

AOK Doc No.: 100069059 Version: 4.0 Date : March 4, 2013	Avaya Global Product Registration Frequently Asked Questions (FAQs)	
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Global Product Registration – FAQs

Overview

Avaya policy requires product registration as a precondition for Avaya support services delivery. To ensure timely activation of service entitlements, Avaya records must accurately reflect the products/materials that are installed at a customer site. The Global Registration Tool (GRT) is the mechanism by which users should start the registration process. (<https://support.avaya.com/grt>)

Process

The product registration process includes three phases.

- Installed Base Creation -- initial upload/creation of products/material codes and entitlements activation.
- Technical Registration -- connectivity to products established and alarming activated
- Final Record Validation – review installed equipment and process removal from customer records to maintain accurate customer records

Each phase must be initiated by the GRT User. There are some limitations to what GRT can handle at this time. These are detailed in section 5. For a more detailed description of the registration process please refer to the [Avaya Classic Global Registration Help Document](#)

Frequently Asked Questions (FAQs)

The following FAQs are designed to educate Avaya Customers and Partners on the value of Product Registration and how to submit registration requests using the Global Registration Tool.

1 General FAQs

Why do I need to register customer equipment (Avaya products)?

In order to be able to deliver timely, effective remote technical support to customers, Avaya equipment needs to be registered. Registration ensures that Avaya personnel can remotely connect to and receive alarms from the customer's products. It will also ensure the entitlements for support are activated.

How can I register installed products?

Users may submit registration requests via the Global Registration Tool: <https://support.avaya.com/grt>. For further information on the registration process, please refer to [Avaya Classic Global Registration Help Document](#)

When should I register the customer's products?

If you are an Avaya business partner, you can begin installed base creation as soon as you have the end customer's sold to/functional location, delegated sold to administration and material codes to be registered.

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If you are an internal Avaya associate, you can begin registration as soon as the SAP order closes.

Please note that registration needs to be completed prior to handoff to Avaya for ongoing maintenance technical support services (i.e., Day Two).

What if I am using IE9 and receive a pop-up with a “DOM Exception: INVALID _CHARECTER_ERR(5)” when I start to enter the SoldTo/FL?

IE9 users should clear cookies and cache in IE9 by selecting Tools /Internet Options/Delete, in the Browsing History section.

What if GRT doesn’t accept the SoldTo number I enter (e.g., receive error of “invalid character” or “invalid entry” when entering the SoldTo/FL number)

Customers need to grant access to Partners in order for them to view their Sold To data in GRT and online at <https://support.avaya.com>. You can find the form [here](#).

What if I’ve already started a product registration outside of the tool, and want to complete it in GRT?

You can send an email to GRTextception@avaya.com including the tool used and confirmation number of completion, and an Avaya associate will override the step for you.

What if I am not receiving emails from GRT?

You must ensure that “Y” is selected in the “Email Notification” box during data validation. If it is Y, please ensure that your email address is the one defined to receive GRT notifications and the sender noreply@avaya.com is added to your safe sender list in your email client. If you find that the email notifications are sent to a different email address as defined during the data validation step, you can still change it directly in the corresponding box in the Registration Summary List. To complete this change, after you enter the new email address, you need to click on the green button besides the email address. A message box will pop up indicating that the email address change was successfully completed.

What if GRT shows an “error” in the Active Related SR field?

First, refresh your screen. If an SR number appears, no further action is required by you. The SR will be routed to an Avaya associate for resolution. If the “error” message still appears, please open a ticket with Avaya (either by calling 866AvayaIT, prompt 1 if you are a business partner, select preferred language and then prompt 2. OR at partner-itss.avaya.com, Create a Ticket (or Report an Incident), Service Family-corporate applications, Impacted Service=Global Registration Tool)

What if I have technical difficulties with the Global Registration Tool?

Technical issues can be reported by either by calling 866AvayaIT, prompt 1 if you are a business partner, select preferred language and then prompt 2 OR at partner-itss.avaya.com, Create a Ticket (or Report an Incident), Service Family-corporate applications, Impacted Service=Global Registration Tool

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What if I would like to give feedback on the Global Registration Tool?

You can send all feedback/comments to GRTsupport@avaya.com

2 Installed Base Creation FAQ's

Can I upload a file with all the material codes?

Yes, you can upload a file by choosing the upload option in GRT (Upload IBASE information..). There is a template file available at this [link](#). (Upload Template for Installed Base Creation) Here are some details of the file. The file will be need to b an Excel spreadsheet with extensions xls or xlsx. The spreadsheet needs to have three columns with the following headers in the first row: a) Quantity b) Material Code c) Serial Number . Make sure to avoid acronyms instead of the complete words in the headers. The table will accept a maximum of 1000 rows of material codes to upload altogether, after which new tables could be uploaded if necessary. If this file contains information extracted from other Excel files please make sure you are copying values and not just “formulas”.

What if I receive an email with the subject line: “Process Step: Install Base Creation, Status: Awaiting Information”?

That means that Avaya was unable to process your request with the data provided. Simply log into the Global Registration Tool, click the SR number under the Active Related SR header, and you will see the note in which Avaya explains what is needed in order to proceed. Once you update the required data, simply resubmit the step for processing.

Why is the Install Base status “In Process” after I have submitted the installed base creation request?

When you submit an Install Base Creation request, the information may take several days to update in all Avaya systems. Only when all Avaya systems are updated will the Completed status display

What if I see that my existing installed base records are inaccurate?

You can add missing material codes during installed base creation to make the records accurate, and the ability to remove records will be available in Final Record Validation.

3 Technical Registration FAQs

What if I receive an email with “Process Step: Technical Registration, Status: Awaiting Information” in the subject?

That means that Avaya was unable to process your request with the data provided. For Technical Registration (phase 2), you will need to click the registration ID hyperlink in order to get to the technical registration summary page. Once on the technical registration summary page, you will have a link under the troubleshooting guide that will lead you through the resolution process. (Please ensure that your browser allows pop-ups from the application to see the troubleshooting guide.)

What if my Technical Registration Summary Page has no equipment on it?

All assets have already been registered, or there are no assets that require technical registration. If you need to move to

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Final Record Validation, please refer to section 4.

My Technical Registration Summary Page lists all assets as “N/A” in the access type column. What does “N/A” mean?

A value of N/A means that it has already been registered or is not eligible to be registered. . If you need to move to Final Record Validation, please refer to section 4.

Why am I receiving multiple emails for technical registrations?

You will receive 2 emails (In Process, Completion) per product registered along with a final email confirming the success of the overall Technical Registration.

I resubmitted my modem/IP connectivity product registration, received an “Awaiting Information” email, but I can no longer update/resubmit my data. Why are my buttons disabled?

After the second submission, if a request fails, the request is automatically routed to an Avaya associate to assist in completing that product’s registration. (You will not be able to submit the request a third time.)

When I submit a technical registration for a CM product, the product family dropdown list only displays G350 and G700. Which one should I select?

For the CM products, selecting a G350 in the product family dropdown equals a gateway; selecting a G700 equals a server.

4 Final Record Validation FAQs

What if I have no products to remove from the customer’s SoldTo records?

For Phase 3 (Final Record Validation), you can simply press the submit button if you have no products to remove.

5 Limitations of what can be registered in GRT

GRT can be used for:

- Installed base creation for all products
- IPO 8.1 end to end registrations

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- Technical registration on modems
- Final Record Validation

Currently technical registrations on SAL cannot be done in GRT. This functionality will be introduced soon. Modem **upgrades** also cannot be done in GRT.

For more information, please refer to the [Avaya Classic Global Registration Help Document](#)