### **Hardware:**

Following hardware/VM configuration is recommended for COM primary server setup.

HW Component	Critical	Minimum	Recommended
CPU	Quad-core 2GHz	Quad-core 2GHz	Quad-core 2GHz
Memory	4 GB	6 GB	8 GB
Free Disk Space	60 GB	60 GB	80 GB

### *Important!*

- From COM 3.1 onwards, the RAM requirement has gone up by 2 GB.
- Virtual Machine Host: ESXi 5.0 and up to v5.5 is required. Support for ESXi 4.x is discontinued.

### **Operating System:**

Operating system	Version
Microsoft Windows	64-bit Windows Server 2008 R2 (standard and enterprise editions) SP1
Linux	64-bit RHEL v5.7

### **Application memory:**

The heap memory requirement for COM depends on the size of the network that will be managed using COM.

Network Size	Heap Memory Requirement for COM (Recommended)
Small ( < 250 devices)	4 GB
Medium ( 250 to 750 devices)	6 GB
Large ( 750 to 1500 devices)	8 GB <i>(Physical RAM on the m/c also needs to be increased accordingly)</i>

The default heap size for COM 3.1.3 is set to 4GB. If as per the above table, a higher heap size is required, please contact Avaya Support team to have them make the required changes to COM setup.

## 4.2. Client Requirements

Browser	Version
Internet Explorer (IE)	Versions 8, 9 and 10
FireFox (FF)	v38

## 5. Licensing

---

COM 3.1[x] license will work for COM 3.1.3. New license is required only when upgrading/migrating from COM 3.0.1 and COM 3.0.2 to COM 3.1.3.

## 6. Pre-requisites for the COM 3.1.3 installation/upgradation

---

1. It is recommended to have the IP & FQDN entries in C:\Windows\System32\drivers\etc in windows and /etc/hosts in Linux.
2. Hostname (FQDN) in the “hosts” file and the Computer-Name must be same; else FQDN resolution during module-registry fails.  
The file is hosts file and path is C:\Windows\System32\drivers\etc in windows and /etc/hosts in Linux.  
Computer-Name:  
On Windows: My Computer >> Properties >> Full computer name  
On Linux: System >> Administration >> Network >> DNS >> Host Name
3. It is recommended to have the “Domain Profile – Windows Firewall” off since it may block some ports during installation.
4. On Windows operating system, it is recommended to have the “Password Policy” disabled.
5. It is recommended to have the time/clock on the VM within (+/-) 24 hours of the actual time since CND service may not come up if the time is incorrect.
6. On RHEL operating system, It is recommended to have the “Firewall/SELinux – Linux” disabled since it may block some ports during installation.



## 7. Upgrading COM 3.1/COM 3.1.1/COM 3.1.2 using COM 3.1.3 installer

---

1. Download the COM 3.1.3 installer from the Avaya support site. Windows Installer for COM 3.1.3 is com-installer-3.1.3-20160203.013455-15.windows.exe. Linux Installer for COM 3.1.3 is com-installer-3.1.3-20160203.013455-15.linux.bin.
2. Start COM 3.1.3 installer and accept the license agreement.
3. Proceeding further will continue COM 3.1.3 installation. User is advised to go through the installation wizard.
4. A successful installation message will be displayed to the user at the end of the installation.
5. If VPS has been installed, then upgrade it to the compatible version v1.1.3 after successfully upgrading COM to v3.1.3. Refer to VPS 1.1.3 release notes for further details on upgrading VPS.

## 8. Upgrading COM 3.1 OVA using COM 3.1.3 installer

---

1. Download the COM 3.1.3 installer from the Avaya support site. Use the Linux Installer for COM 3.1.3 - com-installer-3.1.3-20160203.013455-15.linux.bin
2. Start COM 3.1.3 installer and accept the license agreement.
3. Proceeding further will continue COM 3.1.3 installation. User is advised to go through the installation wizard.
4. A successful installation message will be displayed to the user at the end of the installation.
5. Use the corresponding VPS 1.1.3 installer to upgrade VPS (Refer to VPS 1.1.3 Release Notes).

# 9. Supported Manual Upgrade Scenarios in COM

## 3.1.3

The following table shows how existing COM installations can be moved to COM 3.1.3.

Current installation	Upgrade Using Installer	Manual Data Migration	Procedure for Migration
<b>COM 3.1.2 Running on</b> Windows server 2008 R2 SP1 (standard/enterprise) OS	Yes, this can be upgraded	NA	NA
<b>COM 3.1.2 Running on</b> 64-bit RHEL (any supported flavor)	Yes, this can be upgraded	NA	NA
<b>COM 3.1.1 Running on</b> Windows server 2008 R2 SP1 (standard/enterprise) OS	Yes, this can be upgraded	NA	NA
<b>COM 3.1.1 Running on</b> 64-bit RHEL (any supported flavor)	Yes, this can be upgraded	NA	NA
<b>COM 3.1 Running on</b> Windows server 2008 R2 SP1 (standard/enterprise) OS	Yes, this can be upgraded	NA	NA
<b>COM 3.1 Running on</b> 64-bit RHEL (any supported flavor)	Yes, this can be upgraded	NA	NA
<b>COM 3.0.1 and COM 3.0.2 Running on</b> 32-bit Windows OS (any supported flavor)	No, this cannot be upgraded	Yes, COM data needs to be migrated	<a href="#">See the manual migration section for windows</a>
<b>COM 3.0.1 and COM 3.0.2 Running on</b> 32-bit RHEL (any supported flavor)	No, this cannot be upgraded	Yes, COM data needs to be migrated	<a href="#">See the manual migration section for RHEL</a>
<b>COM 3.0.1 and COM 3.0.2 Running on</b> Windows server 2008 R2 SP1(standard/enterprise) OS	Yes, COM 3.0.x running on 2008 R2 can be upgraded	Yes. If needed to install COM 3.1.3 on a new host.	<a href="#">See the manual migration section for windows</a>
<b>COM 3.0.1 and COM 3.0.2 Running on</b> 64-bit RHEL v5.6	No, this cannot be upgraded	Yes, COM data needs to be migrated	<a href="#">See the manual migration section for RHEL</a>
<b>COM 3.0.1 and COM 3.0.2 Running on</b> 64-bit Windows other than Windows server 2008 R2 SP1(standard/enterprise edition)	No, this cannot be upgraded	Yes, COM data needs to be migrated	<a href="#">See the manual migration section for windows</a>
<b>COM 3.0.1 and COM 3.0.2 Running on</b> 64-bit RHEL other than RHEL v5.6	No, this cannot be upgraded	Yes, COM data needs to be migrated	<a href="#">See the manual migration section for RHEL</a>
<b>COM 2.3[.x]</b>	No, this cannot be upgrade	No, data migration is not supported	N/A
<b>COM 3.1 OVA RHEL v5.7</b>	Yes, this can be upgraded	NA	NA

## 9.1. Manual Data migration from existing COM 3.0.x installation

When the older version of COM (r3.01 and r3.0.2) exists on a server with 32-bit OS or on a 64-bit OS that is incompatible with COM 3.1.3 (e.g. 64-bit Windows Server R2 SP1 standard/enterprise or 64-bit RHEL 5.6), then there is a need to migrate the UCM/COM data from the older server to a new installation of COM 3.1.3. This section explains how this can be done.

The following scenarios are possible.

- 1) Moving to COM 3.1.3 from COM 3.0.x running on 32bit OS
- 2) Moving to COM 3.1.3 from COM 3.0.x running on 64bit OS incompatible with COM 3.1.3.

Following steps describe the workflow for migrating from older version of COM to COM 3.1.3.

**Pre-requisite: Older version (release 3.0.x) of COM running as UCM Primary.**

**Steps for Windows servers:**

1. Download the file `Migration_From_32Bit_UCM_To_SMGR-CS.zip` from the same Avaya Support page from which you downloaded COM 3.1.3 installer and unzip it. In its content you will find another zip file named - `ucm-to-smgr-migration-windows.zip`.
  - a. Go through the **ReadMe** file in the main zip file you have downloaded, before proceeding further.
  - b. Now unzip the file `ucm-to-smgr-migration-windows.zip`.
2. Back up the data on COM 3.0.x.
  - a. Take back up on UCM by running the script ***backupDataMigration.bat***.
  - b. Upon successful completion, it will generate a jar file (like `2013-11-06_13.06.jar`) and a zip file (as `JbossQuantumMigration.zip`) in the backups folder of UCM (<UCM-dir>\backups\).
3. Install COM 3.1.3 on a 64-bit Windows 2008 R2 SP1 Standard/Enterprise.
4. **Obtain new COM 3.1.3 License and install the license.**
5. Now Copy the backup data jar file to backups folder in SMGR-CS (<smgr-dir>\backups\>) and zip file to the **<smgr-dir>\core\tmp** folder on windows.
6. To restore the data on SMGR-CS, run ***restoreDataMigration.bat*** present in COM 3.1.3 <smgr-dir>\bin.
7. Upon successful completion, login to SMGR-CS and verify if the app is functioning as expected and that the data has been restored from UCM. The default username is "admin" and default password is "admin123" (both without quotes).
8. This completes the data migration from COM 3.0.x on UCM Primary to COM 3.1.3 on SMGR-CS Primary.

**Steps for RHEL servers:**

1. Download the file `Migration_From_32Bit_UCM_To_SMGR-CS.zip` from the same Avaya Support page from which you downloaded COM 3.1.3 installer and unzip it. In its content you will find another zip file named - `ucm-to-smgr-migration-linux.zip`.
  - a. Go through the **ReadMe** file in the main zip file you have downloaded, before proceeding further.
  - b. Now unzip the file `ucm-to-smgr-migration-linux.zip`.
2. Please, follow the instructions in it to back up the data on COM 3.0.x.
  - a. Take back up on UCM using ***backupDataMigration.sh***.
  - b. Upon successful completion, it will generate a jar file (like `2013-11-06_13.06.jar`) and a zip file(as `JbossQuantumMigration.zip`) in the backups folder of UCM (<ucm-dir>/backups/).
3. Install COM 3.1.3 on a 64-bit RHEL v5.7 host.

4. **Obtain new COM 3.1.3 License and install the license.**
5. Now Copy the backup data jar file to backups folder in SMGR-CS (<smgr-dir>/backups/) and zip file to the /tmp folder.
6. To restore the data on SMGR-CS, run **restoreDataMigration.sh** present in COM 3.1.3 <smgr-dir>/bin.
7. Upon successful completion, login to SMGR-CS and verify if the app is functioning as expected and that the data has been restored from UCM. The default username is "admin" and default password is "admin123" (both without quotes).
8. This completes the data migration from COM 3.0.x on UCM Primary to COM 3.1.3 on SMGR-CS Primary.

Virtualization Provisioning Service (VPS) 1.1.3 is the compatible version with COM 3.1.3.  
If VPS is installed on the COM 3.0.x setup, user should install VPS v1.1.3 after installing COM 3.1.3.

## 10. Limitations and Known Issues

---

COM 3.1.3 has the following limitations and known issues.

### 10.1. Limitations

- No space character is allowed in the path name for the installation folder (pre-check exists in the installer) – a limitation inherited from JBoss 6.1.0
- Configuration Audit Tool (CAT) does not support ERS8k devices running in ACLI mode.

### 10.2. Device Issues

- wi0122938 - VSP9k v4.0.1 - Parameters entered for the following fields NextHopVRFID, Enable, Status, RouteMetric, ifindex, routepreference, LocalNextHop are not shown in routing manager.
- wi01220614 - VSP 7000 v10.4 - Device is shown as Unreachable when IP routing is enabled.

### 10.3. Known Issues

- Installation/Upgrade:
  - COM installer requires the system language to be set to English (US).
  - Visual C++ 2010 and above versions should be uninstalled from the system to install Aura System Manager based COM 3.1.3. The required Visual C++ can be installed post the COM 3.1.3 installation.
- EDM Manager:
  - JDM (for sw versions of devices that are old and do not have EDM plugin) does not work with Java 7. If your browser has Java 7 plugins/add-ons installed, you need to disable it and use Java 6 plugins.
- Limitations/issues in COM support for VSP7000:
  - COM does not discover a VSP7k device which uses only Out-of-band management using the dedicated management port.

- Inventory Manager actions give error (“noCreation” SNMP error) for ASCII config file upload/download for VSP7k. Inventory Manager binary config upload/download may require increasing the SNMP timeout in the Preferences to 10sec or more. (Applies to VSP7k sw 7.2.x and older).
- BCM:
  - Workaround for BCM (SVU) Issue while upgrading ERS 4800 v5.8.0.5 using only SSH and SSH time-out value set to 60 (JIRA COM-867 ):
    - Perform upgrade task from 5.8.0.5 to 5.8.2.17 using BCM. Make sure that box “Reboot after diag download” option is unchecked and “Reboot after image download” option is checked.
    - Upgrade task will fail , but device will boot and comes up with new version 5.8.2.17
- VSP7000 Device Limitations affecting COM functionality:
  - SONMP packets are not sent on BEB-BCB ISIS links (even when device is SONMP enabled). Therefore, these links are not discovered by COM and to discover both devices, both of them need to be specified as seeds. “Dump Topology” does not show these links; but “Show Connections” do.
  - TACACS settings and Web Password settings related SNMP MIBs are not supported in VSP7k. So these operations will result in “noCreation” SNMP error.
- MLT Manager:
  - Removing last VLAN from an active MLT could cause loss of connectivity to the device. COM does not show any warning when this is attempted.
- Tools:
  - CLI\*Manager tool (a Java Webstart application), when first launched creates <OS login name>.ppk file in the specified “working directory”. But the tool expects this file to be in the following location –
    - Windows – Same directory from where CLI\*Manager is launched (typically the Desktop)
    - Linux – In the /root/ directory.

So, move the file <OS login name>.ppk to the above directory from the specified “working directory” and re-launch CLI\*Manager.
  - If Firefox is your default browser, then for CLI\*Manager to work, you need to set the browser proxy settings to “Use System Proxy settings”.
  - TFTP Server tool – the “Root directory” and “Log file name” specified in the tool’s preferences do not indicate where they are located on the server. The location is dependent on the OS, and are relative to the following path –
    - Windows – they are relative to <JBOSS\_HOME>/bin/
    - Linux – they are relative to JBOSS/bin.
  - CAT Tool opens a blank page from IE9.x and IE10.x with a JavaScript error. It works fine on IE8 and also in all supported versions of FireFox browser.
- Browser support:
  - License installation does not work with IE browsers when the absolute path to the license file to be installed contains a directory whose name has a dot (“.”) in it (e.g. C:\licenses\COM3.1.3\myLicense.lic).
- Virtual Machine:
  - TFTP data transfer does not work properly (times out) when the VNIC used by the Virtual Machine is of type VMXNET3. It is recommended to use E1000 type of VNIC for the Virtual Machine.

# 11. Miscellaneous Information

---

## 11.1. General Info

- **Default User ID and Password** for accessing newly installed Aura System Manager based COM is **admin / admin123**
- After installation/upgrade completes successfully as well as after a restart of the COM application, it takes a few minutes (about 5 minutes) for the application to be available for client access.

## 11.2. General Recommendations

To circumvent some of the known issues, the following recommendations should be adhered to:

- For using the email feature in COM (including BCM) or to test email feature through the test button, the Firewall and Antivirus should have a rule to allow COM to send email. If email is blocked on the COM server, the user will see an error “Message Exception” and the email will not be sent.
- On VOSS software version 4.2 & 4.2.1.0, SCP is not supported by the devices which causes BCM backup and restore operations on SSH to fail with “Error: C:\Avaya\smgr\COM\Avaya\BackupAndRestore\archive<backup\_directory\_name>/config.cfg (No such file or directory)”. Hence it is recommended to use telnet credentials for the VOSS devices on software version 4.2 & 4.2.1.0, if BCM operations are needed.
- It is recommended to enable SONMP protocol on devices even if LLDP is enabled – since some types of devices do not support LLDP currently, they will not be discovered using seeds which have only LLDP enabled.
- It is recommended that you do not import Device Inventory xml file from an older versions of COM (COM 2.3, 2.3.x) into COM 3.1.3. Device inventory xml exported in COM 3.0.x is compatible with COM 3.1.3.
- IE9 and IE10 browser requires the setting of Tools/internet options/advanced – ‘Do not save encrypted pages to disk’ to be un-checked in-order for the JDM tool to be launched correctly.
- BCM operations such as CUG might require pagination to be disabled based on the user script. In case of ERS 35xx/4xx/5xxx, check the terminal length on the device using CLI. Set terminal length to 0. In case of ERS 83xx/86xx/88xx, check the CLI settings on the device and make sure “more” is set to false.
- For the software version upgrade operations on ERS 8600 v7.2.14, Release Notes recommends to always keep DLD files in Flash. Kindly refer the following document <https://support.avaya.com/css/P8/documents/100182234> on Avaya support site <https://support.avaya.com/>.
- ERS 8600 SVU - L2 C issue handling – customer is recommended to handle manual upgrade in case of L2C issue in 8692 cpu dual power supply.
- It is recommended not have those 3<sup>rd</sup> party software(s) on the system where COM is intended to install as they might block LDAP, Postgres and JBOSS ports required for COM functioning.
- Workaround for COM-614: 1-5911375022: wi01200073: COM 3.1 - VLAN Discovery systematically hangs. It is observed that sometimes VLAN Manager discovery is slow or sometimes gets hung or sometimes fails with time-out. Follow below steps to overcome the mentioned issues:
  - Backup \$SMGR\_HOME/core/JBoss/6.1.0/jboss-as/server/avmgmt/data
  - Clean up \$SMGR\_HOME/core/JBoss/6.1.0/jboss-as/server/avmgmt/data directory contents
  - Clean up \$SMGR\_HOME/core/JBoss/6.1.0/jboss-as/server/avmgmt/tmp directory contents

- Restart the Jboss server
- Initiate full network discovery again and wait till required devices are discovered
- Start the Vlan Manager discovery again

(Usually \$SMGR\_HOME will be C:\Avaya\smgr\core\JBoss\6.1.0\jboss-as\server\avmgmt\data under WINDOWS & /opt/avaya/smgr/core/JBoss/6.1.0/jboss-as/server/avmgmt/data under LINUX)

## 11.3. Install/Un-install Info

- On Windows operating system, post un-installation of COM service, if user is asked to restart the system, it is recommended to follow this to avoid any installation issues further.
- On Linux operating system, it is recommended to not to use the same terminal (which was used previously for un-install of COM service) for installation.

## 12. List of COM documents

---

Following is a list of documents available for Configuration and Orchestration Manager (COM) Release 3.1.3. Note that these documents remain same as in COM 3.1.2.

1. Release Notes (this document) - Avaya Configuration and Orchestration Manager Release 3.1.3
2. NN47226-300 Issue 07.01, Avaya Configuration and Orchestration Manager Installation
3. NN47226-100 Issue 07.01, Avaya Configuration and Orchestration Manager Fundamentals
4. NN47226-600 Issue 08.01, Avaya Configuration and Orchestration Manager Administration
5. NN48021-100 Issue 05.01, Avaya Bulk Configuration Manager Fundamentals
6. NN48014-100 Issue 05.01, System Manager Common Services Fundamentals
7. Release Notes – Virtualization Provisioning Service 1.1.3

These documents are available at Avaya Support site ([support.avaya.com](http://support.avaya.com)).

# Appendix: Device Support (comprehensive list)

Following devices are officially supported by COM 3.1.3

Device	Software release
Virtual Services Platform 4000	3.0, 3.0.1, 3.1, 4.0, 4.0.40, 4.0.50, 4.1, 4.2, 4.2.1, <b>5.0</b>
Virtual Services Platform 7200	4.2.1, <b>5.0</b>
Virtual Services Platform 8000	4.0, 4.0.1.1, 4.1, 4.2, 4.2.1, <b>5.0</b>
Virtual Services Platform 9000	3.0, 3.1, 3.2, 3.3, 3.4, 3.4.5.0, 4.0.1, <b>4.1</b>
Ethernet Routing Switch 8600 & 8800 including the following hardware: 8681XLW module, 8681XLR module, 8616GTE module, 8672ATME MDA, 8608GBM module, 8608GTM module, 8632TXM module, 8648TXM module, 8672ATMM module, 8683POSM module.	4.0, 4.1, 5.0, 5.1, 7.0, 7.1, 7.1.3, 7.1.5, 7.2, 7.2.10, 7.2.13, 7.2.14.x, 7.2.15
Virtual Services Platform 7000	10.1, 10.2, 10.2.1, 10.3, 10.3.1, 10.3.2, 10.3.3, <b>10.4</b>
Ethernet Routing Switch 55xx/56xx	5.1, 6.0, 6.1, 6.2, 6.3, 6.6, 6.3.4, 6.6.1
ERS 5900	7.0, <b>7.0.1</b>
Ethernet Routing Switch 45xx/48xx	5.2, 5.3, 5.4, 5.5, 5.6, 5.6.1, 5.6.2, 5.7, 5.8, 5.9
Ethernet Routing Switch 35xx	5.0, 5.0.1, 5.0.2, 5.1, 5.1.1, 5.2, <b>5.3 (Partial support)</b>
Ethernet Routing Switch 25xx	4.1.x, 4.2, 4.3, 4.4
Ethernet Routing Switch 16xx	2.1.5.x, 2.1.6.x
WLAN	23xx, AP 23xx
WLAN WC8100, AP8120	1.0, 1.1, 1.2
Belden	6.0.2

## NOTE:

1. Device version(s) highlighted in green color are the new device releases for which support has been added in COM 3.1.3 release.
2. "Partial Support" implies device discovery, topology display and installation and launching of EDM plugin are the only features supported.



**Following device support is available with COM 3.1.3 but the test coverage on these devices isn't complete (should work but lacks official support)**

Device	Software release
Ethernet Routing Switch 8600, including the following hardware: 8681XLW module, 8681XLR module, 8616GTE module, 8672ATME MDA, 8608GBM module, 8608GTM module, 8632TXM module, 8648TXM module, 8672ATMM module, 8683POSM module.	3.0, 3.0.x, 3.1.x, 3.2.0, 3.2.0.2, 3.2.1.0, 3.2.2, 3.3, 3.5, 3.7
Ethernet Routing Switch 8600 Web Switching Module	WebOS 9.x, 10.0.x
Ethernet Routing Switch 8100	2.0, 2.0.1.1, 3.1.x, 3.2.0, 3.2.0.2, 3.2.1.0, 3.2.2, 3.3
Ethernet Routing Switch 8300	2.0, 2.1, 2.2, 2.2.8, 2.3, 3.0, 4.0, 4.1, 4.2
Passport 1050/1150/1200/1250	2.0.5.6, 2.0.5.7, 2.0.7.2, 2.0.7.3, 2.0.7.4, 2.1.0, 2.1.3
Ethernet Routing Switch 1424T	2.1
Ethernet Routing Switch 1612G, 1624G, 1648T	1.0, 1.2, 2.1
BayStack 350/410/450	3.0, 3.1, 4.0, 4.1, 4.2, 4.3, 4.4
Business Policy Switch 2000	1.0, 1.0.1, 1.1, 1.2, 2.x, 3.0, 3.1
BayStack 380-24 T	2.0, 3.0
BayStack 420	1.0, 1.0.2, 1.1, 1.1.1, 1.1.2, 1.1.3, 3.0, 3.1
Ethernet Switch 460	2.3, 3.0, 3.1, 3.5, 3.6, 3.7
Ethernet Switch 470-24 T	3.0, 3.0, 3.1, 3.5, 3.6, 3.7
Ethernet Switch 470-48 T	2.1.0 (standalone only), 2.2.0, 2.2.1 (stack also supported), 3.0, 3.0, 3.1, 3.5, 3.6, 3.7
Ethernet Switch 425-24T	2.0, 3.0, 3.0, 3.1, 3.5, 3.6
Ethernet Switch 425-48T	3.1, 3.5, 3.6
Ethernet Routing Switch 5510, 5520	3.0, 3.0.0.1, 4.0, 4.1, 4.2, 4.3, 5.0
Ethernet Routing Switch 5530	4.2, 4.3, 5.0
Ethernet Routing Switch 3510	4.0
Ethernet Routing Switch 45xx	5.0
Ethernet Routing Switch 25xx	4.0, 4.1.x, 4.2
Alteon 2208, 2216, 2224, 2424, 2424 SSL, 3408	AOS 21.0
OPTera Metro 1200/1400/1450	1.0, 1.2, 1.3
WLAN 2200 AP	1.3