

# **SUPPORT END DATE (SED) JOB AID**

# What is Guardian Technology?

- ▶ **Only** Impacts **Communication Manager (CM) 6.2** and later releases
- ▶ It is a technology that Avaya implemented using software licensing protection
- ▶ Requires active Avaya support coverage or warranty when the service pack or dot release is published to successfully install update
  
- ▶ Two key dates:
  1. **Publication date** of the service pack or dot release
  2. **Support End Date (SED)** of the customer's support entitlement
  
- ▶ Guardian compares the two dates:
  - If the service pack/dot release has a **Publication Date on or before the SED**, the application of the service pack/dot release is **enabled**
  - If the service pack/dot release has a **Publication Date after the SED**, the application of the service pack/dot release **not enabled**

# How to Check for Guardian Protected Licenses

Customers and Channel Partners can use this report to see all of their Guardian impacted customer entitlements.

Entitlement Extract Report ?

Logged in as: Bonnetta J. Olson

Return to reports list

### Report Criteria

The Entitlement Extract Report generates a list of entitlements. To generate a report for specific entitlements, provide search criteria. To display additional search criteria, click Advanced Search.

%Company:

LAC:

Status:

Advanced search criteria:

Entitlement ID:

Entitlement type:

Group name:

Group ID:

Customer PO #:

Guardian SPDR:

Material Code Description:

Price List:

SID:

Sales/Contract #:

Sales/Contract Qty:

Source System:

Material Code:

Use the Last name and First name fields to find entitlements registered to a specific user. Use the City field to find entitlements associated with a specific location. Use the Region/Countries dropdown to find entitlements associated with companies located in a specific list of countries. To include company and address details check box.

1. Access PLDS
2. Click on Reports
3. Select Entitlement Extract Report
4. Click on Run
5. Click on Advanced Search
6. Locate the Guardian SPDR field and click on "Yes"
7. You have several options including running online now or downloading.

# What does the Customer or Partner Need to Do to Address the Service Pack or Dot Release Error?

## If The Customer or Partner...

<p>...has an Avaya support contract</p>	<p>The customer or partner will need to <b><u>regenerate and reinstall the license file to update the SED in the license file</u></b>. This is always the case for maintenance renewals, new support purchases, recasts and contract terminations.</p>
<p>...does not have an Avaya support contract</p>	<p>The customer or partner can purchase an Avaya support contract from Avaya Once Avaya support coverage is obtained, the customer or partner will need to <b><u>regenerate and reinstall the Guardian license file to update the SED in the license file(s)</u></b>.</p>
<p>...believes Avaya records are incorrect</p>	<p>They should call the local Order Entry Fulfillment Collections (OEFC) Once the records are updated for the correct contract end date, <b><u>the license file will need to be regenerated and reinstalled to reflect the updated SED.</u></b></p>
<p>...does not want to purchase an Avaya support contract</p>	<p>To allow the dot release, the customer or partner will need to go back to an earlier release of Communication Manager.</p>

# How to Regenerate Licenses using PLDS

The screenshot displays the Avaya PLDS web interface. At the top, a navigation bar includes links for Home, Assets, Activation, Reports, Administration, Help, and Log out. The 'Activation' link is highlighted with an orange box. Below this, a dropdown menu is open, listing options: Activation Dashboard, View Activation Record, Activate, Upgrade, Rehost/Move, **Regenerate** (highlighted with an orange arrow), De-Activate, Transfer License Host, and Troubleshooting License. The main content area features a red banner with the text: 'Found in PLDS. PLDS receives and stores software license and entitlement codes only. Material codes. Hardware is managed in GRT.' Below the banner, there is a section for 'Quick Activation' with a text input field for 'Activation Code (LAC)' and buttons for '[Clear LACs]' and '[Add more LACs]'. At the bottom of the page, there are three main sections: 'Asset Mgmt' (Asset Dashboard, View Entitlements, Move Entitlements, More...), 'Activation Mgmt' (Activation Dashboard, View Activation Record, Activate, More...), and 'Reports' (Reports). The 'Administration' section is also visible at the bottom left, containing 'My Users', 'My Company', 'Companies and Users', and 'More...'.

# How to Regenerate Licenses using PLDS

- ▶ Search for the License Host
- ▶ Click on [Regenerate] under the selected host.

The easiest way to search for the License Host is by using the Host ID. but that is not the only method. Hosts can also be found by License Host Name, Sold To, etc. Other options can be found under [Advanced Search].

Home Assets Activation Reports Administration Help Log out

## Search Activation Records to Regenerate (same/new Host ID (MAC Address))

[Return](#)

Use this page to search for License Host (WebLM Server Name)s for which to regenerate the License/Key. You can only search for License Host (WebLM Server Name)s belonging to a single registered company. You can also filter the list based on the License Host (WebLM Server Name), or on a License Activation Code, or Host ID (MAC Address) installed on the License Host (WebLM Server Name). To display additional criteria, click Advanced Search. After providing your criteria, to display the list of matching License Host (WebLM Server Name)s, click Search Activation Records. In the results list, to regenerate the License/Key for a License Host (WebLM Server Name), click its Regenerate link. Click here for additional Search Tips.

%Indicates wildcard search

%Company Name:

%License Host (WebLM Server Name):

Host ID (MAC Address):

License Activation Code(LAC):  [\[Clear LACs\]](#) [\[Add more LACs\]](#)

[Search Activation Records](#) [\[Advanced Search\]](#)

Showing: 1-1 of 1

	License Host (WebLM Server Name)	Host ID (MAC Address)	Applications
<a href="#">Regenerate</a>	UL-EU-FRK-SMGR <a href="#">[View summary]</a> <a href="#">[Edit]</a>	78-E3-B5-1C-D7-A8	Session Manager, Presence Services

Showing: 1-1 of 1

# How to Regenerate Licenses using PLDS

- ▶ Click Next

Home Assets Activation Reports Help Log out

### Regenerate (same/new Host ID (MAC Address)) (UL-EU-FRK-SMGR) ?

Search Register Details Confirm Complete

Cancel Next

Registration Summary - Click Change to select a different Registered User.

Company Name-ID	User Name
UNDERWRITERS LABORATORIES INC - 7777806061	Alonzo Carr
333 PFINGSTEN RD	333 PFINGSTEN RD
NORTHBROOK, IL 600622002	NORTHBROOK, IL 600622002
United States	United States
	alonzo.carr@ul.com
	[Change]

Cancel Next

# How to Regenerate Licenses using PLDS

- ▶ Ensure the Contract is on the correct End Customer FL
- ▶ Primary or Secondary Host ID can be changed from this next screen as necessary; otherwise click Next

Home Assets Activation Reports Help Log out

## Regenerate (same/new Host ID (MAC Address)) (UL-EU-FRK-SMGR) ?

Search Register Details 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 (MAC Address). Instead, activate the entitlements on the existing Host. Enter the Host ID (MAC Address) exactly as it appears on the WebLM Server Properties page. [Click here for more information on the Host ID \(MAC Address\).](#)

Target License Host (WebLM Server Name) Target License Host (WebLM Server Name) Information

UL-EU-FRK-SMGR Host ID (with Dashes)

View current

\* Please select the version you need for Presence Services (PS):

\* Please select the version you need for Session Manager (SM):

Qty	Installed	Entitlement
310	✓ View	<b>AVAYA AURATM PRESENCE SERVICES R6.X LIC:CU</b> Product ID:258760, Family:Maximum Home Users; Version:R; Product Type:License; <i>Status:Active</i> ; Product Line:Presence Services; Family:Maximum Home Users; Customer PO #:90477601 SS; Sales/Contract #:1030402; Original Material Code #:229301; LAC:11F238403834A2B17179691; ID:1626525
200	✓ View	<b>ENT ED R6 PS R6 LIC /E</b> Product ID:208407, Family:Maximum Home Users; Version:R; Product Type:License; <i>Status:Active</i> ; Product Line:Presence Services; Family:Maximum Home Users; Customer PO #:90459200 SS; Sales/Contract #:079658; Original Material Code #:225130; LAC:11F238403834A2B17179691; ID:1443825
75	✓ View	<b>ENT ED R6 PS R6 LIC /E</b> Product ID:258407, Family:Maximum Home Users; Version:R; Product Type:License; <i>Status:Active</i> ; Product Line:Presence Services; Family:Maximum Home Users; Customer PO #:90459200 SS; Sales/Contract #:979030; Original Material Code #:225130; LAC:11F238403834A2B17179691; ID:1443825
150	✓ View	<b>ENT ED R6 PS R6 LIC /E</b> Product ID:208407, Family:Maximum Home Users; Version:R; Product Type:License; <i>Status:Active</i> ; Product Line:Presence Services; Family:Maximum Home Users; Customer PO #:90503512 SS; Sales/Contract #:1036676; Original Material Code #:253255; LAC:11F238403834A2B17179691; ID:1879652
48	✓ View	<b>ENT ED R6 PS R6 LIC /E</b> Product ID:258407, Family:Maximum Home Users; Version:R; Product Type:License; <i>Status:Active</i> ; Product Line:Presence Services; Family:Maximum Home Users; Customer PO #:9046361 + 9046369 + 9046369 SS; Sales/Contract #:1273682; Original Material Code #:269402; LAC:13L2286886070CF63830E133; ID:3755879

; otherwise



# What Will Happen if CM has a Guardian License Error?

If you are installing a dot release with a publication date that is not allowed by the SED in the license file, Communication Manager displays a license error, enters license error mode, and starts the 30-day license grace period.

**The user will see the following CM license error message:**

**CommunicaMgr License Mode: License Error.**

**System Administration Will Be Blocked in Approximately 30 days.**

**Contact Your Service Representative Immediately.**

**Software Publication Date is After the Support End Date in License File.**

- ▶ The user will have a 30 day grace period to correct the error.
- ▶ If the grace period expires and the user does not correct the error, CM will enter “No License” mode and CM admin changes are blocked.



# What Will Happen if CM has a Guardian Service Pack Error?

If the service pack Publication Date is after the SED, Communication Manager blocks the service pack installation

**The user will see the following CM license error message:**

**Command Failed: Service Pack publication date is after the Support End Date in the license file.**

If the service pack Publication Date is on or before the SED, the service pack is enabled and is installed on Communication Manager.

# Guardian Proactive Email Notification of SED Change

When there is a **change** to the contract expiration date for a Sold To/FL for which the Guardian licenses are already generated an email notification will automatically be sent to the **primary** contact defined in PLDS



## Change to Support End Date

### Avaya Product Licensing and Delivery System(PLDS)

An entitlement has been updated in PLDS for:

Company: PLD Test Customer  
 Group: PLD Test Customer  
 Group ID: 50002954  
 ABBOTSFORD, BC, Canada  
 Application: Communication Manager  
 Support End Date: 10 August 2028

**The Sold To/FL is identified.**

### Important Message

The SUPPORT END DATE (SED) for your group has changed. This could be due to a new order, a support renewal, a support recast, or a support cancellation. The **new Support End Date** will effect your ability to apply service packs and use dot release upgrades. To take advantage of this new Support End Date, regenerate and load a new license file for the following product Communication Manager.

Here are the instructions that will help you do this.

1. Access PLDS using this link [PLDS](#).
2. Select Activation from the top menu bar, then select View Activation Record from the drop down menu.
3. Enter Group ID in the search criteria, then select the Application specified in this notification.
4. Click on [Advanced Search] and select YES from the dropdown for Guardian SED.
5. Click on [Search Activation Records] at the bottom of the screen. One
6. To regenerate the license file select Regenerate (same/new Host ID)
7. License Host. The Details screen displays all entitlements for that host.
8. Click on the [Next] button. The Legal Notice and Confirmation Information
9. Click on [Finish] button.
10. Deliver and install the license files for the application specified in this n

**Instructions provided to Regenerate the License.**

### Support Entitlement

To view the entitlement, visit [PLDS](#) and enter LAC 11FZ09936F58D8DA4

### Downloading Software

To view and select the software to download, click [PLDS](#) or use View Downloads option on the Asset Menu.

### Additional Information

If you have any questions or need assistance, contact list of Avaya Regional Help Desks

For detailed information on how to install and configure the product software and license/key, and obtain product documentation, downloads, service request management, tutorials and many more online technical support services - visit <http://support.avaya.com>

# Job Aids available through PLDS Help

Home Assets Activation Reports Administration **Help** Log out

**Home** ?

**Quick Activation**

To begin the activation process, provide the License Activation Code (LAC), then click Activate. The License Host for the activation can also be provided.

\*LAC(s):  [Clear LACs] [Add more LACs]

License Host:

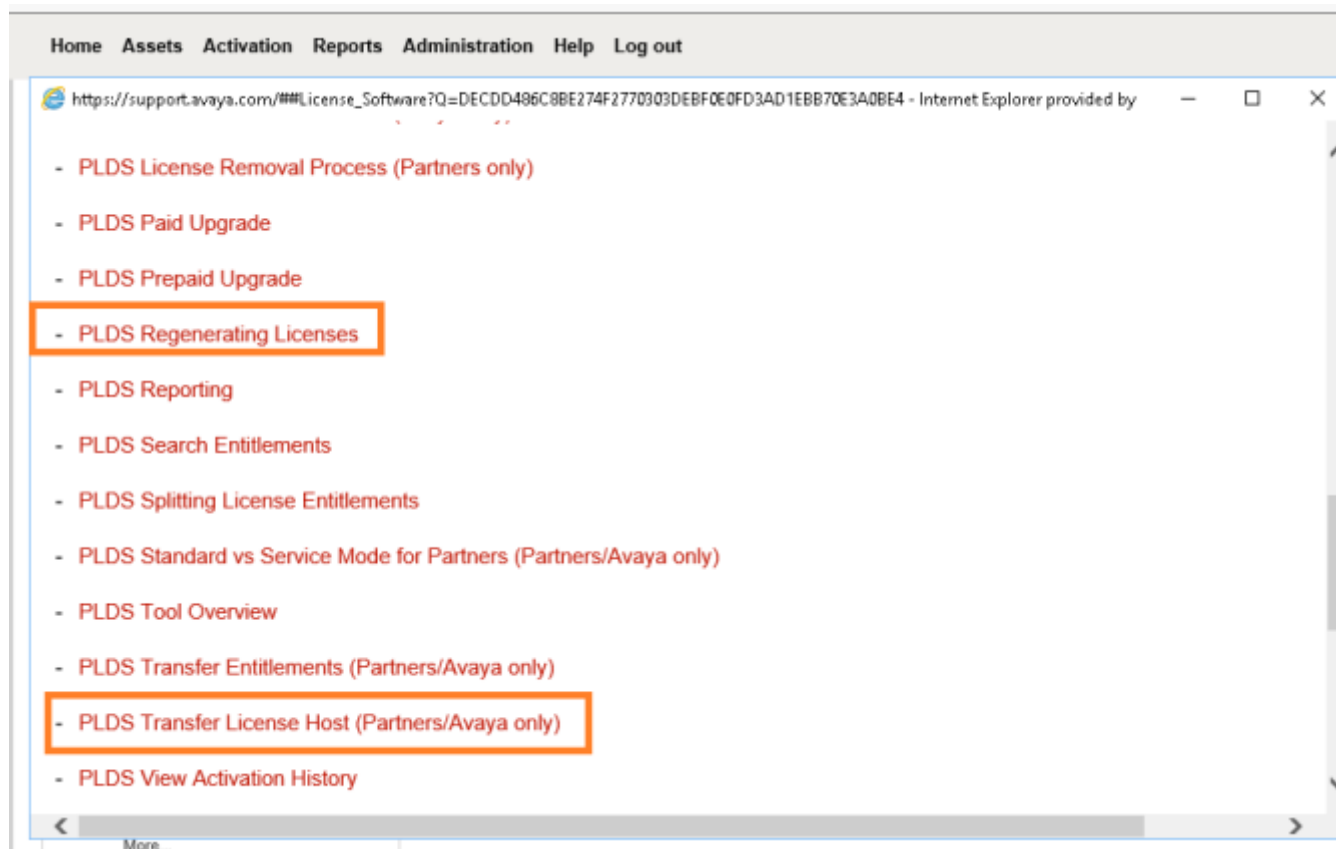
**Activate** **View Activation Record** **Rehost/Move** **Regenerate License/Key**

Asset Mgmt	Activation Mgmt	Reports
Asset Dashboard View Entitlements Move Entitlements More...	Activation Dashboard View Activation Record Activate More...	Reports

**Administration**

My Users  
My Company  
Companies and Users  
More...

## Job Aids highlighted below are specific to SED Error Correction



# Help! Who Supports PLDS and Guardian!

## 24/7 Support

### US

1-866-AVAYA IT  
(+1-866-282-9248) or 303-354-8999

### EMEA

+44 1483 309800

### Canada and CALA Regions

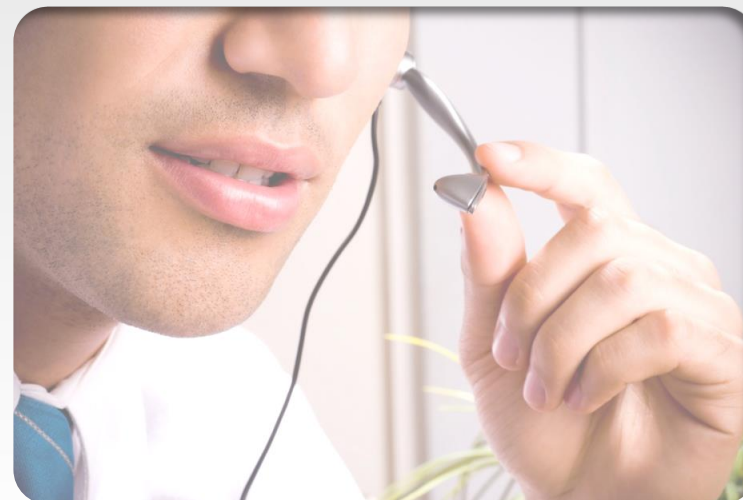
+1 720 444 0130

### APAC

+65 6872 8700

### Germany

+49 69 7505 1234



**Avaya IT Tiers 1-3 teams will resolve your issue.**