



Using Avaya Software Compatibility Audit Tool

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Contents

Chapter 1: Introduction	7
Purpose.....	7
Intended audience.....	7
Support.....	7
Chapter 2: Avaya Software Compatibility Audit Tool	9
Overview.....	9
Generating a report using Avaya Software Compatibility Audit Tool.....	9
Viewing previously requested reports.....	11

Chapter 1: Introduction

Purpose

This document describes Avaya Software Compatibility Audit Tool, which is a Web-based tool that generates a report to view the hardware, software, and firmware versions of the products that you can upgrade in your Avaya Aura® Communication Manager. The report also shows the latest versions of those products. To see the latest versions, go to support.avaya.com.

Intended audience

This document is intended for Avaya customers, BusinessPartners, and Avaya technicians, who can use the tool to generate a report to view the hardware, software, and firmware versions of all the products that can be upgraded in Communication Manager. This report also contains information about the latest versions available for those products.

Support

Visit the Avaya Support website at <http://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.

Chapter 2: Avaya Software Compatibility Audit Tool

Overview

Avaya Software Compatibility Audit Tool is a Web-based tool that you can use to generate a report to view the hardware, software and firmware versions of all the products that you can upgrade in your Communication Manager. The report also shows the latest versions available for those products. To see the latest versions, go to support.avaya.com.

You can use Software Compatibility Audit Tool to generate a report for hardware, software and firmware that include servers, gateways, Local Survivable Processors (LSPs), Enterprise Survivable Processors (ESS), boards and modules, and, DCP and IP endpoints.

Generating a report using Avaya Software Compatibility Audit Tool

Before you begin

You must obtain the following items to use Software Compatibility Audit Tool.

- If you are an Avaya customer:
 - A user ID and password registered with Avaya.
- If you are an Avaya BusinessPartner or an Avaya internal user:
 - A single sign-on (SSO) account.
 - A sold-to number, which is the number assigned to a particular customer.

Procedure

1. Log on to support.avaya.com.
2. On the Tools list at the bottom-left corner, click the **All Tools** menu and select Software Compatibility Audit Tool.
3. On the login page, enter the following:

- If you are an Avaya customer, use your registered user ID to gain access to the Online Service Manager page, which contains the tool.
 - If you are an Avaya BusinessPartner, use your SSO account information to gain access to the Online Service Manager page, which contains the tool.
4. Click **Run Avaya Software Compatibility Audit (ASCA) Tool**.
 5. Enter the sold-to number assigned to a particular customer.
If you do not have the sold-to number, enter **Name, Address, City, and State ZIP** of the customer.
 6. Click **SEARCH**.
 7. On the Customer Identification and Validation page, select the customer sold-to location for which you want to generate a report.
 8. Click **NEXT**.
 9. On the Product Selection page perform the following:
 - In the REPORT DESCRIPTION section, type the name of the report in the **Report Description** field.
 - To select your required product, scroll down to the SELECT PRODUCTS section and choose one of the following options:
 - To check all products, select **All products eligible for Avaya Software Compatibility Audit (ASCA) reports at this location**.
 - To check an individual product, select **Only the following products** and click **Add**.
 10. Click **NEXT**.
 11. To generate a report, perform one of the following on the Report Selection page.
 - To generate a report for all the software, hardware, and firmware, click **SELECT ALL**
 - To generate a report for an individual product, select the check box of the required software, hardware, or firmware.
 12. Click **SUBMIT**.
You receive a confirmation email with the message: Your request for a Avaya Software Compatibility Audit report(s) has been submitted and the results should be available within 72 hours.
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Viewing previously requested reports

About this task

You can view previous reports that are requested for any product in Communication Manager.

Procedure

1. On the Software Compatibility Audit Tool page, click **View Previously Requested Reports**.
 2. To generate a report for the required product, go to the Reports Index table, and click **View** in the **ASCA REPORT** column.
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