

COMMUNICATION MANAGER TECHNICAL ONBOARDING GUIDE

Purpose	The purpose of this document is to assist in understanding the registration process for Communication Manager for Main, ESS, and LSP installations.
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 Partners, Distributors, Avaya Associates
See Also	<p>GRT Registration Process: https://support.avaya.com/helpcenter/getGenericDetails?detailId=C2009101293650506080</p> <p>Technical On-Boarding Guide: https://support.avaya.com/css/P8/documents/100175932</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>
Tools	Global Registration Tool(GRT)
Acronyms Used	<p>GRT - Global Registration Tool</p> <p>SR - Service Request</p> <p>CM - Communication Manager</p> <p>SEID - Solution Element ID</p> <p>RFA - Remote Feature Activation</p> <p>SID - System Identifier</p>

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Glossary of Terms

Remote Feature Activation - RFA is a web-based application that is used to create and deliver license files for Avaya products. The license files are created using information from the customer and the SAP order.

New Main Communication Manager (Simplex and Duplex)

The process outlined below start from the Technical Onboarding steps. It is assumed that the Install Base Creation has already been done and that you are ready to generate SEIDs. If assistance is needed in adding the Material Codes to the Install Base, please review the following document. <https://support.avaya.com/css/P8/documents/100162279>

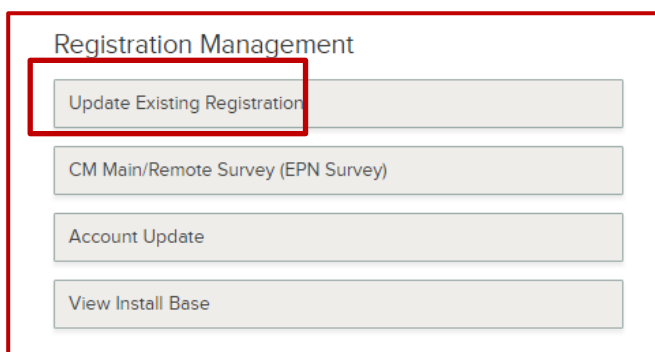
Note: GRT requires that the user know the RFA SID for Communication Manager R5 or earlier.

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”



Registration Management

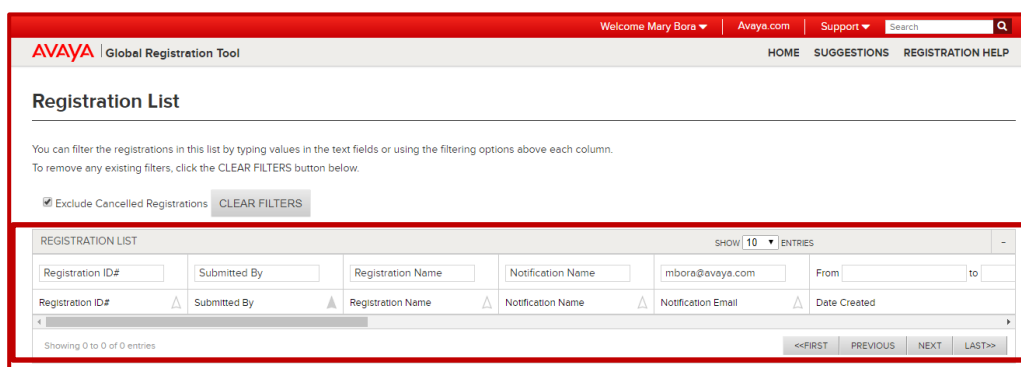
Update Existing Registration

CM Main/Remote Survey (EPN Survey)

Account Update

View Install Base

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



AVAYA | Global Registration Tool

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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

Registration ID#	Submitted By	Registration Name	Notification Name	Notification Email	Date Created
Showing 0 to 0 of 0 entries					

<<FIRST PREVIOUS NEXT LAST>>

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

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 LIST						SHOW 10 ENTRIES
	to	Last Updated By	REGISTRATION TYPE	INSTALL BASE CREATION STATUS	TECHNICAL ONBOARDING STATUS	RECORD VALIDATION
		Last Updated By	Registration Type	Install Base Creation Status	Technical Onboarding Status	Record Validation
		System	End-to-End Registration	Completed	Not Initiated	Not Initiated

Showing 1 to 1 of 1 entries

<<FIRST PREVIOUS 1 NEXT LAST>>

Proceed to Step 3

Starting a new “Technical Onboarding Only” request

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

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HOME SUGGESTIONS REGISTRATION HELP

Create A New Registration

End to End Registration

Install Base Creation Only

Technical Onboarding Only

Record Validation Only

Equipment/Site Move Only

SAL Migration Only

Registration Management

Update Existing Registration

CM Main/Remote Survey (EPN Survey)

Account Update

View Install Base

IP Office Registrations ONLY

Account Creation

IP Office Equipment Registration

IPOSS Token Redemption

PENDING REGISTRATIONS

1

Not Initiated = 1
In Process = 0
Awaiting Info = 0
Saved = 0

ANNOUNCEMENTS

TRAINING

- 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.

AVAYA | Global Registration Tool

Customer Site Registration

Please enter End Customer Sold To/Functional Location Number:

Sold To/Functional Location:

CANCEL SEARCH

Be sure to include any leading zeroes when entering a Sold To/Functional Location above.
All Sold To's/Functional Locations should include 10 digits, meaning some will require two leading zeroes (e.g. 0012345678), and others will require three (e.g. 0001234567). Please include these leading zeroes when entering the account number above.

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

The screenshot shows the 'Site Contact Validation' form in the AVAYA Global Registration Tool. The form is divided into three main sections: SOLD TO LOCATION, REPORTED BY, and REGISTRATION NOTES. The SOLD TO LOCATION section includes fields for Registration Id (8257532), Sold To, Company Name, Phone Number (7574652187), Site Country (USA), Address Line 1, Address Line 2, City (CHESAPEAKE), State (Louisiana), Zip/Postal Code (23321-2138), and Registration Name. The REPORTED BY section includes fields for First Name (Mary), Last Name (Bora), Phone Number, Email Address (mbora@avaya.com), and a dropdown for Do You Want To Receive Email Notifications? (Y). The REGISTRATION NOTES section is a large text area. At the bottom, there are buttons for HOME, BACK, RESET, and NEXT, with the NEXT button highlighted by a red box.

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

3. Technical On-Boarding Dashboard is displayed.

The screenshot shows the 'Technical On-Boarding Dashboard' in the AVAYA Global Registration Tool. The dashboard is divided into several sections: REGISTRATION SITE SUMMARY, REGISTRABLE PRODUCTS LIST - READY FOR TECHNICAL ON-BOARDING, EXISTING REGISTERED ASSETS LIST, REGISTRABLE PRODUCTS - READY TO PROCESS, and READY TO RE-TEST. The REGISTRATION SITE SUMMARY section displays the following information: Registration Name, Registration ID (8257532), Sold To, Customer Name, Status (Not Initiated), Sub-Status, Submitted Date, Completed Date, and Registration Notes. The other sections are currently empty. At the bottom, there are buttons for BACK, CANCEL, and 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”**.

AVAYA | Global Registration Tool

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Technical On-Boarding Dashboard

REGISTRATION SITE SUMMARY

Registration Name:	Status: Not Initiated	Submitted Date:
Registration ID: 8257532	Sub-Status:	Completed Date:
Sold To:		Registration Notes:
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
<input type="button" value="SELECT"/>	5	5	107782	DEF CMS AURORA 8PT	CMS
<input type="button" value="SELECT"/>	5	5	107882	CENTREVU CMS UPG LARGE TO LARGE	CMS
<input type="button" value="SELECT"/>	1	1	263764	DL360G7 SERVER CM S/D/MBT/SBC	CONVERGED
<input type="button" value="SELECT"/>	8	8	700447675	S8300D SERVER	CONVERGED

- 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.

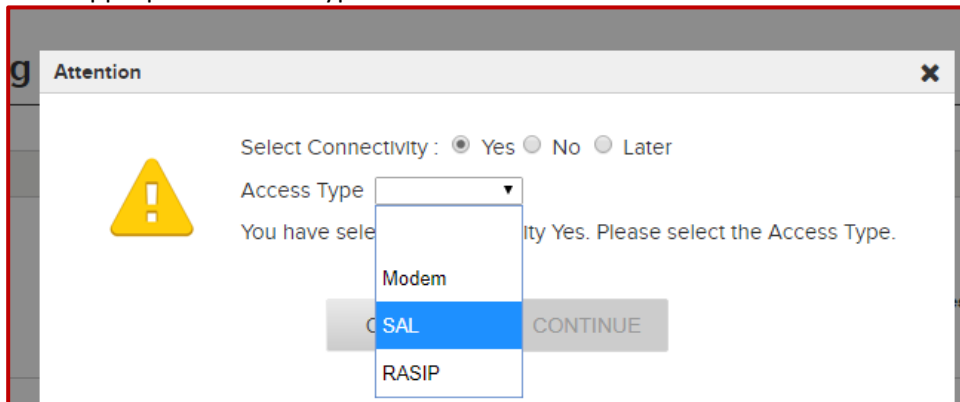
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HOME SUGGESTION

shboa Attention

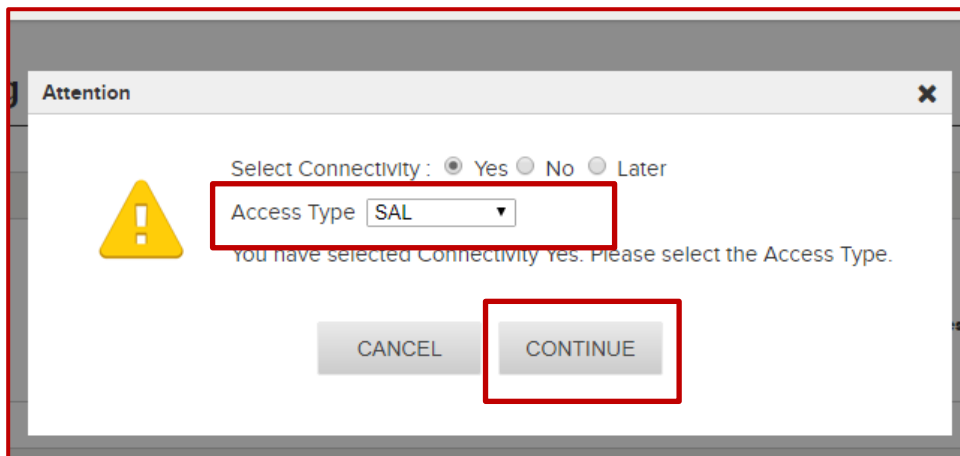
Select Connectivity : ☐ Yes ☐ No ☐ Later

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



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

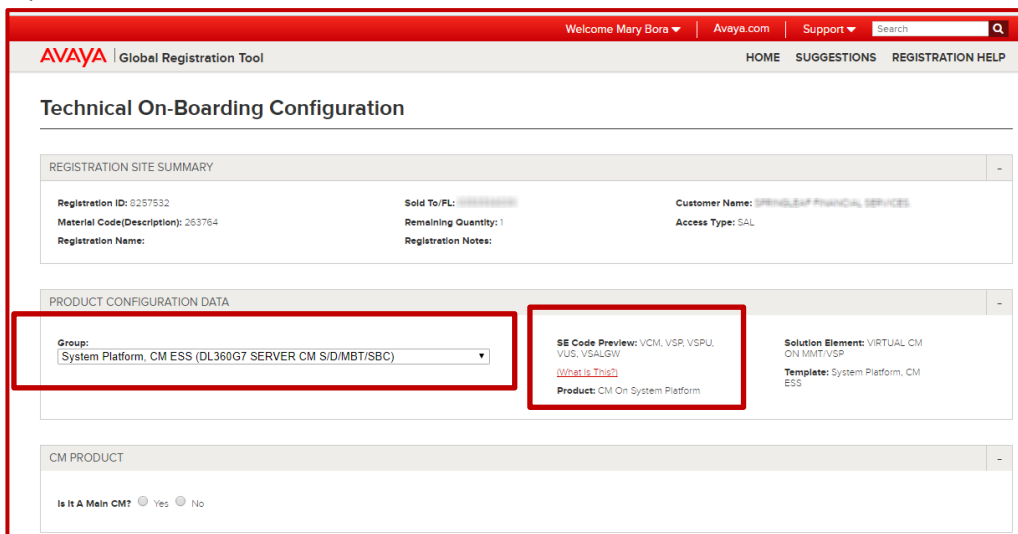
- Select Connectivity :** ☒ Yes ☐ No ☐ Later
- Access Type** (dropdown menu): The dropdown is open, showing options: Modem, SAL (highlighted in blue), and RASIP.
- Text: "You have selected Connectivity Yes. Please select the Access Type."
- Buttons: CANCEL and CONTINUE.



The screenshot shows the same 'Attention' dialog box. The 'Access Type' dropdown now shows 'SAL' as the selected option. The 'CONTINUE' button is highlighted with a red box.

7. Product Configuration Data

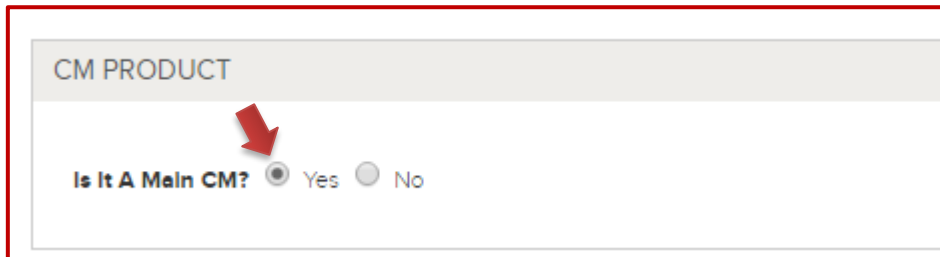
- For devices with multiple configuration possibilities, the “Group” dropdown will need to be properly selected.
- The “SE Code Preview” will update to reflect what records will be created based on the selection in the Group dropdown.



The screenshot shows the 'Technical On-Boarding Configuration' page. It includes the following sections and controls:

- REGISTRATION SITE SUMMARY:**
 - Registration ID: 8257532
 - Material Code(Description): 263764
 - Registration Name:
 - Sold To/FL:
 - Remaining Quantity: 1
 - Registration Notes:
 - Customer Name: SPRINGFIELD FINANCIAL SERVICES
 - Access Type: SAL
- PRODUCT CONFIGURATION DATA:**
 - Group:** (dropdown menu) - The dropdown is open, showing the selected option: "System Platform, CM ESS (DL360G7 SERVER CM S/D/MBT/SBC)".
 - SE Code Preview:** VCM, VSP, VSPU, VUS, VSALGW. [What is This?](#)
 - Product:** CM On System Platform
 - Solution Element:** VIRTUAL CM ON MMT/VSP
 - Template:** System Platform, CM ESS
- CM PRODUCT:**
 - Is it A Main CM? ☐ Yes ☒ No

8. As this is for a Main CM installation, the “Is It a Main CM?” radio button should be set to “Yes”.



CM PRODUCT

Is It A Main CM? ☒ Yes ☐ No

Specifying Connectivity details for the device

9. Connectivity Details must now be provided:

SECURE ACCESS LINK (SAL) CONNECTED DEVICE

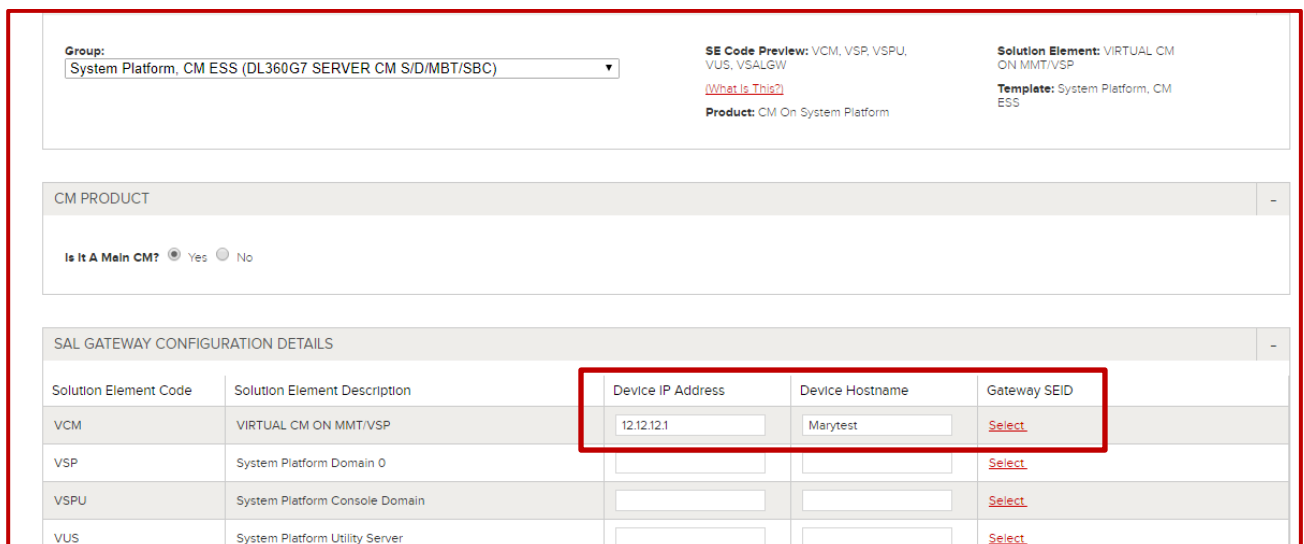
i. Connectivity Access Type = SAL

- 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, VCMIM, 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.



Group: System Platform, CM ESS (DL360G7 SERVER CM S/D/MBT/SBC)

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

Solution Element: VIRTUAL CM ON MMT/VSP

Template: System Platform, CM ESS

Product: CM On System Platform

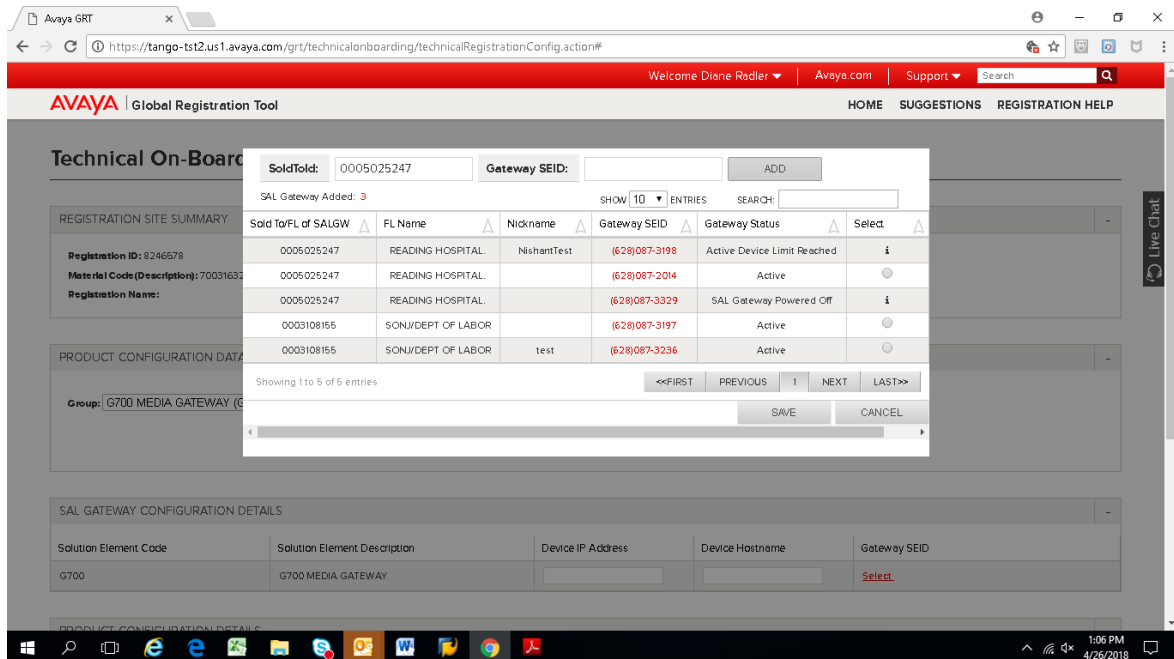
CM PRODUCT

Is It A Main CM? ☒ Yes ☐ No

SAL GATEWAY CONFIGURATION DETAILS

Solution Element Code	Solution Element Description	Device IP Address	Device Hostname	Gateway SEID
VCM	VIRTUAL CM ON MMT/VSP	12.12.12.1	Marytest	Select
VSP	System Platform Domain 0			Select
VSPU	System Platform Console Domain			Select
VUS	System Platform Utility Server			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”

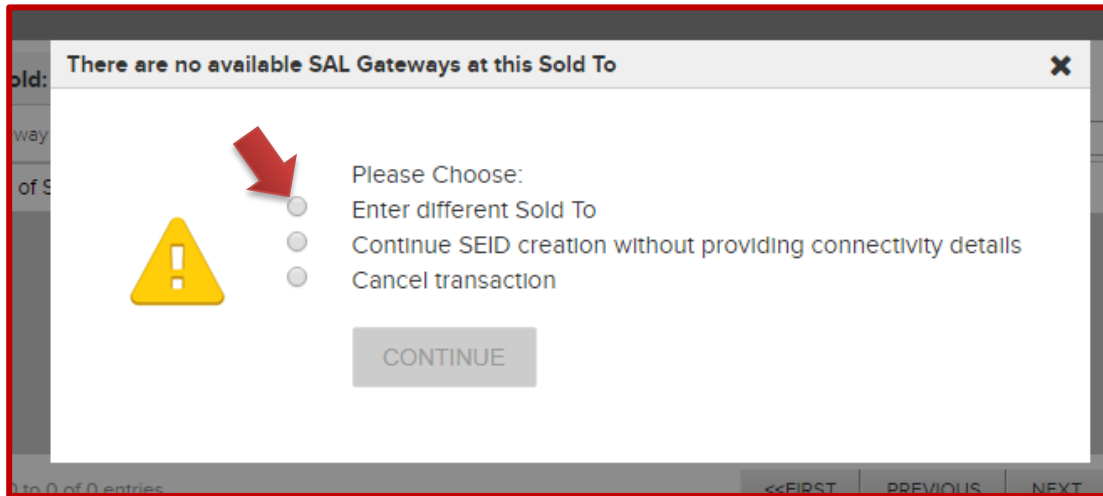
Sold To/FL of SALGW	FL Name	Nickname	Gateway SEID	Gateway Status	Select
		SAL GW	(628)085-6711	Active Device Limit Reached	
		DB sync gw	(628)076-0929	Active	
		GRT_3_full	(628)086-0750	Active	
		Tejas-New16	(628)087-1870	Active	
		SALGW	(628)074-9769	Inactive	
		SALGW248	(628)075-8154	Inactive	
		DB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

Showing 1 to 10 of 59 entries

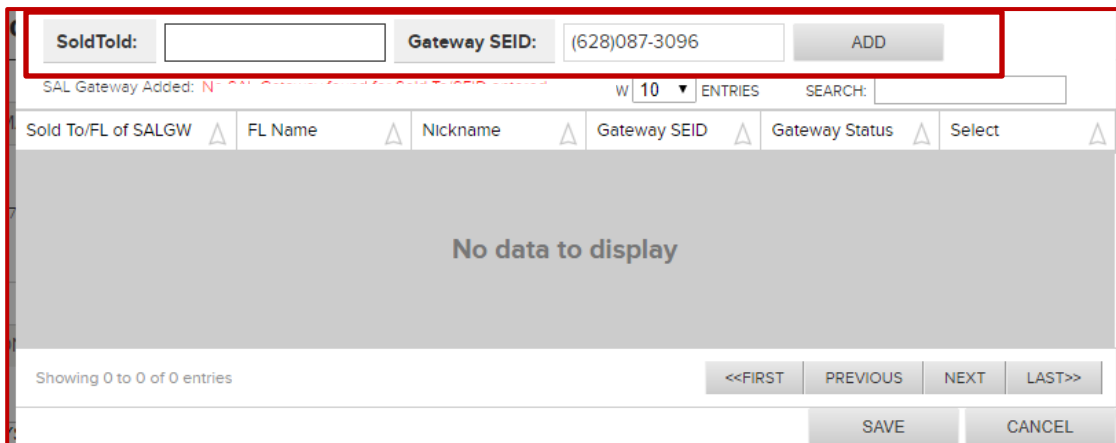
<<FIRST
 PREVIOUS
 1
 2
 3
 4
 5
 6
 NEXT
 LAST>>

SAVE
 CANCEL

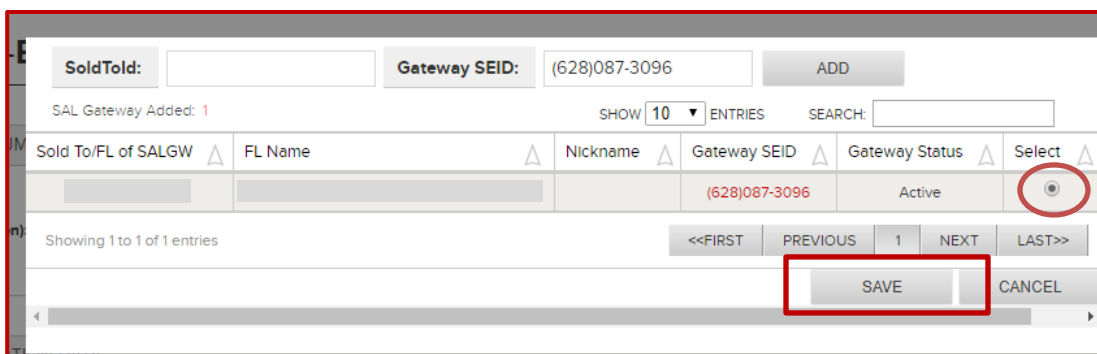
- If there are no SAL Gateways available at the Sold To you will see this pop up
 - Select “Enter Different Sold To”



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



- Select the proper Primary SAL Gateway 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 (1) record of the configuration before proceeding. When one or more record are completed, click “Add”.

SAL GATEWAY CONFIGURATION DETAILS

Solution Element Code	Solution Element Description	Device IP Address	Device Hostname	Gateway SEID
VCN	VIRTUAL CM ON MMT/VSP	12.12.12.1	Marytest	Select (628)087-3096
VSP	System Platform Domain 0			Select
VSPU	System Platform Console Domain			Select
VUS	System Platform Utility Server			Select
VSALGW	Virtual SAL Gateway on System Platform			

PRODUCT CONFIGURATION DETAILS

Access Type: SAL

Software Release: 6.2

System Platform Release: R1.1.1.x


Authentication File ID (Optional):

CANCEL

ADD

- 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

[Go to Step 10](#)

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

The screenshot shows the Avaya Global Registration Tool interface. The top navigation bar includes 'Welcome Mary Bora', 'Avaya.com', 'Support', and a search bar. The main header displays 'AVAYA | Global Registration Tool' and navigation links for 'HOME', 'SUGGESTIONS', and 'REGISTRATION HELP'. The 'Group' dropdown is set to 'S8800 MEDIA PLATFORM(DL360G7 SERVER CM S/D/MBT/SBC, S8800 duplex)'. The 'SE Code Preview' shows 'S8800, AIM, S8800, S8800A, S8800B, S8800VM'. The 'Solution Element' is 'S8800 SERVER A' and the 'Template' is 'S8800 Duplex'. The 'Product' is 'Communication Manager S8800 IP'. The 'CM PRODUCT' section has 'Is it A Main CM?' set to 'Yes'. The 'PRODUCT CONFIGURATION DETAILS' section shows 'Access Type' as 'RASIP', 'Connectivity' as 'Yes', and 'Alarm Origination' as 'Yes'. The 'IP Address' field is empty. The 'SID' field is highlighted with a red box. The 'MID' field is empty, and there is a 'VALIDATE SID/MID' button. At the bottom, there are 'CANCEL' and 'ADD' buttons. The 'ADD' button is highlighted with a red box.

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

The screenshot shows the Avaya Global Registration Tool interface for Modem configuration. The top navigation bar includes 'Welcome Mary Bora', 'Avaya.com', 'Support', and a search bar. The main header displays 'AVAYA | Global Registration Tool' and navigation links for 'HOME', 'SUGGESTIONS', and 'REGISTRATION HELP'. The 'Group' dropdown is set to 'System Platform, CM ESS (DL360G7 SERVER CM S/D/MBT/SBC)'. The 'SE Code Preview' shows 'VCM, VSP, VSPU, VUS, VSALGW'. The 'Solution Element' is 'VIRTUAL CM ON MMT/VSP' and the 'Template' is 'System Platform, CM ESS'. The 'Product' is 'CM On System Platform'. The 'CM PRODUCT' section has 'Is it A Main CM?' set to 'Yes'. The 'PRODUCT CONFIGURATION DETAILS' section shows 'Access Type' as 'Modem', 'Software Release' as '6.2', and 'Connectivity' as 'No'. The 'System Platform Release' is 'R1.1.1.x'. The 'Outbound Prefix' field is highlighted with a red box. The 'Dial-In Number' field is highlighted with a red box. The 'Authentication File ID (Optional)' field is empty. At the bottom, there are 'CANCEL' and 'ADD' buttons.

- Select the most accurate details in the “PRODUCT CONFIGURATION DETAILS”. The SID and MID must be provided based RFA license details in the case of CM R5 or earlier. Click “VALIDATE SID/MID” to verify proper settings. For CM R6+ these fields will not be available as new details are created automatically for all Main servers.

NOTE: If SID/MID combination is already being used by other Active records within Avaya, an error will be presented.

PRODUCT CONFIGURATION DETAILS

Access Type: SAL

SID:

MID:

VALIDATE SID/MID

CANCEL

ADD

- Click on “Proceed”.

Attention

You have not entered connectivity details for all of the SE Codes in your template. You may proceed but you will have reduced support on the devices which have no connectivity details provided. You may enter connectivity details for these other devices at a later date by going to the Technical Onboarding Dashboard - Existing Registered Assets - Update.

RETURN TO TOB CONFIG

PROCEED

- CM details 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	263764	DL360G7 SERVER CM S/D/MBT/SBC	CONVERGED	VIRTUAL CM ON MMT/VSP	SAL	System Platform, CM ESS

Showing 1 to 1 of 1 entries

<<FIRST
PREVIOUS
1
NEXT
LAST>>

READY TO RE-TEST

BACK

CANCEL

SUBMIT

13. To create additional SEIDs or Alarm IDs for other Installed Base device, repeat the steps 4 -12.
14. Once all necessary devices have been added and are ready to process, click the “Submit” button at the bottom of the page.

REGISTRABLE 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	263764	DL360G7 SERVER CM S/D/MBT/SBC	CONVERGED	VIRTUAL CM ON MMT/VSP	SAL	System Platform, CM ESS

Showing 1 to 1 of 1 entries


<<FIRST PREVIOUS 1 NEXT LAST>>

READY TO RE-TEST +

BACK CANCEL **SUBMIT**

15. Click on **OK** to confirm.

Confirmation X

 Are you sure you want to submit for Technical On-Boarding, click ok to continue or Cancel to modify selection. WRN-0277

OK CANCEL

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

Technical On-Boarding Details

REGISTRATION SITE SUMMARY

Registration Name: Status: In Process Submitted Date: 05/08/2018 05:20:41

Registration ID: 0257532 Sub-Status: N/A Completed Date:

Sold To: Registration Notes:

Customer Name:

SAL ON-BOARDING SUMMARY

Select	Error	SEID	SE Code	Alarm ID	Material Code	Material Code Description	Model
<input checked="" type="checkbox"/>			VCM		263764	DL360G7 SERVER CM S/D/MBT/SBC	CM_Media_Server

UPDATE SUBMIT

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 8257532 Technical | GRT Registration ID 8257532 Technical | GRT Registration ID 8257532 SAL Admin

17. 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

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:		Registration Notes:
Customer Name:		

SAL ON-BOARDING SUMMARY

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

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

SAL Administration Details

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

OK

18. 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

**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 STEPS

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.

Global Registration Tool

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Technical On-Boarding Details

REGISTRATION SITE SUMMARY

Registration Name: Status: Completed
Registration ID: 8394212 Sub-Status: N/A
Sold To: 0060254900
Customer Name: University Of Glamorgan

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 STEPS	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:	Status: In Process
Registration ID: 8243273	Sub-Status: N/A
Sold To:	
Customer Name:	

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.

New ESS or LSP

The process outlined below start from the Technical Onboarding steps. It is assumed that the Install Base Creation has already been done and that we are ready to generate our SEIDs. If assistance is needed in adding the Material Codes to the install base, please review the following. <https://support.avaya.com/css/P8/documents/100162279>

If the Communication Manager server that is being registered is an SAP or an ESS, GRT requires that the user know the SEID of the Main Communication Manager with the MID of "1". GRT will link the new CM being registered with the main server through the Avaya tools.

If the SEID of the main is not known, please use the SEID Record Building Report to gather these details from the customers main Sold-To. For Duplex Main CM configurations, only 1 of the SEIDs will be needed.

<https://downloads.avaya.com/css/P8/documents/10018290>

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

1. 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

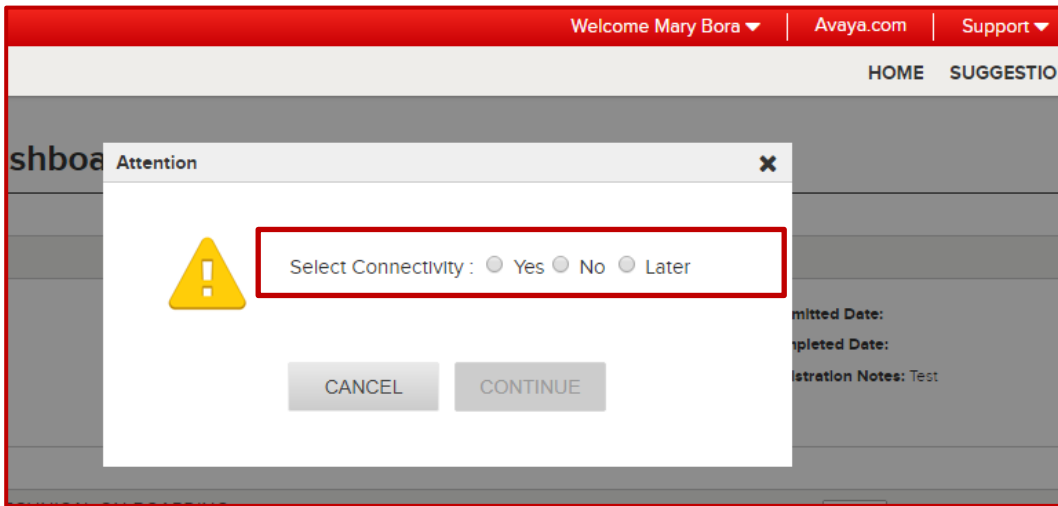
Registration Name: SR#: Submitted Date:
 Registration ID: 8257525 Status: Saved Completed Date:
 Sold To: Sub-Status: Registration Notes:
 Customer Name:

REGISTERABLE PRODUCTS LIST - READY FOR TECHNICAL ON-BOARDING

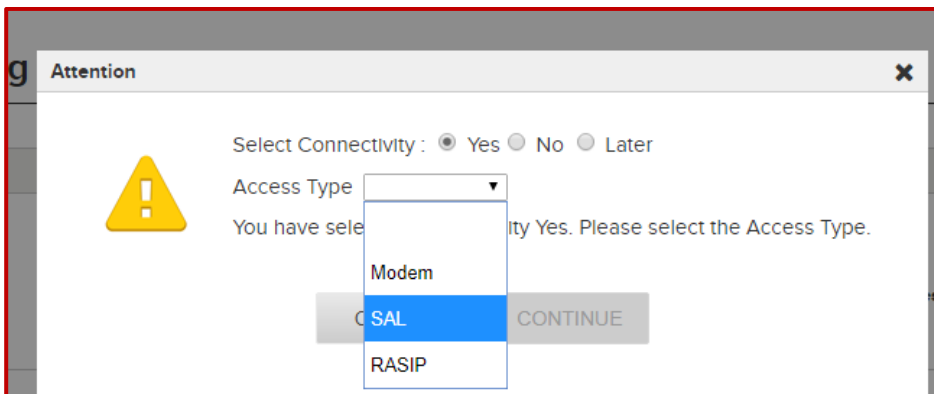
SHOW 10 ENTRIES SEARCH: -

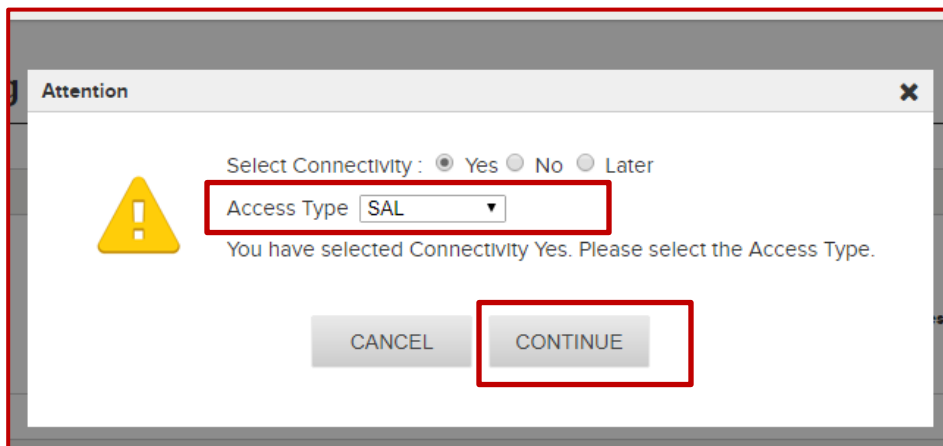
Technically On-Board Device	Initial Qty	Remaining Qty	Material Code	Material Code Description	Product Line
SELECT	10	10	109145	CMS V6 E3000 SGL	CMS
SELECT	1	1	272029	CMS R17 ENTPRS HDWR PLTFRM	CMS
SELECT	1	1	700341944	CMS R13 HDWR PLTFRM 1.2 G SUNFIRE V880	CMS
SELECT	1	1	100531	CENTREVU SUPERVISOR RTU SFTW R3	CMS_SW
SELECT	3	3	263764	DL360G7 SERVER CM S/D/MBT/SBC	CONVERGED

2. 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.



3. Choose the appropriate Access Type to be used for this device and click "Continue".





4. 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.

- Since this is for an ESS or LSP installation, the “Is It a Main CM?” radio button should be set to “No”, and GRT will present a field for “Enter Main SEID”. Enter the SEID of the Main CM and then click “VALIDATE”. GRT will present details of the Main CM selected for reference.

NOTE: Remote Communication Manager servers must be at an equal or greater release than the Main CM. If the details entered do not reflect this, GRT will present an error. If encountered, please review the document linked in the error message for information on how to resolve.

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HOME SUGGESTIONS REGISTRATION HELP

Group: System Platform, CM ESS (DL360G7 SERVER CM S/D/MBT/SBC)

SE Code Preview: VCM, VSP, VSPU, VUS, VSALGW
(What Is This?)
Product: CM On System Platform

Solution Element: VIRTUAL CM ON MIMT/VSP
Template: System Platform, CM ESS

CM PRODUCT

Is It A Main CM? ☐ Yes ☒ No

Enter Main SEID: (628)087-8147 VALIDATE

Sold To: 0050534009 Material Code Description: DL360G7 SERVER CM S/D/MBT/SBC SID: 9990027608

Pick The Remote Device Type: ☒ LSP ☐ ESS ☐ Gateway

6. Continue with the steps listed in the above [section](#).

Upgrading an Existing CM Main ESS or LSP

For Main CM installations that are being upgraded from r.5 to CM r.6, The existing RFA SID should not be retained. When creating a new Main CM server that is r.6+, GRT will automatically create a new SID for these records. This SID must be manually entered in the Main CM servers as well as any ESS servers. LSP server will receive these details automatically. For more information please review the following guide.

<https://support.avaya.com/public/index?page=content&id=FAQ106063>

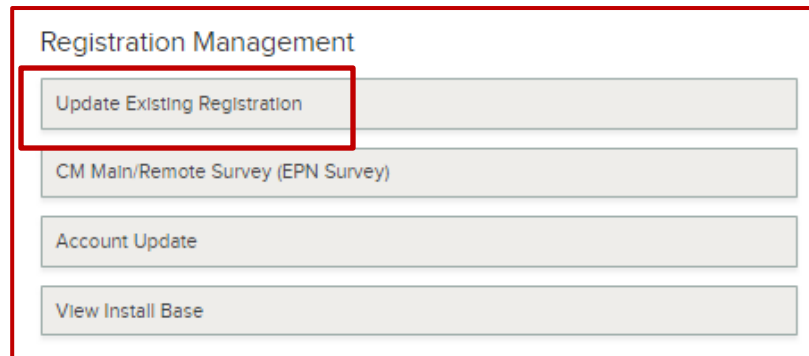
For ESS or LSP servers that will be using the same SID/MID combination as the old server, it will be necessary to free up the SID/MID combination for use with the new servers. To accomplish this, an Equipment Removal request must be completed on the old servers before Technical Onboarding is started for the new servers. For more information on how to process an Equipment Removal request, please review the following guide.

<https://downloads.avaya.com/css/P8/documents/100175936>

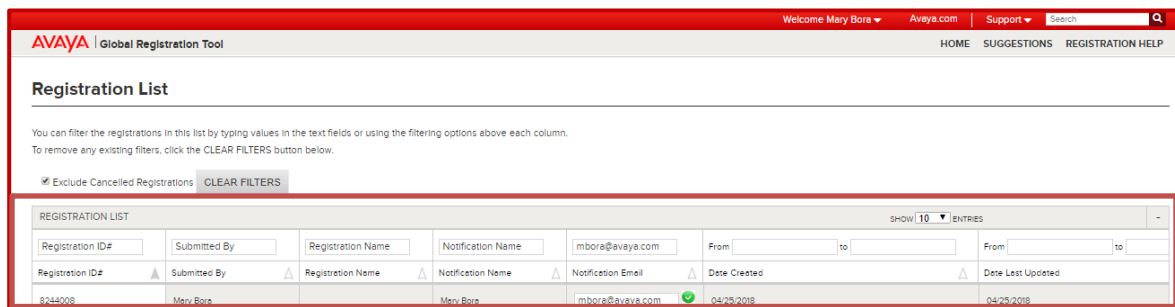
Once these considerations have been resolved, follow the appropriate sections above

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

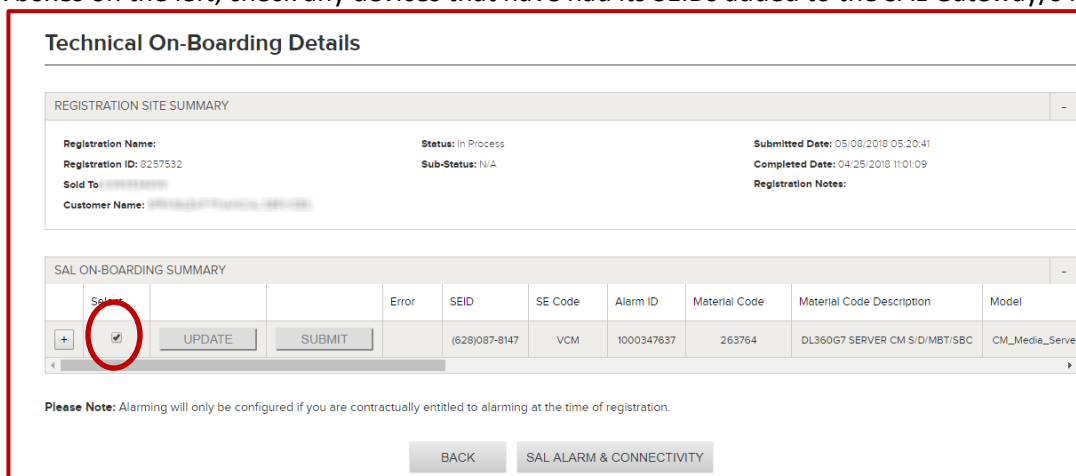
- Once the SEIDs and Alarm ID are created for the requested devices, next step is to test Connectivity and Alarming for the new devices.
From the GRT homepage, in the "Registration Management" section, click on "Update Existing Registration"



- 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.

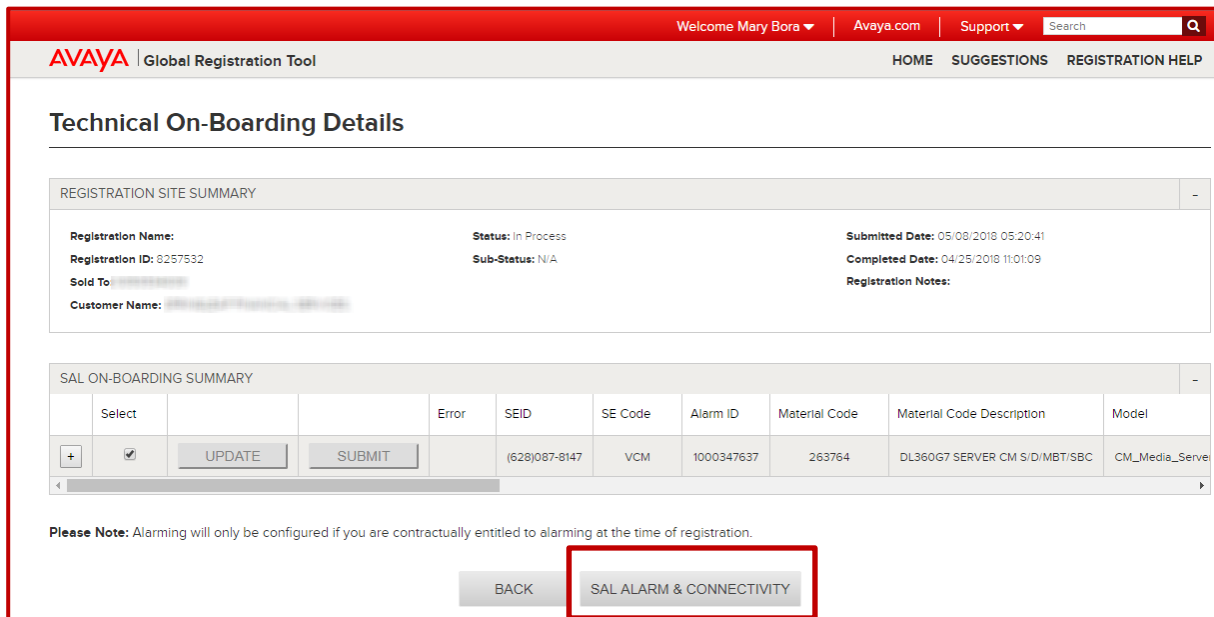


- Listed will be the devices that had SEIDs and Alarm IDs created in TOB Step A on this request. Using the "Select" check boxes on the left, check any devices that have had its SEIDs added to the SAL Gateway/s for remote access.



- 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.



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HOME SUGGESTIONS REGISTRATION HELP

Technical On-Boarding Details

REGISTRATION SITE SUMMARY

Registration Name:	Status: In Process	Submitted Date: 05/08/2018 05:20:41
Registration ID: 8257532	Sub-Status: N/A	Completed Date: 04/25/2018 11:01:09
Sold To:	Registration Notes:	
Customer Name:		

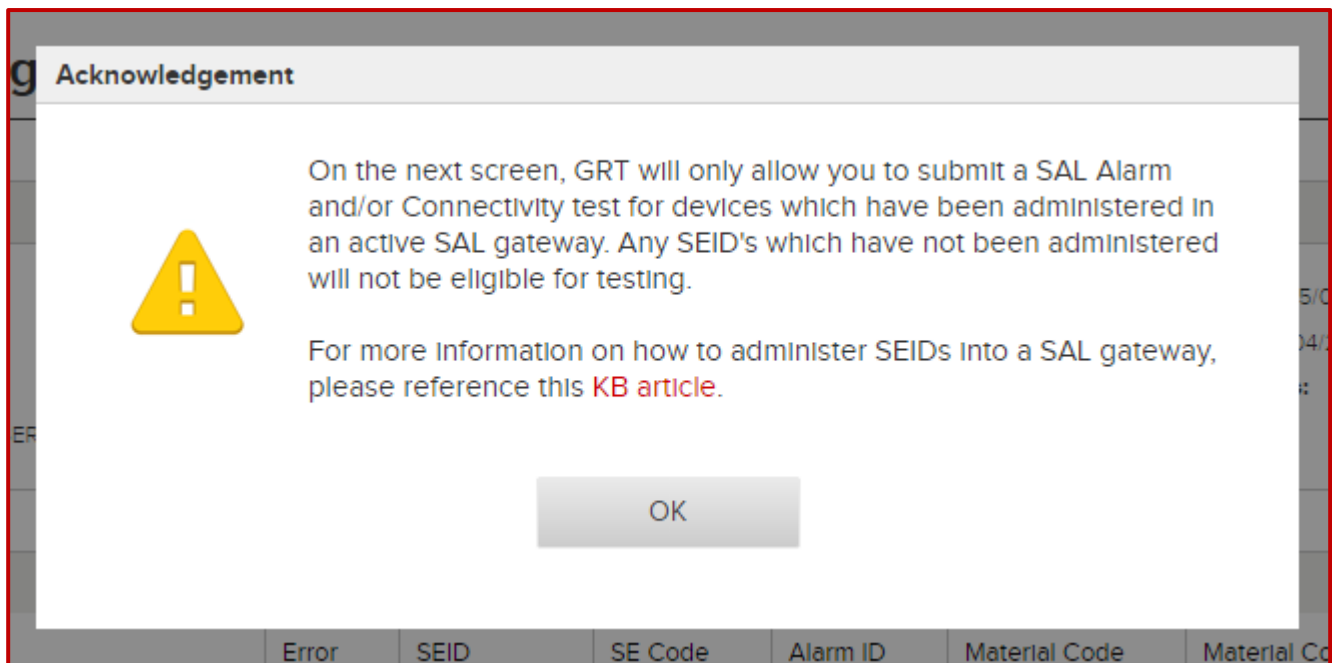
SAL ON-BOARDING SUMMARY

Select	Error	SEID	SE Code	Alarm ID	Material Code	Material Code Description	Model
<input checked="" type="checkbox"/>		(628)087-8147	VCN	1000347637	263764	DL360G7 SERVER CM S/D/MBT/SBC	CM_Media_Serve

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

BACK SAL ALARM & CONNECTIVITY

- Click on Ok to confirm.



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

Connectivity and Alarm testing

6. Listed here are all 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.

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SUGGESTIONS
REGISTRATION HELP

SAL Connectivity and Alarm Testing

REGISTRATION SITE SUMMARY

Registration ID: 8257532
Sold To/FL: 0050534009
Customer Name: SPRINGLEAF FINANCIAL SERVICES.

EXISTING INSTALL BASE

Material Code	SeCode	Model	Product ID (Alarm ID)	SEID	System ID(SID)	Module ID(MID)	Administered in SAL Gateway	SAL Connectivity Sta
263764	VCM	CM_Media_Server	1000347637	(628)087-8147	9990027608	1	Y	Good
	VSP	VSP		(628)087-8148	9990027608	1	N	N/A
	VUS	VUS		(628)087-8150	9990027608	1	N	N/A
	VSALGW	SAL_Gateway	5000105043	(628)087-8151	9990027608	1	N	
	VSPU	VSPU	7000564268	(628)087-8149	9990027608	1	N	N/A

CANCEL
SUBMIT

REGISTRATION SITE SUMMARY

Registration ID: 8257532
Sold To/FL:
Customer Name:

EXISTING INSTALL BASE

way	SAL Connectivity Status	SAL Gateway SEID	Remote Access Eligible	Select for Remote Access	Eligible for Alarming	Select for Alarming	Last Alarm Received
	Good	(628)087-3096	Y	<input checked="" type="checkbox"/>	Y	<input type="checkbox"/>	
	N/A		Y	<input type="checkbox"/>	N	<input type="checkbox"/>	
	N/A		Y	<input type="checkbox"/>	N	<input type="checkbox"/>	
			Y	<input checked="" type="checkbox"/>	Y	<input checked="" type="checkbox"/>	
	N/A		Y	<input type="checkbox"/>	Y	<input type="checkbox"/>	

CANCEL
SUBMIT

7. 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: 8257532

Sold To/FL:

Customer Name:

EXISTING INSTALL BASE


Material Code	SeCode	Model	Product ID (Alarm ID)	SEID	System ID(SID)	Module ID(MID)	Administered in SAL Gateway	SAL Connectivity Sta
263764	VCM	CM_Media_Server	1000347637	(628)087-8147	9990027608	1	Y	Good
	VSP	VSP		(628)087-8148	9990027608	1	N	N/A
	VUS	VUS		(628)087-8150	9990027608	1	N	N/A
	VVALGW	SAL_Gateway	5000105043	(628)087-8151	9990027608	1	N	
	VSPU	VSPU	7000564268	(628)087-8149	9990027608	1	N	N/A

CANCEL

SUBMIT

8. Click Ok

Confirmation




Please validate your remote connectivity/alarming selections are correct and the SEID(s) have been configured in the SAL Gateway. The SAL Connectivity & Alarm team will only validate the connectivity and confirm alarming (if entitled) for the SEID(s) selected. Select Cancel to review/update your selection or OK to Submit WRN-0424

OK

CANCEL

9. Confirmation Popup

Info



Your SAL Step B request is submitted, you will receive notification email.

OK

10. Connectivity/Alarming Status is set to In Process

Technical On-Boarding Details

REGISTRATION SITE SUMMARY

Registration Name:
Registration ID: 0257532
Sold To:
Customer Name

Status: In Process
Sub-Status: N/A

Submitted Date: 05/08/2018 05:20:41
Completed Date: 04/25/2018 11:01:09
Registration Notes:

SAL ON-BOARDING SUMMARY

AL Administration Result	Eligible for Alarming?	Connectivity/Alarming Status	Connectivity/Alarming Submitted	Connectivity/Alarming Completed	Connectivity/Alarming SR#
SUCCESS	Y	In Process	05/08/2018 07:21:28		

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	05/08/2018
3	Updates on Automatic Remote connectivity and Alarm Testing (TOB Step B)	Mary Bora	22/08/2018