



Overview of Avaya Aura[®] System Platform

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Chapter 1: What's new in this release

Release 6.3.7

System Platform 6.3.7 includes the following new features:

- Support for the new, Avaya S8300E server.

Release 6.3.4

System Platform 6.3.4 includes the following new features:

- 6.3.4 updates allow System Manager to be able to upgrade System Platform remotely.
- Support for Internet Explorer 8, Internet Explorer 9, Firefox 19, and Firefox 18.

Release 6.3.1

System Platform 6.3.1 includes the following new features:

- Support for new servers, HP ProLiant DL360p G8 and Dell™ PowerEdge™ R620.
- SHA2 instead of MD5 for login password hashes. Users must change their existing passwords for SHA2 hashes to take effect. MD5 hashes are retained until users change their passwords. If the 6.3.1 patch is removed, previous users and passwords are restored, and any new users that were created in 6.3.1 are removed.
- Ability to generate and install SSH certificate keys.
- Enhancement of cust account to be fully read-only and have no access to the command line. The cust account cannot access SSH or other remote access commands from the command line.
- Support for larger size Services VM 3.0 for the new servers. Earlier servers do not support the larger Services VM.

You must upgrade the Services VM to version 3.0 if you require it. It is not included with System Platform 6.3.1. See *Implementing and Administering Services-VM on Avaya Aura® System Platform* at <http://support.avaya.com> for the upgrade procedure. Services VM 3.0 includes support for small and medium configurations and for Avaya Diagnostic Server 1.0. For more information on Avaya Diagnostic Server, see the documentation at <http://support.avaya.com>.

- Support for Internet Explorer 8, Internet Explorer 9, Firefox 19, and Firefox 18.

Chapter 2: System Platform overview

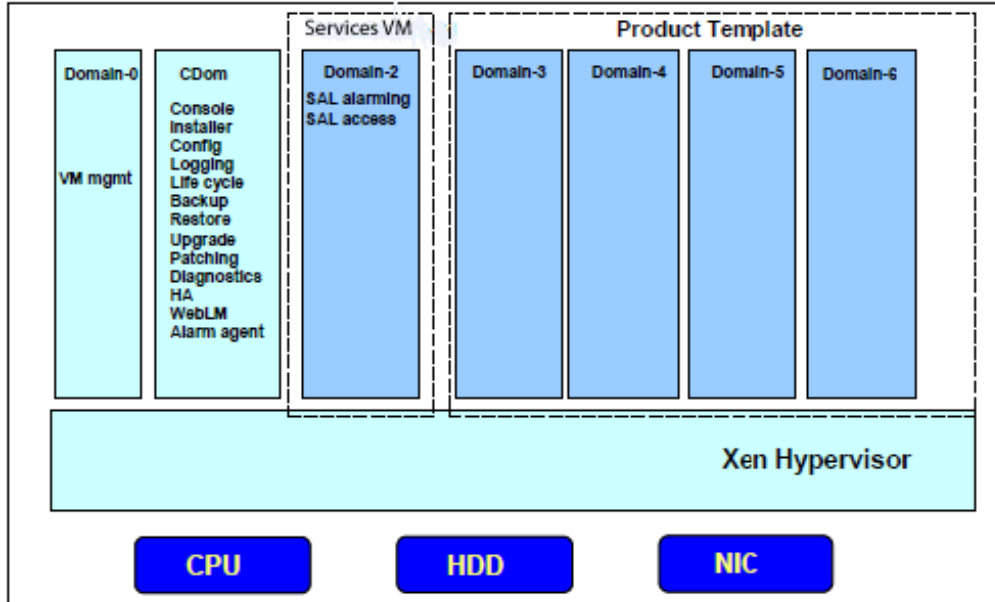
System Platform overview

Avaya Aura® System Platform technology delivers simplified deployment of Unified Communications and Contact Center applications. This framework leverages virtualization technology, predefined templates, common installation, licensing, and support infrastructure.

System Platform:

- is a software platform running CentOS plus Xen open source hypervisor for virtual machine monitoring and management
- hosts one or more Avaya products, each running on its own virtual server (virtual machine), all running on a single physical server platform
- provides a set of utilities commonly required for Avaya products, including installation, upgrade, backup/restore, licensing server, hardware monitoring and alarming, and remote access

The following figure shows an abstraction of the System Platform virtualized environment:



Avaya deploys System Platform through a *virtual appliance* model. The model includes:

- An Avaya-defined common server platform

- An Operating System (O/S) for allocating and managing server hardware resources (CPU, memory, disk storage, and network interfaces) among virtual machine instances running on the server platform
- System Platform
- An Avaya solution template containing a bundled suite of pre-integrated Avaya software applications
- A Secure Access Gateway, supporting a Secure Access Link (SAL) for remote diagnosis by Avaya or an Avaya Partner.

Advantages of System Platform

Advantages of System Platform include:

- Consolidation of servers
- Simpler maintenance
- Faster disaster recovery
- Easy installation of any Avaya Aura[®] solution template (bundled applications suite) on a single server platform
- Simpler and faster deployment of applications and solutions
- Efficient licensing of applications and solutions
- Security
- Portability of applications
- Reduction of operating costs
- Avaya common look-and-feel Web Console (Web Graphical User Interface) for server, virtual machine, application, and overall solution management.
- Remote access and automated alarm reporting for Network Management Systems monitored by Avaya Services and Avaya Partners personnel
- High Availability option for failover using active and standby servers
- Coordinated backup and restore
- Coordinated software upgrades

Installation of System Platform

Avaya provides an installation wizard program for System Platform software on Avaya-defined common server platforms.

After System Platform installation, you install Avaya Aura[®] solution templates on the same server. Template installation significantly streamlines solution deployment across your organization. Installation wizard software installs a solution template in less time than if you installed multiple applications individually. The installation process is simple and requires only personnel with basic software installation skills. System Platform also supports remote installation of Avaya Aura[®] solution templates.

Virtual machines

System Platform interacts with the following virtual machines:

- System domain (`dom0`) virtual machine
- Console domain (`cdom`) virtual machine
- Services domain (`services_vm`) virtual machine
- Template virtual machines

System domain virtual machine

In addition to exporting virtualized instances of CPU, memory, network and block devices, the system exposes a control interface to manage how these resources are shared between the running domains. Access to the control interface is restricted to one specially-privileged virtual machine, known as domain 0 or System Domain.

Console domain virtual machine

The Console Domain virtual machine is a part of System Platform and contains many platform elements, including the System Platform Web Console.

The Console Domain is capable of deploying and running the following plug-ins:

- Virtual Appliance (VA) plug-ins, which interact with virtual appliances for operations such as backing up and restoring data, providing sanity heartbeats, and getting version information
- Preinstallation plug-ins, which accept parameters that are configured by the user at the time of installation
- Post-installation plug-ins
- Backup plug-in
- Restore plug-in
- Patch plug-ins, which install or uninstall patches in the system

In the System Platform Web Console, the Console Domain displays as **cdom**.

In its virtual machine command line, the Console Domain displays as **udom**.

Services domain virtual machine

The Services virtual machine (`Services_vm`) hosts embedded SAL operations for remote monitoring and diagnosis.

Template virtual machines

During template installation, System Platform creates one or more template virtual machines, where each virtual machine provides an independent virtual server environment for one Avaya Aura[®] applications. All of the applications running on the various template virtual machines together deploy an Avaya Aura[®] solution.

Solution templates

A solution template is a set of one or more Avaya applications that are preintegrated for easy installation on System Platform. Installation personnel must download these templates from the Product Licensing and Delivery System (PLDS) at <http://plds.avaya.com>. PLDS allows Avaya customers, Avaya Partners, and associates to manage software licensing and to download software for various Avaya products.

System Platform provides an installation wizard for the template. The installation wizard enables you to configure template-specific parameters, including network and server details, or to upload a preconfigured Electronic Preinstallation Worksheet (EPW) created in a stand-alone version of the installation wizard.

*** Note:**

You must install System Platform before installing solution template software on a single server. Some solutions offer a server with System Platform and an Avaya Aura® solution template preinstalled.

Networking

System Platform uses software bridging to support networking for virtual machines. Software bridging works like a network switch inside the system. During installation, System Platform creates two software bridges: *avpublic* and *avprivate*.

The *avpublic* bridge connects to a physical interface and serves as the default connection to your LAN. Most virtual machines have a virtual interface on the *avpublic* bridge to connect to your network. You can reach *avpublic* IP addresses by using PING over your network.

The *avprivate* bridge does not connect to any physical interface, but instead provides internal communication among the virtual machine instances running on a single server hardware platform. You cannot reach *avprivate* IP addresses by using PING over your network.

Some templates require additional connections to your network. In some cases, System Platform creates another software bridge for this purpose. This bridge contains the name specified by the template, and the name is visible during template installation or in the Network Configuration page.

If a virtual machine has high or real time traffic requirements, it can be assigned a dedicated network interface card (NIC) in the template file. This means that the virtual machine is assigned another physical NIC on the system and does not use *avpublic*. For example, in the Solution for Midsize Enterprise, Application Enablement Services uses *eth3*. See related solution template documentation for more information.

If a virtual machine in the installed template requires a dedicated NIC, it must have a separate cable connection to your network. Both the *avpublic* interface and the dedicated NIC must be connected to the network for those machines to communicate in the same way as if they were separate physical machines. For example, in the Solution for Midsize Enterprise, the Console Domain is on the *avpublic* bridge and Application Enablement Services has a dedicated NIC (*eth 3*). In this case you must connect *eth0* and *eth3* to the network before attempting to ping the Application Enablement Services virtual machine from the Console Domain.

High Availability

System Platform applications can have High Availability through a redundant hardware and software setup. The primary node continuously updates the secondary node with any changes in system configuration or runtime data. When the primary server fails, the secondary server uses that data to restore all functionality to the system. For more information, see the System Platform High Availability introduction in your solution template documentation.

 **Note:**

System Platform High Availability is available only with supporting solution templates. (Some templates implement a different, solution-specific, High Availability configuration independent of System Platform High Availability.)

Remote serviceability

Avaya or Avaya Partner support personnel can access and service System Platform from a remote location so that a site service call becomes unnecessary.

System Platform uses Secure Access Link (SAL), which is an Avaya serviceability solution for support and remote management. SAL provides remote access and alarm reporting capabilities for Avaya and Avaya Partners.

SAL uses your existing Internet connectivity to facilitate remote support. All communication outbound from your environment uses encapsulated Hypertext Transfer Protocol Secure (HTTPS). This is just one of many security features used by SAL to support secure remote access.

Avaya Partners without a SAL Concentrator must provide their own IP-based connectivity (for example, B2B VPN connection) to deliver remote services.

 **Important:**

The SAL Gateway in the Services Virtual Machine or on a stand-alone server supports System Platform and Avaya Aura[®] solution templates. Avaya Partners and customers must register SAL, the solution template, and System Platform with Avaya during installation, and must configure SAL for remote support. Avaya support will be delayed or not possible if SAL is improperly implemented or inoperative. System Platform and SAL do not support modem connections.

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