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1. Summary

COM 3.1.3.1 Release Date: 7th April, 2017

Purpose: The Configuration & Orchestration Manager (COM) 3.1.3.1 is a minor release containing bug fixes. The release notes provide the following information:

- General release information including Bug fixes in COM 3.1.3.1
- 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) and v5.11 (64 bit) are supported.**
- Refer to section 4 for details on the hardware requirements for the server.
- Only fresh installation of COM 3.1.3.1 is supported on RHEL v5.11 (64-bit).
- COM 3.1.3.1 can be installed only as a Primary SMGR-CS server.
- Installer supports fresh installation of COM 3.1.3.1, as well as upgrade/migration from COM 3.0.2, and COM 3.1.3
- Manual data migration is supported from existing installations of COM 3.0.2.
- COM 3.1.3.1 does not support co-residency with VPFM.
- COM 3.1.3.1 does not include new VPS installer.
- For an existing system with COM+VPS, having upgraded/migrated to COM 3.1.3.1, the VPS functionalities may continue to work.
- COM 3.1[x] license will work for COM 3.1.3.1. Upgrade or migration from COM 3.0.x to 3.1.3.1 would require new license.
- COM 3.1 OVA upgrade to COM 3.1.3.1 can be done by running COM 3.1.3.1 installer.
- For OVA install support, please refer the COM 3.1.3.1 OVA Release Notes.

General Instructions:

- Please read this Release Notes completely before installing COM 3.1.3.1.
- 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

New in this release

❖ **New device models support**

- Partial (Discovery and EDM Plugin) support for ERS 4900 v7.2.x and v7.3.x
 - 4926GTS
 - 4926GTS-PWR-PLUS
 - 4950GTS
 - 4950GTS -PWR-PLUS

Issues Resolved in this release

Following bugs have been fixed in COM 3.1.3.1 release

WI/SR id	Description
COM-939/ 1-11698362062	LLDP discovery issue - does not discover specific devices
COM-949/ 1-12143609098	COM 3.1 OVA install fails with expired cert error - Installation via "COM-3.1-B68-20140811-21.ova" fails - patch provided for Linux to support. This issue occurs on windows as well.
COM-950/ 1-12139518908 / 1-12153336688	COM 3.1.3 email fails.
COM-951/ 1-12160331209	Unable to display traps or syslogs.
COM-952/ 1-12139519047	COM 3.1.3 Links do not show up on discovery
COM-956/ 1-12394151442	COM/AFO: Failing to take ASCII archive from Inventory Manager "SNMP operation failed. Error index : notWritable"
COM-957/1-12399366697	Custom banner issue - Not able to update ERS4800 with BULK (COM Version 3.1.3) - COM: BCM is unable to update ERS 4800 from 5.9.x to 5.10 release using SVU when access is via SSH and Custom banner enabled.
COM-959	ERS 5900 – few model types have no BCM SVU support

4. Server and Client Requirements

Server Requirements

The server requirements are same as COM 3.1.3 and hasn't changed

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 5.0/5.5/6.0 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 and v5.11

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 3.1.3.1 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.

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 3.1.3.1. New license is required only when migrating from COM 3.0.2 to COM 3.1.3.1.

6. Pre-requisites for COM 3.1.3.1 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 3.1.3 using COM 3.1.3.1 installer

1. Download the COM 3.1.3.1 installer from the Avaya support site. Windows Installer for COM 3.1.3.1 is *com-installer-3.1.3.1-20170327.180838-7.windows.exe*. Linux Installer for COM 3.1.3.1 is *com-installer-3.1.3.1-20170327.180838-7.linux.bin*.
2. Start COM 3.1.3.1 installer and accept the license agreement.
3. Proceeding further will continue COM 3.1.3.1 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.

8. Upgrading COM 3.1 OVA using COM 3.1.3.1 installer

1. Download the COM 3.1.3.1 installer from the Avaya support site. Windows Installer for COM 3.1.3.1 will be *com-installer-3.1.3.1-20170327.180838-7.windows.exe*. Linux Installer for COM 3.1.3.1 is *com-installer-3.1.3.1-20170327.180838-7.linux.bin*.
2. Start COM 3.1.3.1 installer and accept the license agreement.
3. Proceeding further will continue COM 3.1.3.1 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.

9. Supported Manual Upgrade Scenarios in COM 3.1.3.1

The following table shows how existing COM installations can be moved to COM 3.1.3.1.

Current installation	Upgrade Using Installer	Manual Data Migration	Procedure for Migration
COM 3.1.3 Running on Windows server 2008 R2 SP1 (standard/enterprise) OS	Yes, this can be upgraded	NA	NA
COM 3.1.3 Running on 64-bit RHEL 5.7 (any supported flavor)	Yes, this can be upgraded	NA	NA
COM 3.1.2 Running on Windows server 2008 R2 SP1 (standard/enterprise) OS	Yes, this can be upgraded	NA	NA
COM 3.1.2 Running on 64-bit RHEL (any supported flavor)	Yes, this can be upgraded	NA	NA
COM 3.1.1 Running on Windows server 2008 R2 SP1 (standard/enterprise) OS	Yes, this can be upgraded	NA	NA

COM 3.1.1 Running on 64-bit RHEL (any supported flavor)	Yes, this can be upgraded	NA	NA
COM 3.1 Running on Windows server 2008 R2 SP1 (standard/enterprise) OS	Yes, this can be upgraded	NA	NA
COM 3.1 Running on 64-bit RHEL (any supported flavor)	Yes, this can be upgraded	NA	NA
COM 3.0.1 or COM 3.0.2 Running on 32-bit Windows OS (any supported flavor)	No, this cannot be upgraded	Yes, COM data needs to be migrated on a 64-bit OS	See the manual migration section for windows
COM 3.0.1 or COM 3.0.2 Running on 32-bit RHEL (any supported flavor)	No, this cannot be upgraded	Yes, COM data needs to be migrated on a 64-bit OS	See the manual migration section for RHEL
COM 3.0.1 or COM 3.0.2 Running on Windows server 2008 R2 SP1(standard/enterprise) OS	No, this cannot be upgraded	Yes, COM data needs to be migrated on a 64-bit OS	See the manual migration section for windows
COM 3.0.1 or COM 3.0.2 Running on 64-bit RHEL v5.6	No, this cannot be upgraded	Yes, COM data needs to be migrated	See the manual migration section for RHEL
COM 3.0.1 or COM 3.0.2 Running on 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	See the manual migration section for windows
COM 3.0.1 or COM 3.0.2 Running on 64-bit RHEL other than RHEL v5.6	No, this cannot be upgraded	Yes, COM data needs to be migrated	See the manual migration section for RHEL
COM 2.3[.x]	No, this cannot be upgrade	No, data migration is not supported	NA
COM 3.1 OVA RHEL v5.7	Yes, this can be upgraded	NA	NA

9.1 Manual Data migration from existing COM 3.0.2 installation

When the older version of COM (r3.0.2) exists on a server with 32-bit OS or on a 64-bit OS that is incompatible with COM 3.1.3.1 (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 3.1.3.1. This section explains how this can be done.

The following scenarios are possible.

- 1) Moving to COM 3.1.3.1 from COM 3.0.2 running on 32bit OS
- 2) Moving to COM 3.1.3.1 from COM 3.0.2 running on 64bit OS incompatible with COM 3.1.3.1.

Following steps describe the workflow for migrating from older version of COM to COM 3.1.3.1.

Pre-requisite: Older version (release 3.0.2) 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 3.1.3.1 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 3.0.2.
 - 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 3.1.3.1 on a 64-bit Windows 2008 R2 SP1 Standard/Enterprise.
4. **Obtain new COM 3.1.3.1 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 3.1.3.1 <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 3.0.2 on UCM Primary to COM 3.1.3.1 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 3.1.3.1 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 3.0.2.
 - 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 3.1.3.1 on a 64-bit RHEL v5.7/v5.11 host.
4. **Obtain new COM 3.1.3.1 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 3.1.3.1 <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 3.0.2 on UCM Primary to COM 3.1.3.1 on SMGR-CS Primary.

10. Limitations and Known Issues

Please refer the COM 3.1.3 release notes for *Limitations and Known issues*.

<https://downloads.avaya.com/css/P8/documents/101019448>

11. Troubleshooting

11.1 Traps and Syslog

WI/SR ID reference - COM-951/ 1-12160331209.

On COM standalone installation, there is possibility of facing issues with Trap/Syslog feature. This is mainly due to the *Trap UDP port 162 and Syslog UDP port 514* not being part of iptables service.

Solution-

User can either turn off the *iptables* service (not recommended) OR keep the *iptables* service running, and do the following:

- Add the UDP ports – 162 and 514 to the *iptables* file by going to the path */etc/sysconfig*, add the below lines:

```
vi /etc/sysconfig/iptables
-A INPUT -p udp -m udp --dport 514 -j ACCEPT
-A INPUT -p udp -m udp --dport 162 -j ACCEPT
```
- Save the file.
- Restart the iptables service using command ***service iptables restart***.

11.2 COM Email Properties

WI/SR ID reference - COM-950/ 1-12139518908 / 1-12153336688.

Email Functionality in COM fails with certain older versions of Exchange server (2007 and below) using “*Externally Secured*” option in the mail flow connectors.

Solution-

It was analyzed that the older version of exchange server with the Externally Secured option were incorrectly advertising the AUTH verb with no arguments thus misleading the javamail library. In such a case the solution was to set the library parameters such that no authentication mechanisms were needed. This can be done by configuring a property “*mail.smtp.auth=false*”

The COM application is now setup to look at a properties file called *mail.properties* in *<COM_HOME>/smgr/com/configuration* folder. User has to create this properties file in the mentioned path. The content of the *mail.properties* file should be:

```
mail.smtp.auth=false
```

NOTE - If the file is empty or not present, COM will revert to its older behavior.

11.3 SMGR Certificate Renewal

COM application when released comes with 2 year validity with respect to the SMGR certificate from the date of the release. So, when a user installs/deloys (OVA) the application post this validity period, the application throws up a launch error.

Solution:

As a solution to this issue, SMGR certificate renewal patch is provided with this release. This is applicable to both Windows and RHEL operating system. User is advised to download the patch contents from the COM 3.1.3.1 release link from Avaya Support site, and follow the *ReadMe* procedure to renew the certificate validity.

12. Miscellaneous Information

12.1 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.

12.2 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 3.0.2 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.
- 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)

12.3 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.

13. List of COM documents

Following is a list of documents available for Configuration and Orchestration Manager (COM) Release 3.1.3.1. Note that these documents remain same as in COM 3.1.3.

1. Release Notes (this document) - Avaya Configuration and Orchestration Manager Release 3.1.3.1
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

These documents are available at Avaya Support site (support.avaya.com).

Appendix: Device Support (comprehensive list)

Following devices are officially supported by COM 3.1.3.1

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, 5.0
Virtual Services Platform 7200	4.2.1, 5.0
Virtual Services Platform 8000	4.0, 4.0.1.1, 4.1, 4.2, 4.2.1, 5.0
Virtual Services Platform 9000	3.0, 3.1, 3.2, 3.3, 3.4, 3.4.5.0, 4.0.1, 4.1
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, 10.4
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, 7.0.1
ERS 4900	7.2.x, 7.3.x (Partial support)
Ethernet Routing	5.2, 5.3, 5.4, 5.5, 5.6, 5.6.1, 5.6.2, 5.7, 5.8, 5.9

Switch 45xx/48xx	
Ethernet Routing Switch 35xx	5.0, 5.0.1, 5.0.2, 5.1, 5.1.1, 5.2, 5.3
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:

“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 3.1.3.1 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, 3.0.2, 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