SUPPORT END DATE (SED) JOB AID

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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 ?

◄◄◄ Return to reports list

Logged in as:
Bonnetta J. Olson

Home
Assets
Activation
► Reports
Administration
Help
Log out

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: Available or Active ▼

Advanced search criteria: ◄

Entitlement ID:

Entitlement type:

Group name:

Group ID:

Customer PO #:

Guardian SPDR: YES ▼ ◄

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 fin
Use the Region/Countries dropdown to find entitlements associated with companies located in a specific list of co
the dropdown, or click the country selection icon to select specific countries to include. To include company and
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…

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

How to Regenerate Licenses using PLDS

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].

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How to Regenerate Licenses using PLDS

▶ Click 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

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.

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

If the service pack Publication Date is <u>after</u> 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 <u>before</u> the SED, the service pack is enabled and is installed on Communication Manager.

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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.
1. 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 SPRR
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)'
License Host. The Details screen displays all entitlements for that host.
7. Click on the [Next] button. The Legal Notice and Confirmation Informatic
8. Click on [Finish] button.
9. Deliver and install the license files for the application specified in this r

> **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

Job Aids highlighted below are specific to SED Error Correction
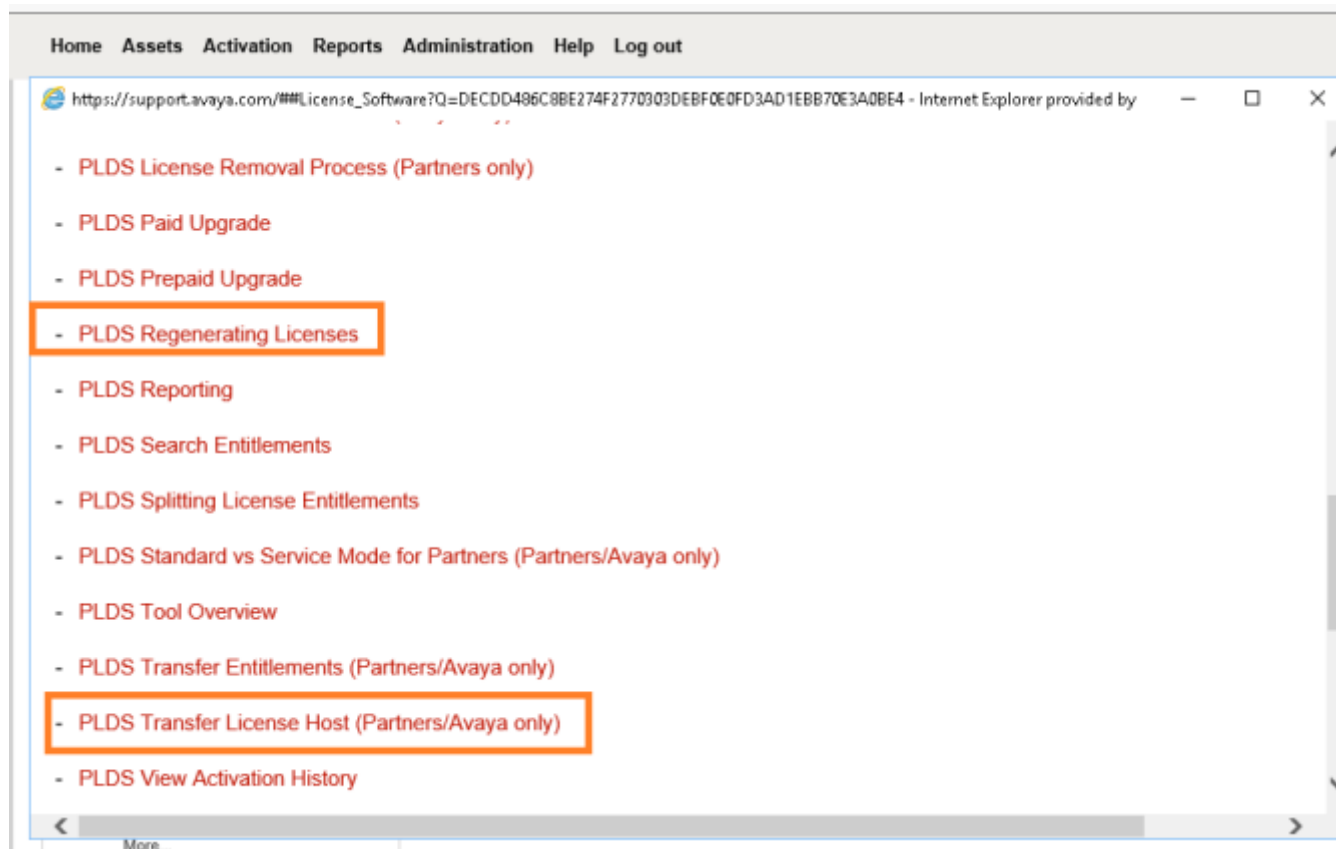
Help! Who Supports PLDS and Guardian!

24/7 Support

US
1-866-AVAYA IT
(+1-866-282-9248)or 303-354-8999
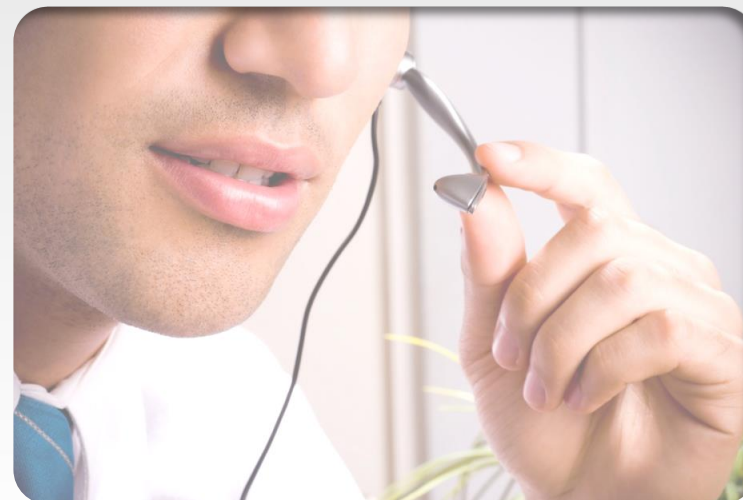
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Avaya IT Tiers 1-3 teams will resolve your issue.