

JOB AID

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GLOBAL REGISTRATION TOOL (GRT 4.0) - TECHNICAL ONBOARDING ONLY

Purpose	The purpose of this document is to demonstrate how to correctly perform the Technical Onboarding functions within GRT 4.0 with the introduction of the GRT TOB Enhancement Release for products other than CM.
Scope	<p>Global</p> <p>A Technical Onboarding request in GRT 4.0 can perform several useful functions. Technical Onboarding should be performed to do any of the following:</p> <ul style="list-style-type: none"> - Creating SEIDS and Alarm IDs for newly installed devices. (Step A) - Testing Connectivity and Alarming for newly created devices. (Step B) - Modification of records for existing registered devices - Connectivity and Alarm re-testing
Target Audience	Avaya Associates, Business Partners and End Customers who perform equipment registrations in GRT
See Also	<p>GRT Registration Process: https://support.avaya.com/helpcenter/getGenericDetails?detailId=C2009101293650506080</p> <p>CM Technical On-Boarding Guide: https://support.avaya.com/css/P8/documents/100177032</p> <p>SAL Migration: Migrating managed device from one SAL Gateway to another SAL Gateway: https://support.avaya.com/ext/index?page=content&id=SOLN322731</p> <p>Administer SEIDs into my SAL gateway https://support.avaya.com/ext/index?page=content&id=FAQ105290</p> <p>GRT Enhancement KB Article: https://support.avaya.com/ext/index?page=content&id=TRNG100448</p> <p>IP Office Registration Help doc https://support.avaya.com/css/P8/documents/101014561</p>
Tools	Global Registration Tool(GRT)
Glossary of Terms	<ul style="list-style-type: none"> • TOB = Technical Onboarding • SEID = Solution Element ID • SAL = Secure Access Link • TOB Step A – The record building portion of the Technical Onboarding process in which SEIDs and Alarm IDs are generated • TOB Step B – The Connectivity and Alarm verification portion of the Technical Onboarding process

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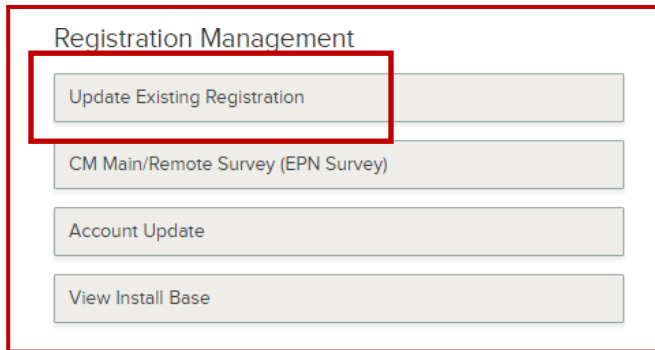
Change History25

Technical Onboarding Step A: Creating SEIDs and Alarm IDs for the Installed Base

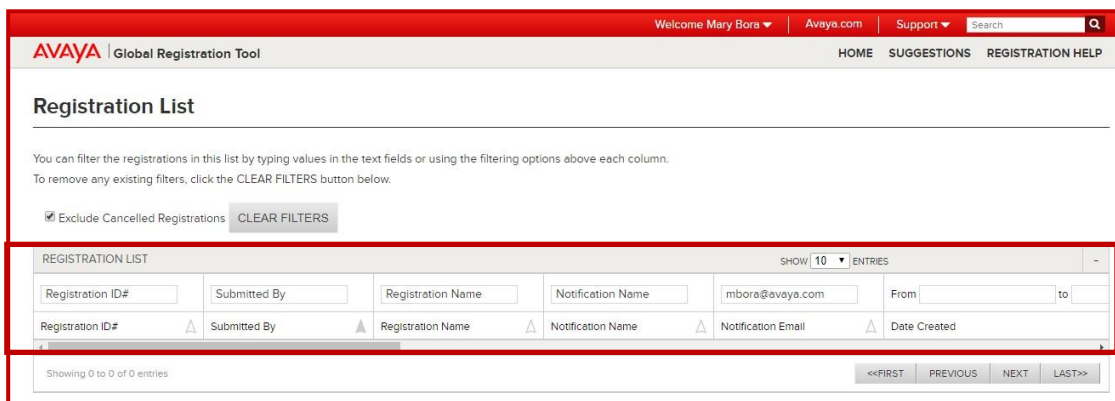
Continuing a previously started End-To-End Registration request

1. If continuing an End-To-End Registration request.

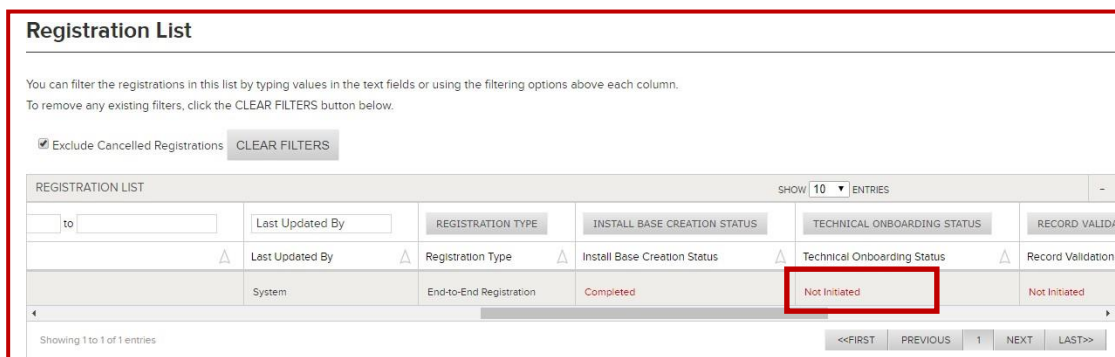
- From the GRT homepage, in the “Registration Management” section, click on “Update Existing Registration”



- Using one of the various filters available, locate your existing End-To-End Registration request.



- Click on the red hyperlink under the Technical Onboarding Status column.



Proceed to [Step 3](#)

Starting a new “Technical Onboarding Only” request

2. If starting from a new “Technical Onboarding Only” request...

- Enter the Sold-To/Functional Location details for the account. Select “Search”
Note: End Customer ST / FL must be in the 10-digit format with leading zeros.

- Edit the Site Contact, Validation details if necessary, and click “Next”. Proceed to Step 3

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HOME SUGGESTIONS REGISTRATION HELP

Site Contact Validation

SOLD TO LOCATION

Registration Id: 8237646

Sold To: [Redacted]

Company Name: [Redacted]

Phone Number: [Redacted]

Site Country: Australia

Address Line 1: Level 14, 60 Carrington Street

Address Line 2: [Redacted]

City: Sydney NSW

State: [Redacted]

Zip/Postal Code: 2000

Registration Name: [Redacted]

REPORTED BY

First Name: Mary

Last Name: Bora

Phone Number: 914030946127

Email Address: mbora@avaya.com

Do You Want To Receive Email Notifications?: Y

REGISTRATION NOTES

Test

HOME BACK RESET **NEXT**

Using the Technical On-Boarding (TOB) Dashboard / User Interface (UI)

3. Technical On-Boarding Dashboard is displayed.

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HOME SUGGESTIONS REGISTRATION HELP

Technical On-Boarding Dashboard

REGISTRATION SITE SUMMARY

Registration Name: [Redacted]

Registration ID: 8237646

Sold To: [Redacted]

Customer Name: [Redacted]

SR#: [Redacted]

Status: Not Initiated

Sub-Status: [Redacted]

Submitted Date: [Redacted]

Completed Date: [Redacted]

Registration Notes: Test

REGISTRABLE PRODUCTS LIST - READY FOR TECHNICAL ON-BOARDING

EXISTING REGISTERED ASSETS LIST

REGISTRABLE PRODUCTS - READY TO PROCESS

READY TO RE-TEST

BACK CANCEL SUBMIT

Select a device associated with the Sold-To / Functional Location (FL) for registration

- Expand the section **“REGISTERABLE PRODUCTS LIST – READY FOR TECHNICAL ON-BOARDING”**. This is a listing of the Installed Base of Material Codes which can be processed for SEID and Alarm ID creation on this account.

Locate the Device to be technically Onboarded and click on **“Select”**.

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HOME SUGGESTIONS REGISTRATION HELP

Technical On-Boarding Dashboard

REGISTRATION SITE SUMMARY

Registration Name: SR#: Submitted Date:
 Registration ID: 0237646 Status: Saved Completed Date:
 Sold To: Sub-Status: Registration Notes: Test
 Customer Name:

REGISTRABLE PRODUCTS LIST - READY FOR TECHNICAL ON-BOARDING

SHOW 10 ENTRIES SEARCH:

Technically On-Board Device	Initial Qty	Remaining Qty	Material Code	Material Code Description	Product Line
SELECT	2	2	102147	FAX PLAIN PAPER GR 9500	FAX
SELECT	5	5	103173	INT AUD VS 4X60 R4.3	INTUITY_AUDIX

Showing 1 to 2 of 2 entries.

<<FIRST PREVIOUS 1 NEXT LAST>>

- Once the proper Installed Base has been located, make the proper selection under **“Connectivity”**.
 - Choosing **“Yes”** will require connectivity details to be entered to continue.
 - Choosing **“No”** will allow you to enter optional details expected to be used in the future if this is a staged installation
 - Choosing **“Later”** will allow you to continue without providing any details. (Any SEIDS created with no connectivity details can be updated later via Update Registration.

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HOME SUGGESTION

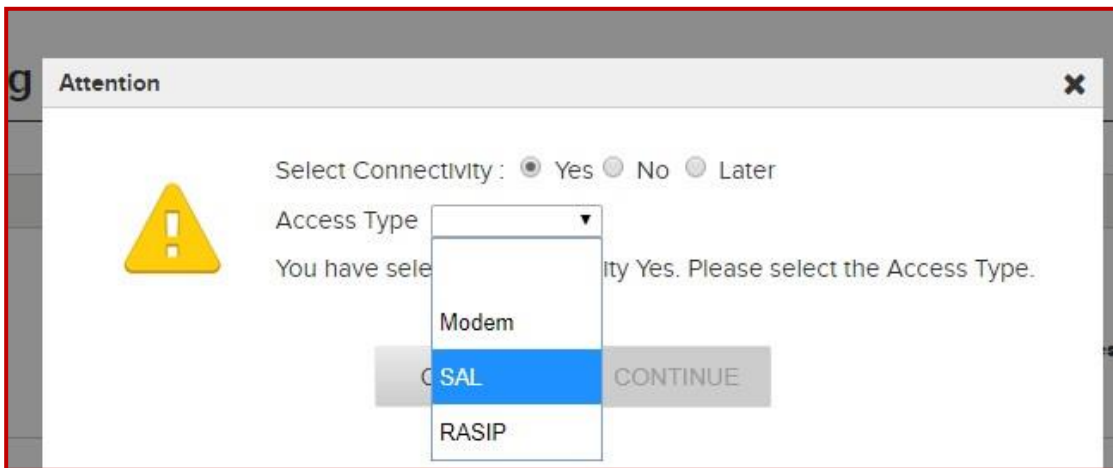
shboa Attention

Select Connectivity : ☐ Yes ☐ No ☐ Later

CANCEL CONTINUE

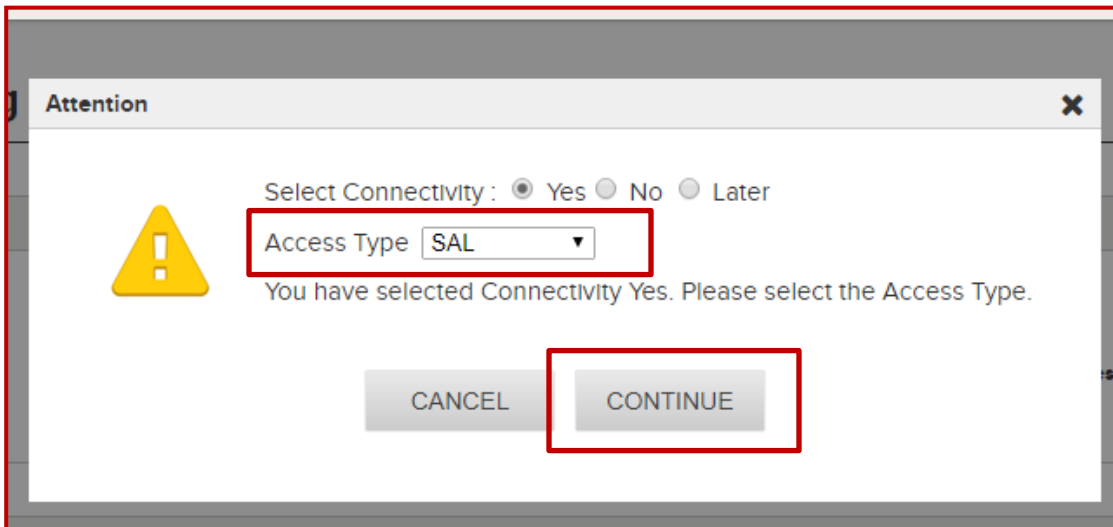
Submitted Date:
 Completed Date:
 Registration Notes: Test

6. Choose the appropriate Access Type to be used for this device and click “Continue”.



The screenshot shows a dialog box titled "Attention" with a yellow warning icon. It contains the following text and controls:

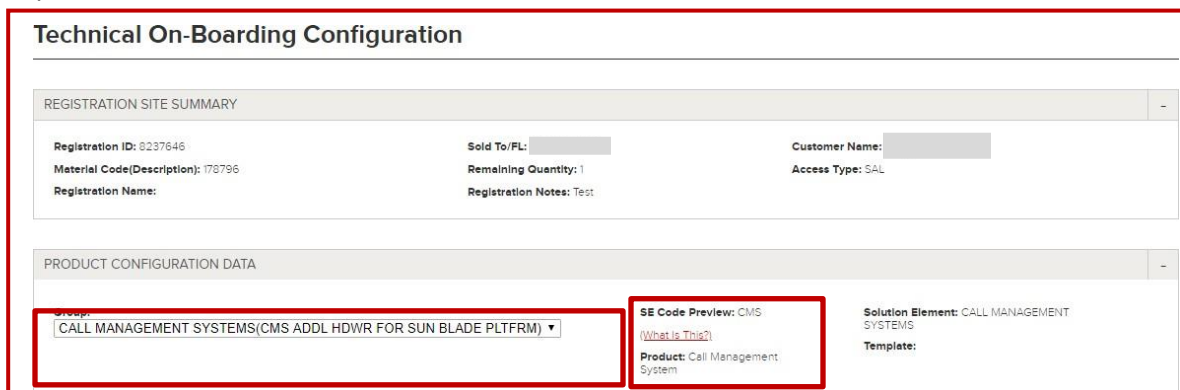
- Select Connectivity :** ☒ Yes ☐ No ☐ Later
- Access Type** (dropdown menu): The dropdown is open, showing options: Modem, **SAL** (highlighted in blue), and RASIP.
- You have selected Connectivity Yes. Please select the Access Type.**
- CANCEL** and **CONTINUE** buttons.



This screenshot shows the same "Attention" dialog box, but with the "Access Type" dropdown set to "SAL" and the "CONTINUE" button highlighted with a red box. The text and other controls remain the same as in the previous screenshot.

7. Product Configuration Data

- For devices with multiple configuration possibilities, the “Group” dropdown will need to be properly selected.
- The “SE Code Preview” will update to reflect what records will be created based on the selection in the Group dropdown.



The screenshot shows the "Technical On-Boarding Configuration" page. It is divided into two main sections:

- REGISTRATION SITE SUMMARY:**
 - Registration ID: 8237646
 - Material Code(Description): 178796
 - Registration Name:
 - Sold To/PL:
 - Remaining Quantity: 1
 - Registration Notes: Test
 - Customer Name:
 - Access Type: SAL
- PRODUCT CONFIGURATION DATA:**
 - Group:** CALL MANAGEMENT SYSTEMS(CMS ADDL HDWR FOR SUN BLADE PLTRM) (highlighted with a red box)
 - SE Code Preview:** CMS (What Is This?) (highlighted with a red box)
 - Product:** Call Management System
 - Solution Element:** CALL MANAGEMENT SYSTEMS
 - Template:**

Specifying Connectivity details for the device

8. Connectivity Details must now be provided:

Secure Access Link (SAL) Connected Device

i. Connectivity Access Type = SAL

- SAL Gateway Configuration Details Section
 - For any device in which a “VSALGW” is listed in the SE Code Preview, **and** that embedded SAL will be used as the Primary access method, no selections need to be made in the “SAL GATEWAY CONFIGURATION DETAILS” section.
 - However, you must enter the Connectivity Details for at least ONE SE code in the group, otherwise you will get an error popup.

SE Code Preview: VCM, VSP, VSPU, VUS, VSALGW, VCM, AIM
(What is This?)

- Fill in the “Device IP Address”, “Device Hostname”
- For Gateway SEID selection, click on **Select** next to one of the records
 - When there is no SALGW in the configuration and no VSALGW records when clicking on the Hyperlink **Select** or if the proper record cannot be found, use the Add SoldTo ID or Gateway SEID, to add to the list. Click [here](#) for the process.

Non- Template (where 1 SE code will be created for the material code)

SAL GATEWAY CONFIGURATION DETAILS				
Solution Element Code	Solution Element Description	Device IP Address	Device Hostname	Gateway SEID
CMS	CALL MANAGEMENT SYSTEMS	192.192.15.1	Marytest	Select

Template (where multiple SE codes will be created for the material code)

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SUGGESTIONS

REGISTRATION HELP

Technical On-Boarding Configuration

REGISTRATION SITE SUMMARY

Registration ID: 8243329

Sold To/PL:

Customer Name:

Material Code(Description): 264102

Remaining Quantity: 1

Access Type: SAL

Registration Name:

Registration Notes: Test

PRODUCT CONFIGURATION DATA

Group: Aura Messaging (DL360 SRVR AAM 1CPU-LO HI-RAID 15K)

SE Code Preview: VAAM, VSP, VSPU, VSALGW
(What is This?)

Solution Element: AVAYA AURA MESSAGING 6.0

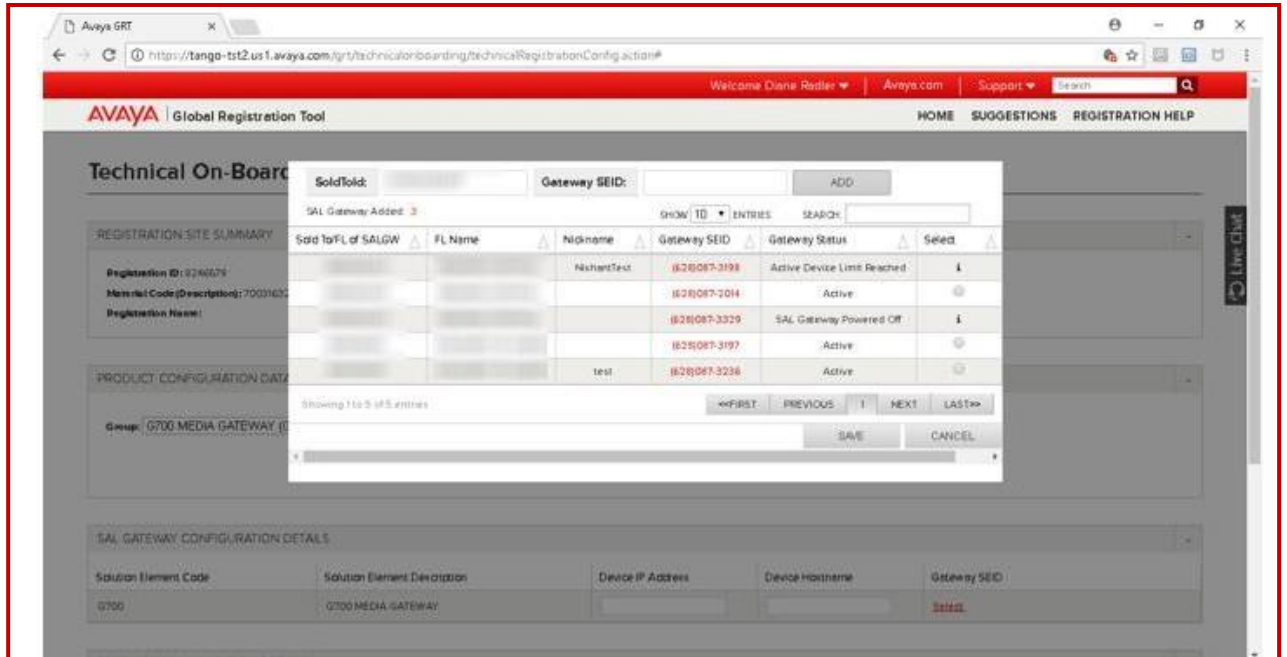
Product: Avaya Aura Messaging On System Platform

Template: Aura Messaging

SAL GATEWAY CONFIGURATION DETAILS

Solution Element Code	Solution Element Description	Device IP Address	Device Hostname	Gateway SEID
VAAM	AVAYA AURA MESSAGING 6.0			Select
VSP	System Platform Domain 0			Select

- SAL Gateway is associated to the SoldTO (YES)
 - Popup appears with the list of Gateways SEIDs. User can select ONLY an Active gateway. For the Inactive gateway/s when clicking on icon “i”, a popup appears with the details



For a Gateway not listed , users can enter the SoldTo or Gateway SEID and click on Add button.

Note: User must be authorized for the Sold To

To proceed Select the Active device and click on “Save”

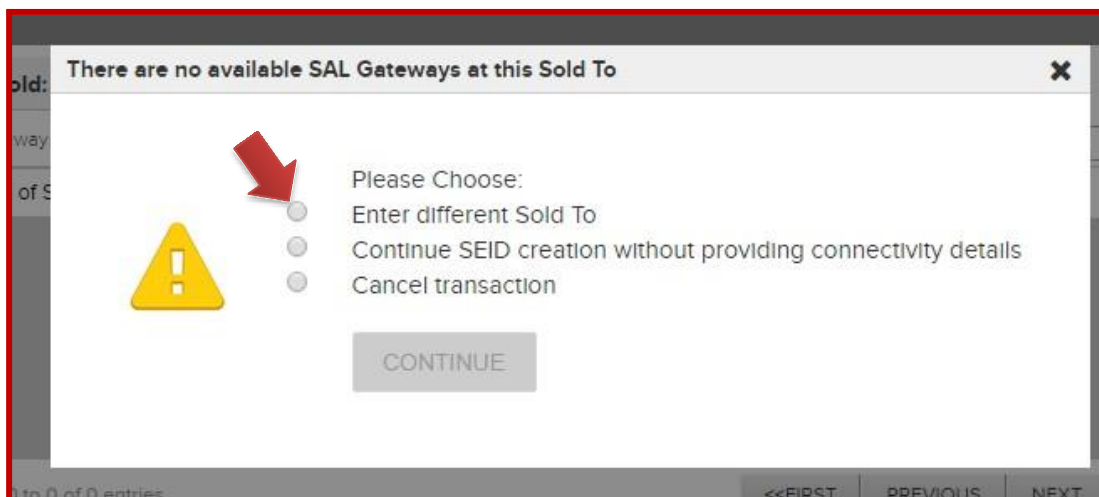
Sold To/FL of SALGW	FL Name	Nickname	Gateway SEID	Gateway Status	Select
		SAL GW	(628)085-6711	Active Device Limit Reached	i
		DB sync gw	(628)076-0929	Active	<input checked="" type="radio"/>
		GRT_3_full	(628)086-0750	Active	<input type="radio"/>
		Tejas-New16	(628)087-1870	Active	<input type="radio"/>
		SALGW	(628)074-9769	Inactive	i
		SALGW248	(628)075-8154	Inactive	i
		DB sync gw2	(628)076-0323	Inactive	i
		DB sync gw	(628)076-1226	Inactive	i
		SAL GW	(628)080-4359	Inactive	i
		SALGW	(628)080-7737	Inactive	i

Showing 1 to 10 of 59 entries

<<FIRST
 PREVIOUS
 1
 2
 3
 4
 5
 6
 NEXT
 LAST>>

SAVE
 CANCEL

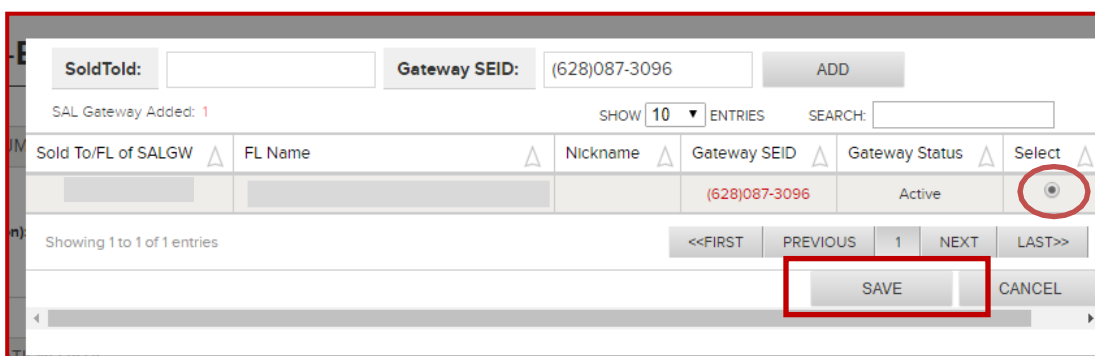
- If there are no SAL Gateways available at the Sold To you will see this pop up
 - Select “Enter Different Sold To”



- Enter the “SoldTo” or “Gateway SEID” . Click on “Add”.



- Select the proper Primary to be used for remote access of this device. Click “Save”



- All three (3) fields (Device IP Address, Device Hostname , Gateway SEID) must be completed for at least ONE record of the configuration before proceeding.

SAL GATEWAY CONFIGURATION DETAILS				
Solution Element Code	Solution Element Description	Device IP Address	Device Hostname	Gateway SEID
VAAM	AVAYA AURA MESSAGING 6.0	194.193.2.1	Testmarty	Select (628)087-1870
VSP	System Platform Domain 0	194.193.2.1	Testmarty	Select (628)087-1870
VSPU	System Platform Console Domain	194.193.2.1	Testmarty	Select (628)087-1870
VVALGW	Virtual SAL Gateway on System Platform			

When one record is completed, click “Add”.

PRODUCT CONFIGURATION DETAILS

Access Type: SAL

Auto Submit For Connectivity/Alarm Testing?

☐ Yes - Ready Now; Automatically Submit For Testing
 ☐ No - Not Ready At This Time; Will Manually Submit For Testing When Ready

Do You Want Random Password Generated?

☐ Yes
 ☐ No
 ☒ Default

CANCEL


ADD

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A popup will display as below if one of the 3 fields is not completed. Choose an option and proceed.

Attention



You must enter a Device IP Address, Device Hostname and Gateway SEID in order to complete Connectivity configuration for a device. Please populate the missing value/s in order to proceed.

OK

Note: On 12/18/2019 a GRT modification was made which provides an option for the user to indicate whether or not they are ready for Step B OR if they would prefer to wait and run connectivity/alarm testing at a later time (triggered manually via GRT).

This was done in support of those cases when the engineer is just configuring the product and it is **not ready for testing of remote access/alarming**

PRODUCT CONFIGURATION DETAILS

Access Type: SAL

Auto Submit For Connectivity/Alarm Testing?

☐ Yes - Ready Now; Automatically Submit For Testing

☐ No - Not Ready At This Time; Will Manually Submit For Testing When Ready

Do You Want Random Password Generated?

☐ Yes

☐ No

☒ Default

CANCEL

ADD

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RASIP Connected Device

- ii. Connectivity Access Type = RASIP
 - Ignore the SAL GATEWAY CONFIGURATION DETAILS section
 - Provide the device IP Address in the “IP Address” field
 - Select Add

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HOME | SUGGESTIONS | REGISTRATION HELP

Technical On-Boarding Configuration

REGISTRATION SITE SUMMARY

Registration ID: 0243273
Material Code(Description): 203764
Registration Name:
Sold ToFL:
Remaining Quantity: 1
Registration Notes:
Customer Name:
Access Type: RASIP

PRODUCT CONFIGURATION DATA

Group: High Availability MBT (DL360G7 SERVER CM S/D/MBT/SBC)
SE Code Preview: VCM, VSES, VSR, VSR VSPU, VUS, VSALGW
(What is This)
Product:
Solution Element: CM On MBT
Template: High Availability MBT

PRODUCT CONFIGURATION DETAILS

Access Type: RASIP
Software Release: Choose
Connectivity: No
System Platform Release: R1.1.1.x
IP Address:
Authentication File ID (Optional):
CANCEL ADD

Modem Connected Device

iii. Connectivity Access Type = Modem

- If the customers end device must use an outbound prefix (*9 for example) provide this information in the “Outbound Prefix” field (to be used for alarming configurations).
- Enter the modem telephone number in the “Dial-In Number” field
- Select Add

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Technical On-Boarding Configuration

REGISTRATION SITE SUMMARY

Registration ID: 0243273
Material Code(Description): 107002
Registration Name:
Sold ToFL:
Remaining Quantity: 5
Registration Notes:
Customer Name:
Access Type: Modem

PRODUCT CONFIGURATION DATA

Group: CALL MANAGEMENT SYSTEMS(CENTREVM CMS UPG LARGE TO LARGE)
SE Code Preview: CMS
(What is This)
Product: Call Management System
Solution Element: CALL MANAGEMENT SYSTEM
Template:

PRODUCT CONFIGURATION DETAILS

Access Type: Modem
Connectivity: Yes
Alarm Origination: Yes
Outbound Prefix:
Dial-In Number:
Do You Want Random Password Generated? Yes No Default
CANCEL ADD

VPN connected device

iv. Connectivity – Access Type SSL/VPN

- Choose the “Software Release” for the product
- Select “Add”

REGISTRATION SITE SUMMARY

Registration ID: 8247518
Material Code(Description): 383528
Registration Name:
Sold To/FL:
Remaining Quantity: 1
Registration Notes:
Customer Name:
Access Type: SSL/VPN

PRODUCT CONFIGURATION DATA

Group: Avaya Equinox Streaming & Recording All in One (DL360G9 SRVR ASSR)
SE Code Preview: AESR, AECF, AEDN
Solution Element: Avaya Equinox Streaming & Recording
What is This?
Template: Avaya Equinox Streaming & Recording All in One
Product: Avaya Equinox Conferencing

PRODUCT CONFIGURATION DETAILS

Access Type: SSL/VPN
Software Release: Choose
Connectivity: No
Authentication File ID (Optional):

CANCEL ADD

9. The device will now be listed in the “**REGISTERABLE PRODUCTS – READY TO PROCESS**”.

REGISTERABLE PRODUCTS - READY TO PROCESS

SHOW 10 ENTRIES SEARCH: -

Select	Action	Material Code	Material Code Description	Product Line	SE Code Description	Access Type	Product Template
<input checked="" type="checkbox"/>	Tech On-Boarding	264182	DL360G7 SRVR AA MSG HI-CAP STRG	HIGHEND_APP_SRVR_H	AVAYA AURA MESSAGING 6.0	SAL	Aura Messaging

Showing 1 to 1 of 1 entries

<<FIRST PREVIOUS 1 NEXT LAST>>

READY TO RE-TEST +

BACK CANCEL SUBMIT

10. To create additional SEIDs or Alarm IDs for other Installed Base device, repeat the steps 4 -9.

11. Once all intended devices have been added, click the “Submit” button at the bottom of the page.

REGISTERABLE PRODUCTS - READY TO PROCESS

SHOW 10 ENTRIES SEARCH: -

Select	Action	Material Code	Material Code Description	Product Line	SE Code Description	Access Type	Product Template
<input checked="" type="checkbox"/>	Tech On-Boarding	178796	CMS ADDL HDWR FOR SUN BLADE PLTRM	CMS	CALL MANAGEMENT SYSTEMS	SAL	

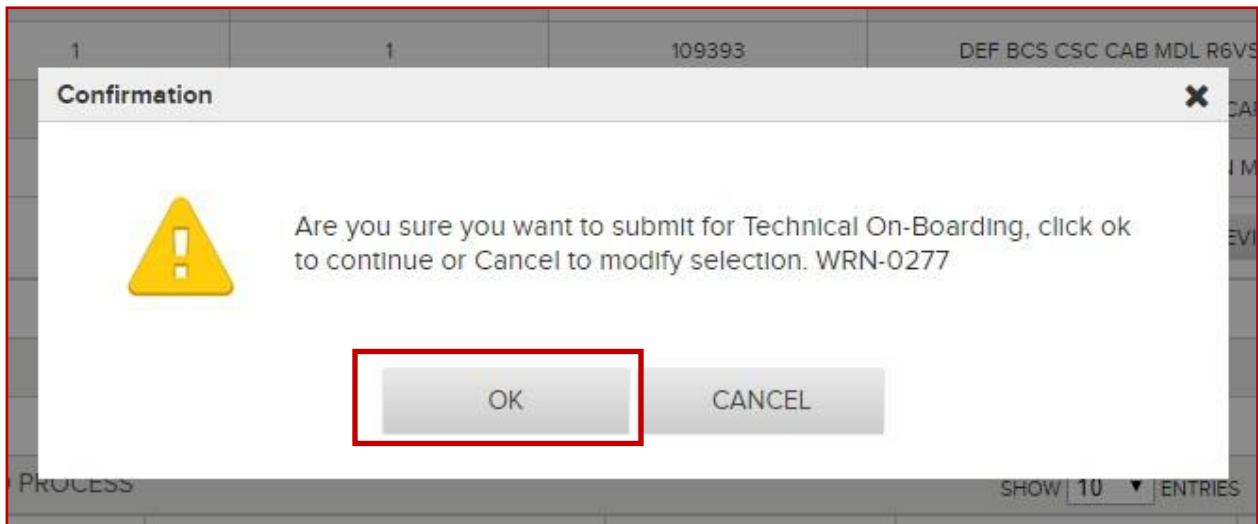
Showing 1 to 1 of 1 entries

<<FIRST PREVIOUS 1 NEXT LAST>>

READY TO RE-TEST +

BACK CANCEL SUBMIT

12. Click on **OK** to proceed.



13. SAL On-Boarding Summary displays details of the request

Technical On-Boarding Details

REGISTRATION SITE SUMMARY

Registration Name:
Registration ID: 0243329
Sold To:
Customer Name:

Status: In Process
Sub-Status: N/A

Submitted Date: 04/25/2018 10:38:02
Completed Date:
Registration Notes: Test

SAL ON-BOARDING SUMMARY

Select	Error	SEID	SE Code	Alarm ID	Material Code	Material Code Description	Model
<input type="checkbox"/>			VAAM		264182	DL360G7 SRVR AA MSG HI-CAP STRG	Aura_Messaging

Note: At this point SEIDs and Alarm ID are being created for the requested devices. Please monitor Email activity. Notification emails will alert to changes in status as well as to provide SEID and Alarm ID details that have successfully created. In many cases, it's expected that more than one email will be generated per request

There are new notifications for SAL TOB material code and four notifications as it stepped thru the process via SAL Admin.

Examples below:



GRT Registration ID 8246578 Technical 08246578 Technical 08246578 Technical 08246578 SAL Admini

14. Once the SEID/Alarm ID creation is complete, SEID Creation status changes to Completed.

Next step is SAL Administration and SAL Administration Result is set to IN PROGRESS

The screenshot shows the 'Technical On-Boarding Details' page in the Avaya Global Registration Tool. The page has a red header with the Avaya logo and navigation links. Below the header, there's a 'REGISTRATION SITE SUMMARY' section with fields for Registration Name, ID, Status, Submitted Date, Completed Date, and Customer Name. The 'SEID Creation Status' is highlighted in red and shows 'Completed'. Below this is a 'SAL ON-BOARDING SUMMARY' table with columns for SEID Creation Status, Submitted, Completed, SR#, SAL Administration Result, Eligible for Alarming, and Connectivity/Alarming Status. The 'SAL Administration Result' is highlighted in red and shows 'IN PROGRESS'.

SEID Creation Status	SEID Creation Submitted	SEID Creation Completed	SEID Creation SR#	SAL Administration Result	Eligible for Alarming?	Connectivity/Alarming Status
Completed	08/21/2018 08:52:42	08/21/2018 09:04:16		IN PROGRESS	Y	Not Initiated
Completed	08/21/2018 08:52:42	08/21/2018 09:04:16		IN PROGRESS	Y	Not Initiated
Completed	08/21/2018 08:52:42	08/21/2018 09:04:16		IN PROGRESS	N	Not Initiated
Completed	08/21/2018 08:52:42	08/21/2018 09:04:16		IN PROGRESS	Y	Not Initiated

If you click on **In Progress** hyperlink, Sal Administration details are displayed.

The screenshot shows the 'SAL Administration Details' dialog box. It contains a table with the following information:

Result	IN PROGRESS
Details	The SAL Administration for Registration Id - 8243273 is In Progress
Date	2018-08-21 09:04:24.0
Further Info	

Below the table is an 'OK' button.

15. Once the SAL Administration step is completed, there are one of the two scenarios that can come into effect:

- i) SAL Administration Result is **Success with TOB Step B** - In this case GRT has automatically initiated Connectivity and Alarm testing i.e. TOB Step B is initiated.

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Technical On-Boarding Details

REGISTRATION SITE SUMMARY

Registration Name: Status: In Process Submitted Date: 08/21/2018 08:52:42
 Registration ID: 8243273 Sub-Status: N/A Completed Date:
 Sold To: 0050534009 Registration Notes:
 Customer Name: SPRINGLEAF FINANCIAL SERVICES.

SAL ON-BOARDING SUMMARY

SEID Creation Submitted	SEID Creation Completed	SEID Creation SR#	SAL Administration Result	Eligible for Alarming?	Connectivity/Alarming Status	Connectivity/Alarming Submitted
08/21/2018 08:52:42	08/21/2018 09:04:16		SUCCESS WITH TOB STEP B	Y	In Process	08/21/2018 09:08:42
08/21/2018 08:52:42	08/21/2018 09:04:16		SUCCESS WITH TOB STEP B	Y	In Process	08/21/2018 09:08:42
08/21/2018 08:52:42	08/21/2018 09:04:16		SUCCESS WITH TOB STEP B	N	In Process	08/21/2018 09:08:42
08/21/2018 08:52:42	08/21/2018 09:04:16		SUCCESS WITH TOB STEP B	Y	In Process	08/21/2018 09:08:42

- SAL Administration Result Success with TOB Step B links to the message:

SAL Administration Details

Result	SUCCESS WITH TOB STEP B
Details	Connectivity and Alarming testing – Step B - (if eligible) has been initiated for this device by the back end systems.
Date	2018-08-21 09:08:42.0
Further Info	


OK

- Email notification will notify user that step B has been automatically submitted

no-reply@avaya.com

Bora, Mary Julie (Mary)

GRT Registration ID: 8243273, SAL Administration Completed for SEID (628)088-0448 with SUCCESS WITH TOB STEPB



GRT Notification:
SAL Administration
Complete

This email confirms that **the specific SEID listed below** has completed SAL Administration. You will receive additional email(s) as additional SEID(s) complete, and when all of the records selected for Technical Onboarding as part of the registration indicated below are Complete.

For questions on this registration or other GRT-related topics, please follow the [instructions here](#).

For additional training and documentation, please visit the [Registration Support Site](#).

Registration ID	8243273
Requestor Name	Mary Bora
Requestor Email(s)	mbora@avaya.com

Material Code	SE Code	Device SEID	SAL Gateway SEID	SAL Administration Response Date	SAL Administration Result
264182	VSP	(628)088-0448	(628)085-9813	2018-08-21 09:08:43	SUCCESS WITH TOB STEPB

SAL Administration Response Details
Connectivity and Alarming testing u2013 Step B - (if eligible) has been initiated for this device by the back end systems.

- Once the Automatic Connectivity and Alarming testing is complete, Connectivity/Alarming status set to Completed.

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Technical On-Boarding Details

REGISTRATION SITE SUMMARY

Registration Name:
Registration ID: 8394212
Sold To: 0060264900
Customer Name: University Of Glamorgan

Status: Completed
Sub-Status: N/A

Submitted Date: 08/21/2018 10:12:39
Completed Date: 08/21/2018 10:43:49
Registration Notes:

SAL ON-BOARDING SUMMARY

SEID Creation Completed	SEID Creation SR#	SAL Administration Result	Eligible for Alarming?	Connectivity/Alarming Status	Connectivity/Alarming Submitted	Connectivity/Alarming Completed
08/21/2018 10:15:52		SUCCESS WITH TOB STEPB	Y	Completed	08/21/2018 10:18:38	08/21/2018 10:43:48


Please Note: Alarming will only be configured if you are contractually entitled to alarming at the time of registration.

BACK

SAL ALARM & CONNECTIVITY

- User will receive an email notification confirming Connectivity/Alarm testing is complete.

Note: Similar notification is sent when TOB step B is completed manually or automatically.



GRT Notification: Complete

This email confirms that **all of the records selected for Technical Onboarding as part of the registration indicated below** are now Complete.

For questions on this registration or other GRT-related topics, please follow the [instructions here](#).

For additional training and documentation, please visit the [Registration Support Site](#).

Registration ID	8394212
Siebel SR Number	
Date Reported	08/21/2018
Date Completed	08/21/2018
Requestor Name	Diane Elias-Radler

- ii) SAL Administration Result is Success – In this case GRT has not initiated Automatic Remote Connectivity and Alarm testing (TOB Step B). User will need to manually initiate Connectivity and Alarm testing.

Technical On-Boarding Details

REGISTRATION SITE SUMMARY

Registration Name:
Registration ID: 8243273
Sold To:
Customer Name:

Status: In Process
Sub-Status: N/A

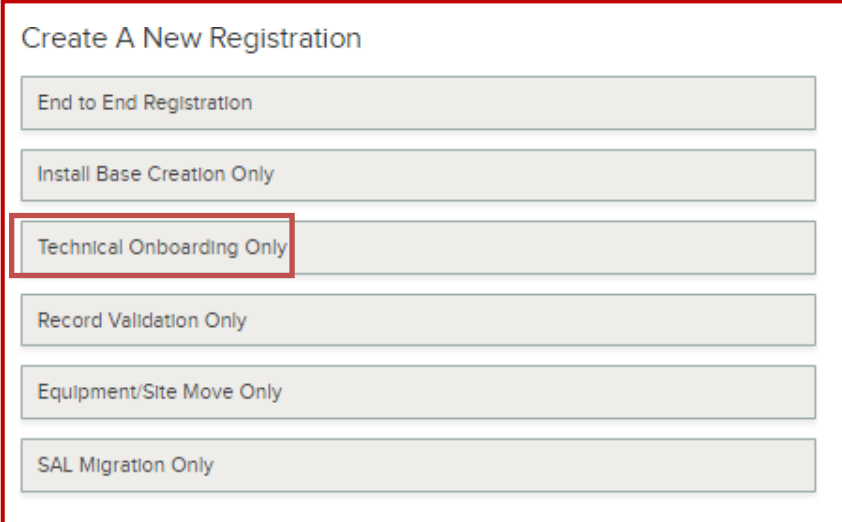
SAL ON-BOARDING SUMMARY

SEID Creation Submitted	SEID Creation Completed	SEID Creation SR#	SAL Administration Result	Eligible for Alarming?
08/21/2018 08:52:42	08/21/2018 09:04:16		SUCCESS	Y
08/21/2018 08:52:42	08/21/2018 09:04:16			Y
08/21/2018 08:52:42	08/21/2018 09:04:16		SUCCESS	N
08/21/2018 08:52:42	08/21/2018 09:04:16		SUCCESS	Y

Goto [TOB Step B](#) to manually initiate Connectivity and Alarm testing.

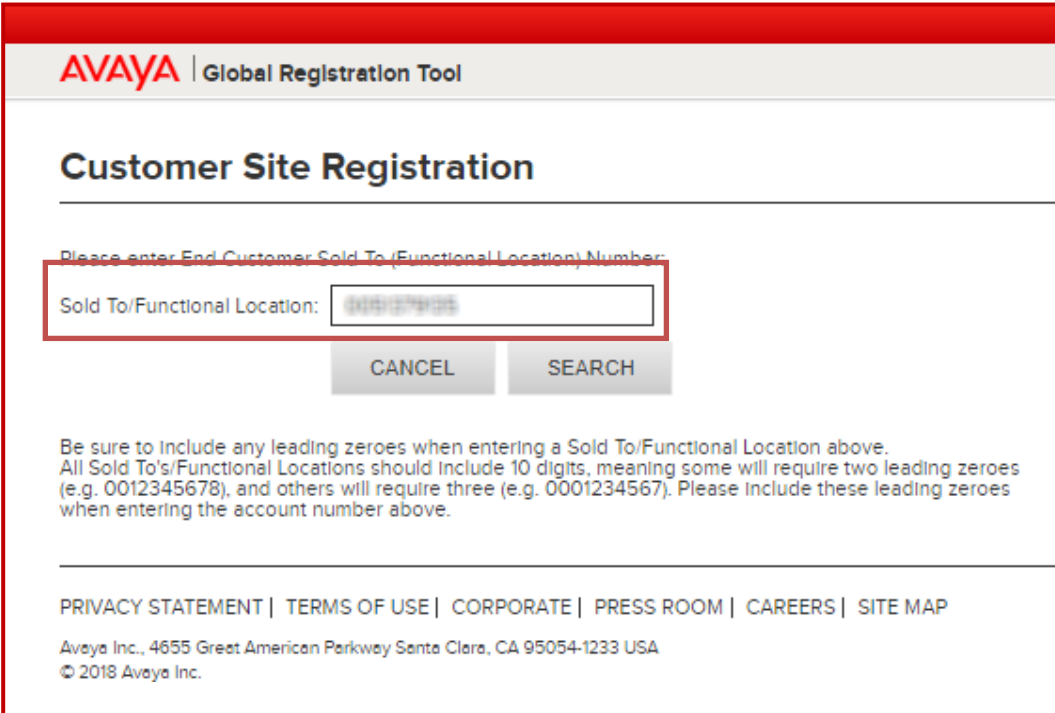
Modifying Existing Registered Devices

1. From the GRT home page, under Create a New Registration select “Technical Onboarding Only”



The screenshot shows a web form titled "Create A New Registration". It contains six radio button options stacked vertically: "End to End Registration", "Install Base Creation Only", "Technical Onboarding Only", "Record Validation Only", "Equipment/Site Move Only", and "SAL Migration Only". The "Technical Onboarding Only" option is selected and highlighted with a red rectangular box.

2. Enter the Sold To/Functional Location Number for the account (ten (10) digits).



The screenshot shows the "Customer Site Registration" page in the "AVAYA | Global Registration Tool". It prompts the user to "Please enter End Customer Sold To (Functional Location) Number:". Below this is a text input field labeled "Sold To/Functional Location:" containing the number "00012345678". The input field is highlighted with a red rectangular box. Below the input field are two buttons: "CANCEL" and "SEARCH". A detailed instruction paragraph follows, explaining the format of the location number (10 digits, including leading zeroes). At the bottom, there are links for "PRIVACY STATEMENT", "TERMS OF USE", "CORPORATE", "PRESS ROOM", "CAREERS", and "SITE MAP", along with the company address and copyright information.

3. Edit the Site Contact Validation details if necessary, and then click Next.

- Expand the “EXISTING REGISTERED ASSETS LIST” This is a listing of all Parent records on the account entered. (Child assets such as VSP or VSPU platform elements that relate to the primary application on a platform will not be individually listed)

Update	Retest	SEID	SE Code	Material Code	Material Code Description	Product Line	SID	MID
UPDATE	RETEST	(528)087-3691	CMS	171421	AVAYA CMS SUN BLADE 100 HDW	CMS		
UPDATE	RETEST	(528)085-1628	CMS	700341944	CMS R13 HDWR PLTFRM 1.2 G SUNFIRE V880	CMS		
UPDATE	RETEST	(528)087-7312	VCM	263760	R810 SERVER CM S/D/MBT/SBC	CONVERGED	9990026815	1
UPDATE	RETEST	(528)085-1623	VCM	263764	DL360G7 SERVER CM S/D/MBT/SBC	CONVERGED	9990004640	1
UPDATE	RETEST	(528)085-3619	VCM	263764	DL360G7 SERVER CM S/D/MBT/SBC	CONVERGED	9990004902	1
UPDATE	RETEST	(528)085-1619	VCM	263764	DL360G7 SERVER CM S/D/MBT/SBC	CONVERGED	9990004640	1

- Click the “UPDATE” button next to the Parent record to be changed. (Child records will be changed as well)
- On the “Technical On-Boarding Configuration Update” page, you may change various details.

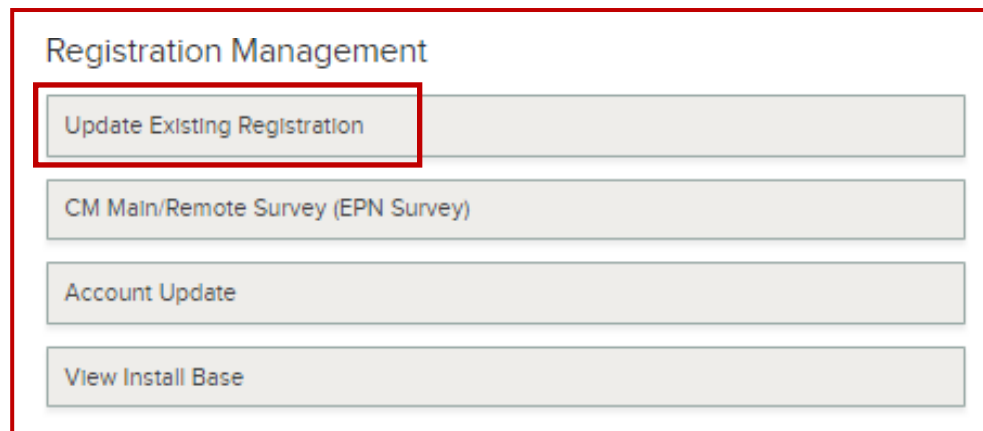
If the product is eligible for SAL connectivity and chosen “Later”, for example, user will be prompted to see if they want to enter details

- The device will now be listed in the “REGISTERABLE PRODUCTS – READY TO PROCESS” section. To modify additional device details please repeat the above steps.
- Once all devices have been added, click “Submit” at the bottom of the page

Notes: At this point GRT is performing the requested modifications to the devices. For updates that include access detail changes, connectivity and alarming may need to be retested. This process is started automatically for Modem and RASIP devices. For SAL devices, please review the section below for Connectivity and Alarm Testing

Technical Onboarding Step B: Testing Connectivity and Alarming for newly created devices.

1. From the GRT homepage, in the “Registration Management” section, click on “Update Existing Registration”



Registration Management

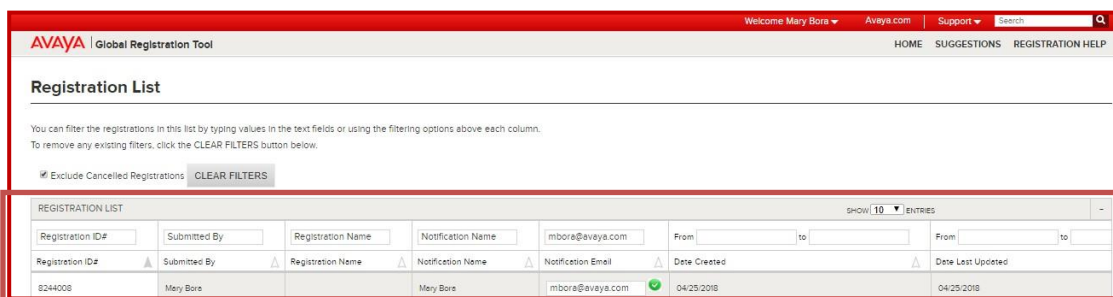
Update Existing Registration

CM Main/Remote Survey (EPN Survey)

Account Update

View Install Base

2. Using the various available filters, locate your existing End-To-End Registration request, and click on the red hyperlink under the Technical Onboarding Status column.



AVAYA | Global Registration Tool

Welcome Mary Bora | Avaya.com | Support | Search

HOME | SUGGESTIONS | REGISTRATION HELP

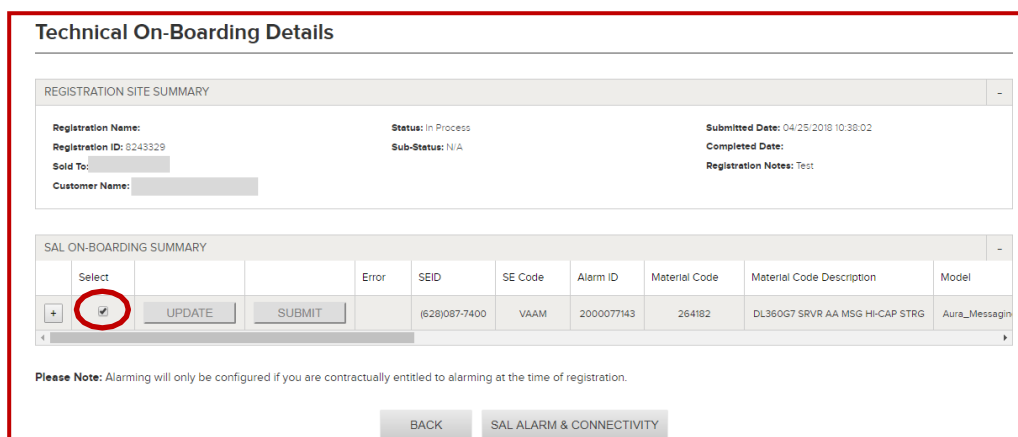
Registration List

You can filter the registrations in this list by typing values in the text fields or using the filtering options above each column. To remove any existing filters, click the CLEAR FILTERS button below.

☒ Exclude Cancelled Registrations CLEAR FILTERS

Registration ID#	Submitted By	Registration Name	Notification Name	Notification Email	Date Created	Date Last Updated
6244008	Mary Bora	Mary Bora	mbora@avaya.com	mbora@avaya.com	04/25/2018	04/25/2018

3. Listed will be the devices that had SEIDs and Alarm IDs created in TOB Step A on this request. Using the “Select” check boxes on the left, check any devices that have had its SEIDs added to the SAL Gateway/s for remote access.



Technical On-Boarding Details

REGISTRATION SITE SUMMARY

Registration Name: Status: In Process Submitted Date: 04/25/2018 10:38:02

Registration ID: 6243329 Sub-Status: N/A Completed Date:

Sold To: Registration Notes: Test

Customer Name:

SAL ON-BOARDING SUMMARY

Select	Error	SEID	SE Code	Alarm ID	Material Code	Material Code Description	Model
<input checked="" type="checkbox"/>		(628)087-7400	VAAM	2000077143	264182	DL360G7 SRVR AA MSG HI-CAP STRG	Aura_Messagin

UPDATE SUBMIT

Please Note: Alarming will only be configured if you are contractually entitled to alarming at the time of registration.

BACK SAL ALARM & CONNECTIVITY

4. Once the devices that are ready for connectivity and alarm testing have been selected. Click the “SAL ALARM & CONNECTIVITY” button at the bottom of the page.

Note: Any devices not selected will still be available for Connectivity and Alarm testing on this GRT request, and may be submitted later without the need to create a new request.

Technical On-Boarding Details

REGISTRATION SITE SUMMARY

Registration Name:	Status: In Process	Submitted Date: 04/25/2018 10:38:02
Registration ID: 8243329	Sub-Status: N/A	Completed Date:
Sold To: 0050254900		Registration Notes: Test
Customer Name: University Of Glamorgan		

SAL ON-BOARDING SUMMARY

Select	Error	SEID	SE Code	Alarm ID	Material Code	Material Code Description	Model
<input checked="" type="checkbox"/>		(628)087-7400	VAAM	2000077143	264182	DL360G7 SRVR AA MSG HI-CAP STRG	Aura_Messagin

Please Note: Alarming will only be configured if you are contractually entitled to alarming at the time of registration.

BACK
SAL ALARM & CONNECTIVITY

Connectivity and Alarm testing

5. Listed here are all of the SEIDs that were created for this device. Use the “Select for Remote Access?” and “Select for Alarming?” checkboxes to indicate the level of testing required.

NOTE: Alarm checkboxes will only be enabled for alarming capable devices with active alarming entitlements.

SAL Connectivity and Alarm Testing

REGISTRATION SITE SUMMARY

Registration ID: 8243329	Sold To/FL:	Customer Name:
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EXISTING INSTALL BASE

Material Code	SeCode	Model	Product ID (Alarm ID)	SEID	System ID(SID)	Module ID(MID)	Administered In SAL Gateway	SAL Connectivity Stat
264182	VAAM	Aura_Messaging	2000077143	(628)087-7400	9990026634	1	Y	Good
	VSP	VSP		(628)087-7401	9990026634	1	Y	Good
	VSALGW	SAL_Gateway	5000104959	(628)087-7403	9990026634	1	N	
	VSPU	VSPU	7000564172	(628)087-7402	9990026634	1	Y	Good

CANCEL
SUBMIT

SAL Connectivity and Alarm Testing

REGISTRATION SITE SUMMARY

Registration ID: 8243329

Sold To/PL: 0050254900

Customer Name: University Of Glamorgan

EXISTING INSTALL BASE

SAL Gateway SEID	Remote Access Eligible	Select for Remote Access	Eligible for Alarming	Select for Alarming	Last Alarm Received Date	Status	Entitled Fo
(628)087-1870	Y	<input checked="" type="checkbox"/>	Y	<input checked="" type="checkbox"/>			Yes
(628)087-1870	Y	<input checked="" type="checkbox"/>	N	<input type="checkbox"/>			Yes
	Y	<input type="checkbox"/>	Y	<input type="checkbox"/>			Yes
(628)087-1870	Y	<input checked="" type="checkbox"/>	Y	<input checked="" type="checkbox"/>			Yes

CANCEL

SUBMIT

- Once all selections have been made and the necessary remote access and alarming checkboxes have been populated, click the "SUBMIT" button at the bottom of the page.

SAL Connectivity and Alarm Testing

REGISTRATION SITE SUMMARY

Registration ID: 8243329

Sold To/PL: 00

Customer Name: Univ

EXISTING INSTALL BASE

Material Code	SeCode	Model	Product ID (Alarm ID)	SEID	System ID(SID)	Module ID(MID)	Administered in SAL Gateway	SAL Connectivity Stat
264182	VAAM	Aura_Messaging	2000077143	(628)087-7400	9990026634	1	Y	Good
	VSP	VSP		(628)087-7401	9990026634	1	Y	Good
	VSALGW	SAL_Gateway	5000104959	(628)087-7403	9990026634	1	N	
	VSPU	VSPU	7000564172	(628)087-7402	9990026634	1	Y	Good

CANCEL

SUBMIT

- Click Ok

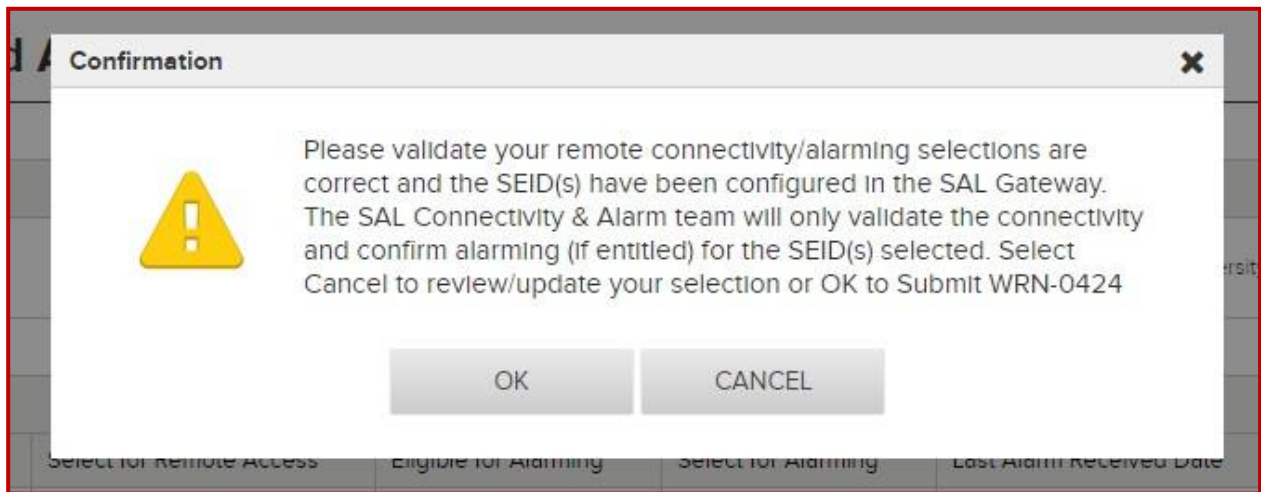
ng Acknowledgement

On the next screen, GRT will only allow you to submit a SAL Alarm and/or Connectivity test for devices which have been administered in an active SAL gateway. Any SEID's which have not been administered will not be eligible for testing.

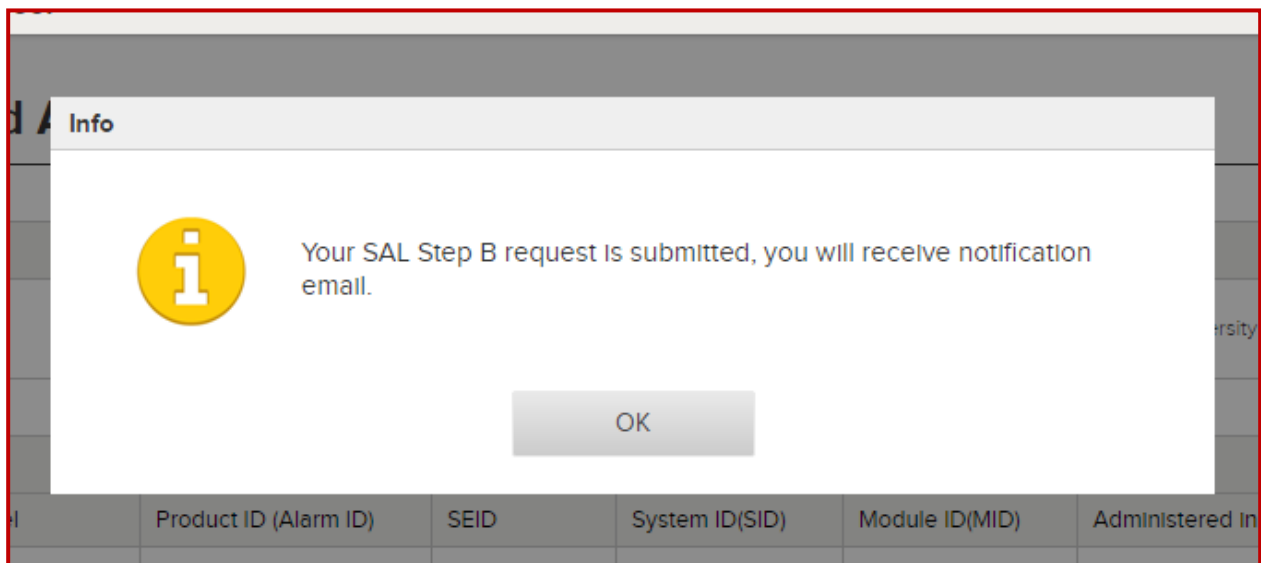
For more information on how to administer SEIDs into a SAL gateway, please reference this [KB article](#).

OK

- Select OK to continue



- Confirmation Popup



At this point GRT will perform automated connectivity and alarm testing for supported devices based on the details submitted. Not all devices are supported for automated testing. Any devices not supported for automated testing, as well as any devices that may have failed any portion of the automated testing process, will be managed manually via a registration engineer.

Change History

Rev	Change Detail	Changed By	Date
1	New Document Release for GRT 4.0	Adam Chovan	8/24/2015
2	Updated Technical Onboarding Process – automated process	Mary Bora	05/04/2018
3	Updates on Automatic Remote connectivity and Alarm Testing (TOB Step B)	Mary Bora	21/08/2018