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GENERATE TEMPORARY LICENSE FILES IN PLDS

Purpose	To provide step by step instructions on how to generate Troubleshooting / Temporary Licenses using regular SAP material codes or Feature Based PLDS Product IDs
Scope	Global
Target Audience	Partners, Distributors, Avaya Associates
Tools	PLDS

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1. Overview

1.1. What is a Troubleshooting License file?

A troubleshooting license file is a temporary file created in order to keep the service going and avoid a possible outage when facing a license related issue. This file can be generated with an expiration date set up to 30 days from its creation and it cannot be converted to permanent.

1.2. What information is required?

- End User Sold to
- PLDS Company ID
- Host ID
- Material Codes:
 - Regular SAP Material Codes
 - **OR Feature Name based PLDS Product IDs** *(recently introduced, go to section 5 for more details)*
- Quantity of each material code or feature
- Duration (Allows up to 30 days)
- Reason for generating troubleshooting license
- Ticket # if applicable or mention N/A
- SAP Order # if applicable or mention N/A

Example:

- Sold to: **5090401**
- Host ID: **AA-77-00-99-77-99**
- Material Codes:
 - Regular SAP Material Codes: **229655, 260051**
 - OR Feature Name based PLDS Product IDs: **VALUE CM STA R8, VALUE CM MOBILITY**
- Quantity: **100,1**
- Duration: **30days**
- Reason for generating troubleshooting license: **Order not processed**
- Ticket No: **IT123455**
- SAP Order no: **2567892**

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1.3. Overview on Feature Based PLDS Product IDs

Feedback from users showed that they had access to the feature names because that is something that they could get from the product or offer documentation. However as mentioned in section 1.2, one of the key **pieces of** information that is required to generate a temporary license file is the material codes. Earlier, the only option was to use Avaya SAP material codes which required **that** the user's:

- Have knowledge on the relationship of Material Codes to Features
- Do a design in the **Configurator** to arrive at the list of **material** codes

On a pilot basis, **and** for a select set of products, Avaya has introduced the ability to generate the temporary licenses **where** users have knowledge about the features that need to be on the license file.

This job aid **details the** steps to generate temporary license files. It will also provide details on how to search for the feature-based codes in PLDS. Refer to section 5 and appendix section 6.1 for further details.

2. How to determine the requisite information?

2.1. New System (Host ID)

For a temporary license file for a new system or new product, the user has to know the following details and the others can be derived from PLDS.

- End User Sold to
- Host ID
- Material Codes:
 - Regular SAP Material Codes
 - OR Feature Name based PLDS Product IDs (recently introduced **go to section 5 for more details**)
- Quantity
- Duration (Allows up to 30 days)
- Reason for generating troubleshooting license
- Ticket # if applicable or mention N/A
- SAP Order # if applicable or mention N/A

The missing information here is the PLDS Company ID. You can derive this information from PLDS. Please see [section 3](#) to get the detailed steps.

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2.2. Existing System (Host ID)

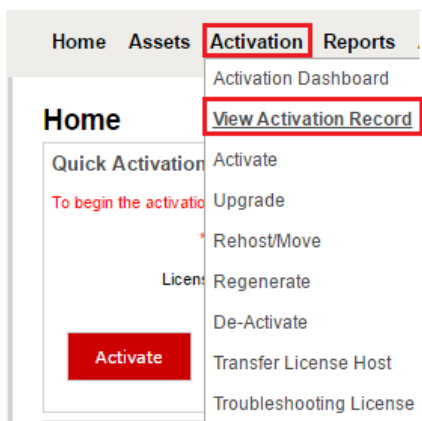
For an existing system where you are trying to generate a troubleshooting / temporary license file to add more licenses or licenses for a new product on the same system, you should at the very minimum know the following:

- End User Sold to
- Host ID
- Duration (Allows up to 30 days)
- Reason for generating troubleshooting license
- Ticket # if applicable or mention N/A
- SAP Order # if applicable or mention N/A

Based on the End User Sold To and Host ID, you can derive the PLDS Company ID and Existing Material Codes or Features from the License Host in PLDS. See below for detailed steps.

Email the activation record to yourself. This will provide all the material codes and features along with the quantities that currently reside on the system. You will need this information to complete the Temporary License Request. See below to get the detailed steps.

1. Go to Activation → View Activation Record



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2. Search the Host ID using any of the available search parameters

Search Activation Records

[Return](#) [Batch process options](#) ▼

To search activation records, provide search criteria, then click Search Activation Records. To display additional search criteria, click Advanced Search. Click here for additional Search Tips.

%indicates wildcard search

%Company Name: 

%License Host (WebLM Server Name):

Host ID (MAC Address):

%End Customer Name (Group Name):

%End Customer Sold To/FL (Group ID):

Application:

Search Activation Records

[\[Advanced Search\]](#)

Showing: 1-1 of 1


3. Click on View

Search Activation Records

[Return](#) [Batch process options](#) ▼

To search activation records, provide search criteria, then click Search Activation Records. To display additional search criteria, click Advanced Search. Click here for additional Search Tips.

%indicates wildcard search

%Company Name: 

%License Host (WebLM Server Name):

Host ID (MAC Address):

%End Customer Name (Group Name):

%End Customer Sold To/FL (Group ID):

Application:

Search Activation Records

[\[Advanced Search\]](#)

Showing: 1-1 of 1

	Options	▲ License Host (WebLM Server Name)	Host ID (MAC Address)	Applications
	Options ▼	 AB-00-00-00-00-10 [View summary] [Edit]	AB-00-00-00-00-10	Communication Manager

Showing: 1-1 of 1

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- Click on Ownership: This will provide you the PLDS Company ID. You can also use PLDS reports to derive this information. Please see [section 3](#) to get the detailed steps.

View Activation Record (AB-00-00-00-00-10)

[Return to previous page](#) [Email](#) [Upgrade](#) [Options](#) ▼

Overview	Ownership	License/Key	Features	Transactions																								
Company Summary <table border="1"> <tr> <td>Registered Company Name</td> </tr> <tr> <td>Test0001 - 7778405100</td> </tr> <tr> <td>abc test</td> </tr> <tr> <td>N/A</td> </tr> <tr> <td>london, 123 45</td> </tr> <tr> <td>United Kingdom</td> </tr> </table>					Registered Company Name	Test0001 - 7778405100	abc test	N/A	london, 123 45	United Kingdom																		
Registered Company Name																												
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United Kingdom																												
Group Summary <table border="1"> <thead> <tr> <th>End Customer Name (Group Name)</th> <th>Application</th> <th>Product</th> <th>Qty</th> </tr> </thead> <tbody> <tr> <td>ABC Test - 50441399</td> <td>Communication Manager</td> <td>CM Stations - Foundation Suite</td> <td>1 for a production license</td> </tr> <tr> <td>ABC</td> <td></td> <td></td> <td></td> </tr> <tr> <td>abc test, 123 45</td> <td></td> <td></td> <td></td> </tr> <tr> <td>United Kingdom</td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="4">[View Coordinators]</td> </tr> </tbody> </table>					End Customer Name (Group Name)	Application	Product	Qty	ABC Test - 50441399	Communication Manager	CM Stations - Foundation Suite	1 for a production license	ABC				abc test, 123 45				United Kingdom				[View Coordinators]			
End Customer Name (Group Name)	Application	Product	Qty																									
ABC Test - 50441399	Communication Manager	CM Stations - Foundation Suite	1 for a production license																									
ABC																												
abc test, 123 45																												
United Kingdom																												
[View Coordinators]																												

- Click on Email.

View Activation Record (111111111111) ?

[Return to previous page](#) [Email](#) [Upgrade](#) [Options](#) ▼

Overview	Ownership	License/Key	Features	Transactions

- Enter your email address and click on Send.

Send Activation Record ?

Enter the email address or addresses to send the Activation Record to. Use comma to separate multiple addresses. Provide a subject line for the email message, as well as any text you want to display in the message. The Activation Record will be attached to the message.

*Send to: (Multiple separated by commas)

Subject line:

Language: ▼

Message text:

Result output: ▼

Send

Cancel

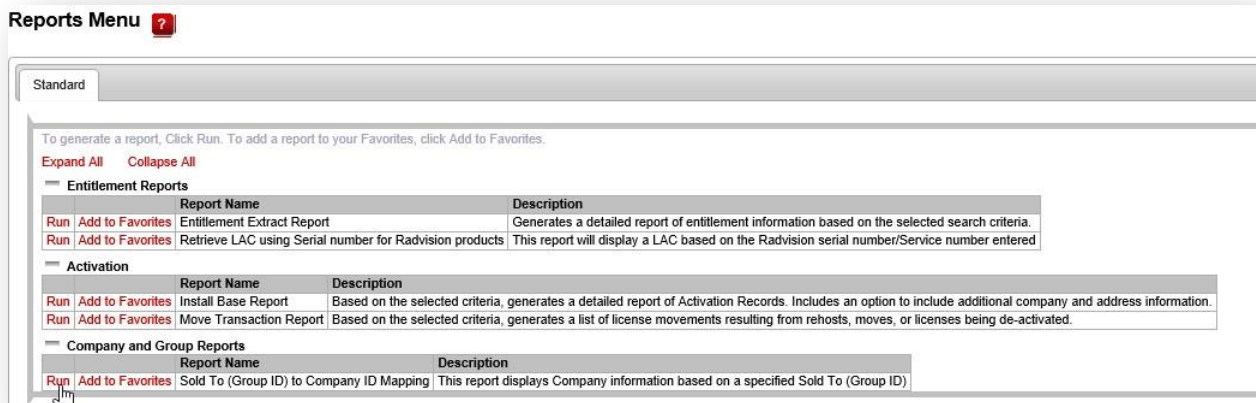
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3. How to find out the PLDS Company ID and Type from End User Sold To

1. Navigation:

Go to **Report** >> Click **Run (Sold To (Group ID) to Company ID Mapping)**



- Enter Sold to ID in the * **Sold To (Group ID):** field.
Click **Run**

The screenshot shows the 'Sold To (Group ID) to Company ID Mapping' report configuration page. It includes a 'Return to reports list' button, a description of the report, a text input field for '* Sold To (Group ID):', an 'Output format' dropdown set to 'Formatted HTML', and a 'Report Run Criteria' section with a 'Report action' dropdown set to 'View online now' and a 'Zip download' checkbox. At the bottom are 'Run' and 'Cancel' buttons.

Sold To (Group ID) to Company ID Mapping

[Return to reports list](#)

This report provides the Group ID, Group Name, Company Name, Company ID and the Company Type for the Sold To (Group ID) key

* Sold To (Group ID):

Output format: Formatted HTML ▼

Report Run Criteria

Report action: View online now ▼

Zip download ☐

Run **Cancel**

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Example:

Sold To: 50441399

End Customer Sold To/FL (Group ID) to Company ID Mapping

[Return to reports list](#)

This report provides the Group ID, Group Name, Company Name, Company ID and the Company Type for the End Customer Sold To/FL (Group ID) keyed in the report search criteria.

* End Customer Sold To/FL (Group ID):

Output format:

Report Run Criteria

Report action:

Zip download ☐

Run

Cancel

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End Customer Sold To/FL (Group ID) to Company ID Mapping

 This report provides the Group ID, Group Name, Company Name, Company ID and the Company Type for the End Customer Sold To/FL (Group ID) keyed in the report search criteria.

[Return to reports list](#)

[Change report criteria](#)

Group ID	Group Name	Company ID	Company Name	Company Type
50441399	ABC Test	7778405100	Test0001	Business

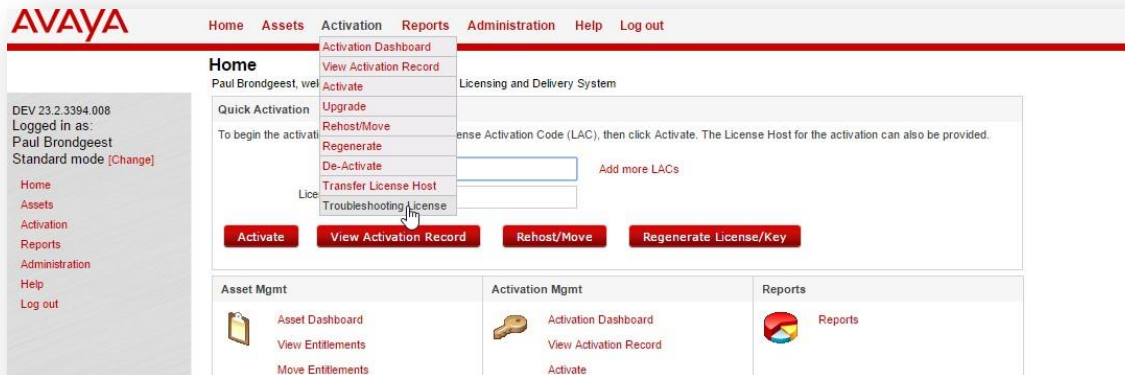
Always use whatever number is in the Company ID column. Sometimes the Group ID and the Company ID numbers are the same. This is not a problem. Just use that number.

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4. How to generate 30 Day troubleshooting license files**1. Navigation:**

Go to **Activation** >> Click **Troubleshooting License** >>



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2. Enter the End user Company id in **Company** Field >> **Click Search**


Get Troubleshooting License/Key ?


Details Activate Confirm Complete

Entitlement Parties

Select the parties for the Troubleshooting License/Key entitlements. You can either type the companies, or click the find icon to search for and select the company. After typing the companies, click Refresh Party Information to update the selected parties.

*Purchasing company: 0031 ICT
 Duyendrechtsekade 64
 Amsterdam, 1096 AH
 Netherlands

Business Partner: 

Company: 

[Refresh Party Information]

Registered owner:

Group:

Product and Entitlement Details

Use this section to select the products for the Troubleshooting License/Key. Either type the product numbers, or click the Find link to search for and select a product. After typing in the product numbers, click Refresh to display detailed information for the selected products. Click Add lines to add additional lines. To remove a line, click the Remove link.

Add lines **Refresh**

Product	
[Find] <input type="text"/>	Remove
[Find] <input type="text"/>	Remove
[Find] <input type="text"/>	Remove
[Find] <input type="text"/>	Remove

Example:

End user company id: 50314530

Get Troubleshooting License/Key ?

Details Activate Confirm Complete

Search Companies ?

Use this page to search for and select the company you want to use. You can search for the company based on the name, ID, type, or status. To display additional criteria, click Advanced Search. After providing search criteria, to display a list of companies, click Search Companies. To select the company, click its Select link. [Click here for additional Search Tips.](#)

%indicates wildcard search


%Name:

ID: 50314530

Type:

Status: Active

Search Companies **Cancel** [Advanced Search]

Company: 

[Refresh Party Information]

Registered owner:

Group:

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The screenshot shows a web application titled "Get Troubleshooting License/Key" with a progress bar indicating four steps: Details (active), Activate, Confirm, and Complete. The "Details" step is highlighted in red. Below the progress bar, there is a section titled "Entitlement Parties" with a sub-instruction: "Select the parties for the Troubleshooting License/Key entitlements. You can either type the companies, or click the find icon to search for and select the company. After typing the companies, click Refresh Party Information to update the selected parties." The form contains several input fields: "Purchasing company" (0031 ICT, Duiwendrechtsekade 64, Amsterdam, 1096 AH, Netherlands), "Business Partner" (007 Protection Co., Ltd., 123/709 Nawamin Road, Bangkok, Thailand), and "Company" (TEST, TEST, 06560 TEST, France). There is a "[Refresh Party Information]" link and a "Registered owner: Attention: Please define primary contact now" message. Below these, there is a "Group:" dropdown menu. At the bottom, there is a section titled "Product and Entitlement Details" with a sub-instruction: "Use this section to select the products for the Troubleshooting License/Key. Click on the product numbers on the left. Click on the product numbers on the right. Click on the product numbers on the right. Click on the product numbers on the right." The form also has "Cancel >>" and "Next >>" buttons.

Get Troubleshooting License/Key ?

Details Activate Confirm Complete

Entitlement Parties

Select the parties for the Troubleshooting License/Key entitlements. You can either type the companies, or click the find icon to search for and select the company. After typing the companies, click Refresh Party Information to update the selected parties.

*Purchasing company: 0031 ICT
Duiwendrechtsekade 64
Amsterdam, 1096 AH
Netherlands

Business Partner: 007 Protection Co., Ltd.
123/709 Nawamin Road
Bangkok,
Thailand

Company: TEST
TEST
06560 TEST
France
[Refresh Party Information]

Registered owner: Attention: Please define primary contact now
TEST
06560 TEST
[Online Registered Owner]

Group: ▼

Product and Entitlement Details

Use this section to select the products for the Troubleshooting License/Key. Click on the product numbers on the left. Click on the product numbers on the right. Click on the product numbers on the right. Click on the product numbers on the right.

3. Enter Group information in the **Group** drop down list field

Example:

Group ID: 12345678

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Get Troubleshooting License/Key ?

Details Activate Confirm Complete

Cancel >> Next >>

Entitlement Parties

Select the parties for the Troubleshooting License/Key entitlements. You can either type the companies, or click the find icon to search for and select the company. After typing the companies, click Refresh Party Information to update the selected parties.

*Purchasing company: 0031 ICT
 Duivendrechtseklade 64
 Amsterdam, 1096 AH
 Netherlands

Business Partner: 007 Protection Co., Ltd.
 123/709 Nawamin Road
 Bangkok,
 Thailand

Company: TEST
 TEST
 06500 TEST
 France
 [Refresh Party Information]
 Registered owner: Attention: Please define primary contact now
 TEST
 06500 TEST
 [Refresh Registered Owner]

Group:

TEST - 50314530 - TEST, France
 Test - 12345678 - TEST, France
 test - 123456789 - TEST, France

Product and Entitlement

Use this section to select the products for the Troubleshooting License/Key. Either type the product numbers, or click the Find link to search for and select a product. After typing in the product numbers, click Refresh to display detailed information for the selected products. Click Add lines to add additional lines. To remove a line, click the Remove link.

Add lines Refresh

Product	
[Find]	Remove
[Find]	Remove
[Find]	Remove
[Find]	Remove

Group Name: test

Provide the Product IDs in **Product and Entitlement Details**.

Please refer to section 5 to get details on how to search for feature based temporary material codes while generating the license file in PLDS and also appendix section 6.1 to get the complete list .

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NOTE

Temporary licenses don't add up the content of permanent licenses automatically.

If you have active permanent licenses for the same Product Family* as the Temporary Licenses you are trying to generate, please make sure to add each one of the material codes that the permanent file contains plus the extra material codes you require.

E.g.: You have 100 TSAPI and 100 DMCC permanent licenses active and you require 100 TSAPI EXTRAS, at the time of creating the temporary file, you need to add the material codes for the TSAPI, DMCC and make sure the quantity you enter when required is 200 for TSAPI. This way you'll have the current content of your Host for the Product Family you're working with added to the temporary license file.

***Product family to License File mapping available in Appendix for reference**

- Provide LAC information in The LAC field (enter your own reference LAC # which would be easy to find the entitlement details).

Format can be like - **"LAC-ticket no"**

Example: **"LAC-IT123455"**

And **Click Next** -

Get Troubleshooting License/Key ?

Details Activate Confirm Complete

Cancel >> Next >>

Entitlement Parties

Select the parties for the Troubleshooting License/Key entitlements. You can either type the companies, or click the find icon to search for and select the company. After typing the companies, click Refresh Party Information to update the selected parties.

Company: INFOSYS TECHNOLOGIES LIMITED
 Plot No 44 & 97A,
 BANGALORE, 560100
 India
 Registered owner: Attention: Please define primary contact now
 Default Address
 City for the primary contact, MA 11111
 United States
 (Change Registered Owner)

Group: INFOSYS - 5090401 - QUINCY, MA, United States

Product and Entitlement Details

Use this section to select the products for the Troubleshooting License/Key. Either type the product numbers, or click the Find link to search for and select a product. After typing in the product numbers, click Refresh to display detailed information for the selected products. Click Add lines to add additional lines. To remove a line, click the Remove link.

Add lines Refresh

Product	
[Find] 220055	Remove
[Find] 260051	Remove
[Find]	Remove
[Find]	Remove
[Find]	Remove

Add lines Refresh

Use these fields to provide additional information for the new entitlements.

LAC: LAC-IT123455

Customer PO #:

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5. *If the Host id already exists, then choose the host id from the host id field
If the Host id is a new host id then create a new host id for the same (choose ADD license host for creating new host)*

Example - Here we have created a new license host

License host - DEMO_TEMP_LICENSE

Get Troubleshooting License/Key ?

Details **Activate** Confirm Complete

Cancel >> Back >> Next >>

Enter the required information and then click Next. ATTENTION: If you have one WebLM Host Server, do NOT create a new Host in PLDS with the same Host ID, instead, activate the entitlements on the existing Host. Enter the Host ID exactly as it appears on the WebLM Server Properties page. [Click here for more information on the Host ID.](#)

License Host **License Host Information**

DEMO_TEMP_LICENSE * Host ID (format XX-XX-XX-XX-XX-XX):

2nd Host ID (Per EULA, only for use on duplicated systems):

* Expire date: (ex. Aug 2, 2016)

* Reason for generating the trouble-shooting license:

* Other reason for generating the trouble-shooting license:

* SAP Order Number:

* Avaya ITSS Ticket number:

Clear all

Application Enablement Services

Qty	Installed	Product Title	
<input type="text"/>	0 for a production license	APPL ENBLMNT 6.X BASIC TSAPI RTU LIC:DS,CU Product ID:229655; TSAPI USERS; Version:6; License	Remove
<input type="text"/>	0 for a production license	APPL ENBLMNT 6.X PLDS ENABLE FOR APPLICATION SPECIFIC LIC:DS Product ID:260051; AES ALL APPS; Version:6; License	Remove

Clear all

- Give the host id in * **Host ID (format XX-XX-XX-XX-XX-XX)** field

Example: Host id: AA-77-00-99-77-99

- * **Expire date**: 30 days from today

- Choose the reason from the drop-down list -

* **Reason for generating the trouble-shooting license**:

- o Order not processed
- o Order missing correct license codes due to incorrect design
- o Other
- o TrialLicense
- o SED issue in the license file

Example: We have chosen

Reason for generating the trouble-shooting license: Order not processed

If you have selected Reason for generating the trouble-shooting license as **other** option then mention the reason in the field - "**Other**" reason for generating the trouble-shooting license"

- **SAP Order Number** : Give the SAP order no here if there is an SAP Order Number; otherwise use "11111".

Example: SAP Order Number: 2567892

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- * **Avaya ITSS Ticket number:** Give the Avaya ticket # here if there is one **related to this request; otherwise use "IT111111"**

Example: *Avaya ITSS Ticket No: IT123455*

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-Give the quantity in the quantity field

Get Troubleshooting License/Key ?

Details **Activate** Confirm Complete

Cancel >> Back >> Next >>

Enter the required information and then click Next. ATTENTION: If you have one WebLM Host Server, do NOT create a new Host in PLDS with the same Host ID, instead, activate the entitlements on the existing Host. Enter the Host ID exactly as it appears on the WebLM Server Properties page. [Click here for more information on the Host ID.](#)

License Host **License Host Information**

DEMO_TEMP_LICENSE * Host ID (format XX-XX-XX-XX-XX): AA-77-00-99-77-99

2nd Host ID (Per EULA, only for use on duplicated systems):

* Expire date: Aug 11, 2016 (ex. Aug 2, 2016)

* Reason for generating the trouble-shooting license: Order not processed

* Other reason for generating the trouble-shooting license:

* SAP Order Number: 2567892

* Avaya ITSS Ticket number: IT123455

Clear all

Application Enablement Services

Qty	Installed	Product Title	
100	0 for a production license	APPL ENBLMNT 6.X BASIC TSAPI RTU LIC:DS,CU Product ID:229655; TSAPI USERS; Version:6; License	Remove
1	0 for a production license	APPL ENBLMNT 6.X PLDS ENABLE FOR APPLICATION SPECIFIC LIC:DS Product ID:260051; AES ALL APPS; Version:6; License	Remove

Clear all

6. Click Next

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Get Troubleshooting License/Key ?

Details **Activate** Confirm Complete


Cancel >> Back >> Next >>

Enter the required information and then click Next. ATTENTION: If you have one WebLM Host Server, do NOT create a new Host in PLDS with the same Host ID, instead, activate the entitlements on the existing Host. Enter the Host ID exactly as it appears on the WebLM Server Properties page. [Click here for more information on the Host ID.](#)


AVA-0509 - Important Information: You are about to generate a Troubleshooting License. This Temporary License will only be valid for 10 days and is not renewable. You must contact Avaya Support to resolve the issue(s) in generating the license(s) for your order

AVA-0107 - Activation Warning: The 2nd Host ID for AES will not show up in the license file if the activation does not include AES Geo Redundancy Small, Medium, or Large. To have the 2nd host id in the license file, your activation must include entitlements for AES Geo Redundancy.

License Host **License Host Information**

 DEMO_TEMP_LICENSE * Host ID (format XX-XX-XX-XX-XX)

2nd Host ID (Per EULA, only for use on duplicated systems):

* Expire date:  (ex. Aug 2, 2016)

* Reason for generating the trouble-shooting license:

* Other reason for generating the trouble-shooting license:

* SAP Order Number:

* Avaya ITSS Ticket number:

[Clear all](#)

Application Enablement Services

Qty	Installed	Product Title	
<input type="text" value="100"/>	0 for a production license	APPL ENBLMNT 6.X BASIC TSAPI RTU LIC:DS,CU Product ID:229655; TSAPI USERS; Version:6; License	Remove
<input type="text" value="1"/>	0 for a production license	APPL ENBLMNT 6.X PLDS ENABLE FOR APPLICATION SPECIFIC LIC:DS Product ID:260051; AES ALL APPS; Version:6; License	Remove

[Clear all](#)

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7. Click Next

It will be navigated to *confirm* page.
Give the ticket no in the **Note** section.
Provide the Email ID in the **Email id** field -

Get Troubleshooting License/Key ?

Details Activate **Confirm** Complete

Cancel >> Back >> Finish >>

Legal Notice

The **Avaya EULA** must be accepted in order to complete this transaction.

THIS END USER LICENSE AGREEMENT ("SOFTWARE LICENSE TERMS") GOVERNS THE I

A. Scope. These Software License Terms are applicable to anyone who downloads and/or installs

☒ By checking the box you acknowledge that you have read, understand and accept the terms of the **Avaya EULA**.

Confirmation Information

To send the Activation Record with License/Key, enter the e-mail addresses in the field below. Use commas to separate multiple addresses. Add any comments to include in the e-mail in the Comment field.

Email to: (Multiple separated by commas)

Language:

Comments:

Notes for this transaction

Add any notes to record against the transaction in the Notes field. Notes will not be included in the e-mail.

Notes

8. Click Finish

The troubleshooting license file has generated.
Now download the license file.
Click the **Save to File**.

Get Troubleshooting License/Key ?

[Get another Troubleshooting License/Key](#)

Details Activate Confirm **Complete**

The troubleshooting license/key activation process is completed. To continue, select one of the links below.

[The activation record is being sent automatically to the registered user.](#)

[Send Activation Record](#) [View Activation Record and Download Software](#)

License Host **Activation Information**

DEMO_TEMP_LICENSE Activation date: Aug 2, 2016

[\[View summary\]](#) Activation Records sent to: shubhadip_maity@infosys.co.in, shubhadip_maity@infosys.co.in

Annotation	Key
Application Enablement Services License File.	<?xml version="1.0" encoding="UTF-8" standalone="no"?> <DOCTYPE LAR SYSTEM "lar.dtd"> <LAR platfo [TRUNCATED] View key

[Save to File](#)

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5. Generating Temporary License File using Feature based PLDS Codes

5.1. Key Points to keep in mind

1. Decide the version of the product for which temporary license file is required. **e.g.** whether CM release 7 or 8
2. **Select** the version specific feature codes. **e.g.** VALUE_CM_STA_R8
3. Check if there are any mandatory features, then please select those as well. **e.g.** VALUE_CM_STA_R8
4. **Move** onto selecting version ANY feature codes if applicable. **e.g.** VALUE_CM_MOBILITY
5. Every product is different when it comes to point #2 and #3. **Refer** to the complete list of feature-based codes in **Appendix** section 6.1 to get additional product **notes**.

5.2. Search Feature based PLDS Codes in PLDS

On the Troubleshooting License generation page, click on “Find”

Get Troubleshooting License/Key ?

Entitlement Parties

NOTE: By creating a Temporary License you represent to Avaya that you are on the latest patch of the product.

Select the parties for the Troubleshooting License/Key entitlements. You can either type the companies, or click the find icon to search for and select the company. After typing the companies, click Refresh Party Information to update the selected parties.

*Purchasing Company Name:

Business Partner:

Company Name:

[Refresh Party Information]

Registered owner:

Product and Entitlement Details

Use this section to select the products for the Troubleshooting License/Key. Either type the product numbers, or click the Find link to search for and select a product. After typing in the product numbers, click Refresh to display detailed information for the selected products. Click Add lines to add additional lines. To remove a line, click the Remove link.

Add lines Refresh

Product	
[Find] <input type="text"/>	Remove
[Find] <input type="text"/>	Remove
[Find] <input type="text"/>	Remove
[Find] <input type="text"/>	Remove
[Find] <input type="text"/>	Remove

In the field, Product, **enter the word “Temporary”**, and it will start to display list of values like “CC-Temporary licenses”, “CM-Temporary Licenses” etc...

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Search Products

Use this form to search for and select a Product. You can search for Products using the Product number, title, Application, Product type, and Product. To display additional criteria, click Advanced Search. After providing the criteria, to display a list of Products, click Search Products. In the results list, if you can only select a single Product, click the Select link for the Products. If you can select multiple Products, check the check box next to each Product, then click Select checked Products. Click here for additional Search Tips.

%Product ID:

%Title:

Application:

Product type:

Product: (Cannot display the entire list. To filter the list, type the value.)

AES-**Temporary** Licenses

CC-**Temporary** Licenses

CM-**Temporary** Licenses

IMSM-**Temporary** Licenses

IPO-**Temporary** Licenses

Use this section to select the selected products. Click Add

After ty

After type the product numbers, or click the Find link to search for and select a product. After the Remove link.

Please choose one of them and click on **Search** to display the list

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Search Products

Use this form to search for and select a Product. You can search for Products using the Product number, title, Application, Product type, and Product. To display additional criteria, click Advanced Search. After providing the criteria, to display a list of Products, click Search Products. In the results list, if you can only select a single Product, click the Select link for the Products. If you can select multiple Products, check the check box next to each Product, then click Select checked Products. Click here for additional Search Tips.

%Product ID:

%Title:

Application:

Product type:

Product: (Cannot display the entire list. To filter the list, type the value.)

[\[Advanced Search\]](#)

Showing: 1-30 of 36 | [Next >](#)

	Product ID	Application	Product	Title	Product type
Select	FEAT_CM_ASG	Communication Manager	CM-Temporary Licenses	TEMPORARY CM ASG SOFTKEY LICENSE	License
Select	VALUE_CM_IPT_BASIC_R6	Communication Manager	CM-Temporary Licenses	TEMPORARY CM BASIC IPT LICENSE R6	License
Select	VALUE_CM_IPT_ENH_R6	Communication Manager	CM-Temporary Licenses	TEMPORARY CM ENHANCED IPT LICENSE R6	License
Select	VALUE_CM_STA_R6	Communication Manager	CM-Temporary Licenses	TEMPORARY CM R6 STATIONS ENTERPRISE FOUNDATION CORE POWER	License
Select	VALUE_CM_STA_STD_R6	Communication Manager	CM-Temporary Licenses	TEMPORARY CM R6 STATIONS STANDARD EDITION LICENSE	License
Select	VALUE_CM_IPT_BASIC_R7	Communication Manager	CM-Temporary Licenses	TEMPORARY CM BASIC IPT LICENSE R7	License
Select	VALUE_CM_IPT_ENH_R7	Communication Manager	CM-Temporary Licenses	TEMPORARY CM ENHANCED IPT LICENSE R7	License
Select	VALUE_CM_STA_R7	Communication Manager	CM-Temporary Licenses	TEMPORARY CM R7 STATIONS ENTERPRISE FOUNDATION CORE POWER	License
Select	VALUE_CM_IPT_BASIC_R8	Communication Manager	CM-Temporary Licenses	TEMPORARY CM BASIC IPT LICENSE R8	License
Select	VALUE_CM_IPT_ENH_R8	Communication Manager	CM-Temporary Licenses	TEMPORARY CM ENHANCED IPT LICENSE R8	License
Select	VALUE_CM_STA_R8	Communication Manager	CM-Temporary Licenses	TEMPORARY CM R8 STATIONS ENTERPRISE FOUNDATION CORE POWER	License
Select	VALUE_CM_ANALOG_MBT	Communication Manager	CM-Temporary Licenses	TEMPORARY CM MBT ANALOG STATION LICENSE	License
Select	VALUE_CM_MAILBOX	Communication Manager	CM-Temporary Licenses	TEMPORARY CM MBT MESSAGING R5.2 VSP LICENSE	License
Select	VALUE_CM_OFFER_1	Communication Manager	CM-Temporary Licenses	TEMPORARY CM MBT OFFER 1 LICENSE	License
Select	VALUE_CM_OFFER_2	Communication Manager	CM-Temporary Licenses	TEMPORARY CM MBT OFFER 2 LICENSE	License

From the list, you can **Select** and the page will take you back to the Troubleshooting License generation page

Select	VALUE_CM_IPT_BASIC_R8	Communication Manager	CM-Temporary Licenses	TEMPORARY CM BASIC IPT LICENSE R8	License
Select	VALUE_CM_IPT_ENH_R8	Communication Manager	CM-Temporary Licenses	TEMPORARY CM ENHANCED IPT LICENSE R8	License
Select	VALUE_CM_STA_R8	Communication Manager	CM-Temporary Licenses	TEMPORARY CM R8 STATIONS ENTERPRISE FOUNDATION CORE POWER	License
Select	VALUE_CM_ANALOG_MBT	Communication Manager	CM-Temporary Licenses	TEMPORARY CM MBT ANALOG STATION LICENSE	License

Product and Entitlement Details

Use this section to select the products for the Troubleshooting License/Key. Either type the product numbers, or click the Find link to search for and select a product. After typing in the product numbers, click **Rs** selected products. Click Add lines to add additional lines. To remove a line, click the Remove link.

Add lines Refresh

	Product	
[Find]	VALUE_CM_STA_R8 - TEMPORARY CM R8 STATIONS ENTERPRISE FOUNDATION CORE POWER Version: 8; ALL; English; License	Remove
[Find]	<input type="text"/>	Remove

Please note that you can also filter further OR Search based on the name of the feature. E.g. "MOBILITY"

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Search Products

Use this form to search for and select a Product. You can search for Products using the Product number, title, Application, Product type, and Product. To display additional criteria, click Advanced Search. After providing the criteria, to display a list of Products, click Search Products. In the results list, if you can only select a single Product, click the Select link for the Products. If you can select multiple Products, check the check box next to each Product, then click Select checked Products. Click here for additional Search Tips.

%Product ID:

%Title:

Application:

Product type:

Product: (Cannot display the entire list. To filter the list, type the value.)

Search

Cancel

[Advanced Search]

Showing: 1-1 of 1

	Product ID	Application	Product	Title	Product type
Select	VALUE_CM_MOBILITY	Communication Manager	CM-Temporary Licenses	TEMPORARY CM EC500 LICENSE	License

Showing: 1-1 of 1

Product and Entitlement Details

Use this section to select the products for the Troubleshooting License/Key. Either type the product numbers, or click the Find link to search for and select a product. After typing in the product numbers, click Ref selected products. Click Add lines to add additional lines. To remove a line, click the Remove link.

Add lines		Refresh
	Product	
[Find]	VALUE_CM_STA_R8 - TEMPORARY CM R8 STATIONS ENTERPRISE FOUNDATION CORE POWER Version: 8; ALL; English; License	Remove
[Find]	VALUE_CM_MOBILITY - TEMPORARY CM EC500 LICENSE Version: ANY; ALL; English; License	Remove
[Find]	<input type="text"/>	Remove

You can also perform an “Advanced Search” using version #.

e.g.: I want to search only the Call Center Release 7 features.

Click on “Advanced Search”

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Search Products

Use this form to search for and select a Product. You can search for Products using the Product number, title, Application, Product type, and Product. To display additional criteria, click Advanced Search. After providing the criteria, to display a list of Products, click Search Products. In the results list, if you can only select a single Product, click the Select link for the Products. If you can select multiple Products, check the check box next to each Product, then click Select checked Products. Click here for additional Search Tips.

%Product ID:

%Title:

Application:

Product type:

Product:

(Cannot display the entire list. To filter the list, type the value.)

Search

Cancel

Advanced Search

Enter the product family for Call Center Temporary License in product field and version # in the Version field and click on Search

Search Products

Use this form to search for and select a Product. You can search for Products using the Product number, title, Application, Product type, and Product. To display additional criteria, click Advanced Search. After providing the criteria, to display a list of Products, click Search Products. In the results list, if you can only select a single Product, click the Select link for the Products. If you can select multiple Products, check the check box next to each Product, then click Select checked Products. Click here for additional Search Tips.

%Product ID:

%Title:

Application:

Product type:

Product:

CC-Temporary Licenses

(Cannot display the entire list. To filter the list, type the value.)

These fields provide additional criteria to find products. The criteria include common product properties such as the status, version, and language.

%Version:

7

Status:

Available

Language:

Media:

Platform:

Deployment:

You can also use these additional Avaya-specific product properties to help filter the product list.

Guardian SPDR:

Product Usage:

Search

Cancel

Showing: 1-3 of 3

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Showing: 1-3 of 3

	Product ID	Application	Product	Title	Product type
Select	VALUE_CC_ADVOCATE_R7	Call Center	CC-Temporary Licenses	TEMPORARY CM CALL CENTER R7 ADVOCATE AGENTS	License
Select	VALUE_CC_ELITE_R7	Call Center	CC-Temporary Licenses	TEMPORARY CM CALL CENTER R7 ELITE AGENTS	License
Select	REGISTRATION = IP_AGENT REL R7	one-X Agent / IP Agent for Call Center	CC-Temporary Licenses	TEMPORARY Call Center ONE-X AGENT R7 LICENSE	License

Showing: 1-3 of 3

Select which feature you need and proceed.

Product and Entitlement Details

Use this section to select the products for the Troubleshooting License/Key. Either type the product numbers, or click the Find link to search for and select a product. After typing in the product numbers, click Refr selected products. Click Add lines to add additional lines. To remove a line, click the Remove link.

Add lines Refresh

	Product	
[Find]	VALUE_CM_STA_R8 - TEMPORARY CM R8 STATIONS ENTERPRISE FOUNDATION CORE POWER Version: 8; ALL; English; License	Remove
[Find]	VALUE_CM_MOBILITY - TEMPORARY CM EC500 LICENSE Version: ANY; ALL; English; License	Remove
[Find]	VALUE_CC_ADVOCATE_R7 - TEMPORARY CM CALL CENTER R7 ADVOCATE AGENTS Version: 7; ALL; English; License	Remove
[Find]		Remove

Please note that the above process is recommended only if you are generating a temporary license file for a few features, because you can only select one code at a time.

If you are generating a temporary license file for more codes, please refer to the Appendix 6.1 which has the complete list of codes. It also has additional notes that could be beneficial in choosing the correct combination of the codes.

6. Appendix

6.1. Please open the [spreadsheet](#) to see the list of feature codes

6.2. Product Family to License File

Product Family	License File
Communication Manager	Communication Manager
Call Center	
IP Softphone for Communication Manager	
IP Supv for Call Center	
One-X Agent / IP Agent for Call Center	

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IP NonAgent for Call Center	
Communication Manager Messaging	Communication Manager Messaging
Call Center Elite Multichannel	Call Center Elite Multichannel
Call Center Elite Analytics Collector	Call Center Elite Analytics Collector
Application Enablement Services	Application Enablement Services
Application Enablement Connections	
DLG	
CVLAN	
TSAPI	
One-X Mobile / Avaya one-X Client Enablement Service	One-X Mobile / Avaya one-X Client Enablement Services
One-X Attendant	One-X Attendant
ERS 4900	ERS 4900
ERS 5900	ERS 5900
IDSWin	IDSWin
One-X Portal	One-X Portal
VDI Communicator	VDI Communicator
Avaya Agent for Desktop/VDI Agent	Avaya Agent for Desktop/VDI Agent
Presence Services	Presence Services
Messaging	Messaging
Multimedia Messaging	Multimedia Messaging
Conferencing	Conferencing
Media Server	Media Server
Session Manager	Session Manager
Session Border	Session Border
Session Border Controller	Session Border Controller
Session Border Controller Enterprise / Advanced	Session Border Controller Enterprise / Advanced Enterprise
Proactive Outreach Manager	Proactive Outreach Manager

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Product Family	License File
Experience Portal / Voice Portal	Experience Portal / Voice Portal
Experience Portal Analytics Collector	Experience Portal Analytics Collector
Intelligent Customer Routing	Intelligent Customer Routing
Scopia Management Suite	Scopia Management Suite
Scopia Desktop	Scopia Desktop
Scopia Desktop Pro	Scopia Desktop Pro
Scopia ECS Pro	Scopia ECS Pro
Scopia Telepresence Interoperability Protocol	Scopia Telepresence Interoperability Protocol (TIP)Gateway
Scopia PathFinder	Scopia PathFinder
Scopia Mobile	Scopia Mobile
Scopia XT	Scopia XT
Scopia Elite 5XXX	Scopia Elite 5XXX
Scopia Elite 6XXX	Scopia Elite 6XXX
Customer Interaction Express	Customer Interaction Express
Orchestration Designer / Dialog Designer	Dialog Designer
System Platform	Aura System Platform
Modular Messaging 5_2	Modular Messaging 5_2
Modular Messaging	Modular Messaging
Contact Center	Contact Center
Contact Center Analytics Collector	Contact Center Analytics Collector
Contact Center Express	Contact Center Express
Contact Center Mobile Video Client	Contact Center Mobile Video Client
Contact Center Mobile Video Snap-in	Contact Center Mobile Video Snap-in
Callback Assist	Callback Assist
Engagement Designer/Collaboration Designer	Collaboration Designer
Collaboration Environment	Collaboration Environment
Avaya Breeze / Engagement Development Platform	
Context Store	Context Store
Desktop Wallboard	DW
IP Office	IP Office
Avaya Proactive Contact	Avaya Proactive Contact

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Avaya Proactive Contact Analytics Collector	Avaya Proactive Contact Analytics Collector
Identity Engines	Identity Engines
Avaya Notification Solution	Avaya Notification Solution

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Support Process

For all issues or questions, please submit an [ITSS](#) ticket.

Change History

Revision	Change Detail	Changed By	Date
1.0	Initial draft	Mary Bora	4-Apr-2017
1.0	Initial Published version	Mary Bora	7-Apr-2017
2.0	Updated version	Diane Elias-Radler	28-Apr-2017
3.0	Updated version from 10-day to 30-day automation	Diane Elias-Radler	1-Nov-2017
4.0	Updated version with details on how to generate using feature-based material codes	Himanshu Nayak	28-Mar-2019

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