



INTELLIGENT COMMUNICATIONS

---

## **Global Release Notes**

# **PLDS Product Licensing and Delivery System**

|                  |               |
|------------------|---------------|
| Document Status: | Production    |
| Issue:           | 1.0           |
| Date:            | 9, March 2015 |

**Avaya – Proprietary**  
**Use pursuant to your signed agreement or Avaya policy**

---

# Table of Contents:

|       |  |    |
|-------|--|----|
| 1     | Revision History .....                   | 3  |
| 2     | Introduction .....                       | 3  |
| 2.1   | Release Highlights .....                 | 7  |
| 2.2   | Known Issues .....                       | 7  |
| 2.3   | Product Introduction .....               | 8  |
| 2.3.1 | Product Name – typical information ..... | 8  |
| 2.4   | Commercial Offer & Tool Changes .....    | 9  |
| 2.5   | Products Removed/Retired .....           | 9  |
| 3     | Tool General Information .....           | 9  |
| 3.1   | Tool Access .....                        | 9  |
| 3.2   | Tool Support .....                       | 10 |
| 3.3   | Tool Useful Information .....            | 11 |
| 3.4   | Tool Training .....                      | 11 |
| 3.5   | Email Subscription Services .....        | 12 |
| 3.6   | System Outage .....                      | 12 |

# 1 Revision History

| Date          | Issue | Changes      | Issued By     |
|---------------|-------|--------------|---------------|
| 9, March 2015 | 1.0   | Enhancements | Paul Beaumont |

# 2 Introduction

Avaya eBusiness global commercial tools offer web-based applications to obtain licenses and software downloads on many Avaya Enterprise products and solutions. Avaya offers PLDS (Product Licensing and Delivery System) to activate, deactivate, move, re-host, and download Avaya software for the following products:

| PLDS Applications with License Generation and Software Download Support | PLDS app code | Release   |
|---|---------------|-----------|
| Agile Communication Environment   | ACE           | 3,6       |
| Application Enablement Connections                                      | AEC           | 4, ANY    |
| Application Enablement Services   | AES           | 4,5,6,7   |
| AES Open CTI Adapter for Salesforce                                     | AESO          | 5         |
| Avaya Branch Gateway  | BR            | 6         |
| Avaya Notification Solutions  | ANS           | 1,2       |
| Avaya Proactive Contact   | APC           | 4,5       |
| Avaya Scopia  | AS            | 8         |
| Avaya Scopia Streaming and Recording                                    | ASR           | Any       |
| C3000   | C3000         | 3         |
| Call Center   | CC            | 3,4,5,6,7 |
| Call Center Elite Multichannel  | CCM           | 6         |
| Callback Assist   | CBA           | 4         |
| Collaboration Designer  | CD            | 3         |
| Collaboration Environment   | CE            | 2,3       |
| Collaborative Browsing Snap-in  | CB            | 3         |
| Communication Manager   | CM            | 15,6      |
| Communication Manager Messaging   | CMM           | 6,7       |
| Communication Manager RFA   | AACMV         | ANY       |
| Conferencing  | CONF          | 2,6,7,8   |
| Contact Center  | CCTR          | 6         |
| Contact Center Express  | CCE           | 4,5       |
| Contact Center Mobile Video Client                                      | CCMV          | 3         |
| Contact Center Mobile Video Snap-in                                     | CCMS          | 3         |
| Context Store   | CS            | 3         |
| Customer Interaction Express  | CIE           | 3         |
| CVLAN   | CVLAN         | 9,10      |

|   |       |                      |
|---|-------|----------------------|
| Desktop Wallboard   | DW    | 6                    |
| Directory Enabled Management                                | DEM   | 3,6                  |
| DLG   | DLG   | 4.0, Any             |
| Engagement Assistant  | AEA   | 3                    |
| ERS 5900  | ERS5  | 7                    |
| Experience Portal/Voice Portal                              | VP    | 3,4,5,6,7            |
| Federated Services  | FS    | ANY                  |
| Identity Engines  | IDE   | 9                    |
| Intelligent Customer Routing                                | ICR   | 6,7                  |
| Interaction Center  | IC    | 6,7                  |
| Interactive Response  | IR    | 2,3,4                |
| IP Office   | IPO   | 9                    |
| IP Non-Agent for Call Center                                | IPNA  | 8,9                  |
| IP Softphone for Communication Manager                      | SOFT  | ANY,2,3,4,5          |
| IPSupv for Call Center                                      | IPS   | 9                    |
| Media Services  | MS    | 1,2                  |
| Messaging   | MSG   | 6                    |
| Modular Messaging   | MM    | 1.1, 3.0,4,5         |
| Modular Messaging 5_2                                       | MMSP  | 5                    |
| MultiMedia Messaging  | AMM   | 2                    |
|   |       | Any,1,2,3,4,5,6,7,8, |
| one-X Agent / IP Agent for Call Center                      | IPA   | 9                    |
| one-X Attendant   | 1XATD | 3,4                  |
| one-X Mobile / Avaya one-X Client Enablement services       | ONEXM | 1,5,6                |
| one-X Portal  | ONEXP | 1,5                  |
| Operator Set PC   | OSPC  | 2                    |
| Orchestration Designer/ Dialog Designer                     | DD    | 3,4,5,6,7            |
| Orchestration Designer IDE                                  | OD    | 6                    |
| Performance Center Analytics                                | PA    | 1,7                  |
| Performance Center - IQ                                     | IQ    | 4,5,7                |
| Presence Services   | PS    | 6,7                  |
| Proactive Outreach Manager                                  | POM   | 2,3                  |
| Real-Time Speech  | RTS   | 3                    |
| Scopia Desktop  | SD    | Any                  |
| Scopia Desktop Pro  | SDP   | Any                  |
| Scopia Elite 5XXX   | SE5   | Any                  |
| Scopia Elite 6XXX   | SE6   | Any                  |
| Scopia ECS PRO  | ECS   | Any                  |
| Scopia Management   | IVW   | Any                  |
| Scopia Mobile   | SMO   | Any                  |
| Scopia Pathfinder   | SP    | Any                  |
| Scopia Telepresence Interoperability Protocol (TIP) Gateway | TIP   | Any                  |

|  |       |       |
|--|-------|-------|
| Scopia XT  | SXT   | Any   |
| Session Border Controller                                  | SBC   | 6     |
| Session Border Controller Enterprise / Advanced Enterprise | SBCE  | 6     |
| Session Manager  | SM    | 1,5,6 |
| System Platform  | SP    | ANY   |
| TSAPI  | TSAPI | ANY   |
| Unified Communication Gateway                              | UCG   | Any   |
| VDI Agent  | VDIA  | 3     |
| VDI Communicator   | VDIC  | 1,2   |
| VSP4000  | VSP4  | 4     |
| VSP8000  | VSP8  | 4     |
| WebRTC   | WRTC  | 3     |
| Work Assignment  | WA    | 3     |

| <b>PLDS Applications with Software Download and Entitlement View Only - License is not generated</b> | <b>PLDS app code</b> | <b>Release</b> |
|--|----------------------|----------------|
| Avaya Contact Center Control Manager   | ACCCM                | 6,7            |
| Avaya Navigator  | ANAV                 | 4              |
| Avaya web.alive  | AWA                  | 2,3            |
| Call Management System   | CMS                  | 17             |
| Client Applications  | CA                   | 3,6            |
| Communicator for Microsoft Lync  | CLYNC                | 6              |
| Flare Experience   | FE                   | 1,2            |
| Mobile Activity Assist   | MAA                  | 1              |
| One Touch Video  | OTV                  | 2              |
| one-X Communicator   | ONEXC                | 1,5,6          |
| one-X Communicator for MAC OS  | OXCM                 | 6              |
| one-X Mobile SIP   | 1XMS                 | 1              |
| Presence Services  | PS                   | 5              |
| SAL Concentrator Core  | SALCC                | 2              |
| SAL Concentrator Remote  | SALCR                | 2              |
| Sequenced Applications Suite   | SAS                  | 1              |
| Social Media Manager   | SMM                  | 6              |
| Utility Services   | US                   | 6              |
| High Density SIP Trunks  | HDST                 | 3              |
| Integrated Management  | IM                   | 6              |
| Operational Analyst  | OA                   | 6              |
| System Manager   | IMSM                 | 1,6            |
| Workforce Optimization   | WFO                  | 10,11,12       |

PLDS is made up of a number of Modules:

|                                    |              |
|------------------------------------|--------------|
| Searching                          | Downloading  |
| Searching as a Service Coordinator | Reporting    |
| Activating                         | Upgrading    |
| De-Activating                      | Regenerating |
| Moving                             | Rehosting    |

These release notes are focused on PLDS functionality which includes:

|   |  |
|---|--|
| <b>Searching</b>                          | Allows you to search by multiple data elements for records which you are connected to from a sales perspective.  |
| <b>Searching as a Service Coordinator</b> | Allows you to search by multiple data elements for records which you are connected to from services perspective.   |
| <b>Activating</b>                         | Allows to add licenses to a Host   |
| <b>De-Activating</b>                      | Allows you to remove licenses from a host and leave them parked for another time or host.  |
| <b>Moving</b>                             | Allows you to move licenses from one Functional Location (FL) to another.  |
| <b>Split</b>                              | Allows you to leave some license at one, and share some of the remaining licenses with other FL's within the customer's hierarchy.   |
| <b>Upgrading</b>                          | Allows you to upgrade to another software version if the customer has purchased an SSU (Software Support + Upgrade) contract or has pre-paid for upgrades of the specific product.               |
| <b>Regenerating</b>                       | Allows you to regenerate a license file with all of the same software and quantities. This also allows you to regenerate the license file with a new Host ID (MAC address).                      |
| <b>Rehosting</b>                          | Allows you to move licenses from one host to another. This transaction will not change the ownership of the license but will allow you to use any of the host's within the customer's hierarchy. |
| <b>Downloading</b>                        | Allows you download software.  |

**Reporting** Allows you to report on license entitlements

## 2.1 Release Highlights

The March 2015 Release introduced the following changes:

### **NPI**

Collaborative Browsing Snap In  
Avaya Streaming and Recording

### **Lifecycle**

CIE - Added new CIE R3 codes and features  
IPOCC - Added new CIE R3 code and feature for IPOCC R9.1 Wallboard

Refer to the [Products A-Z](#) library on the Avaya Enterprise portal for complete product and offer details.

## 2.2 Known Issues

**Data Issues** – Data is impacted by upstream orders, service contracts, historical RFA activities, etc. The inaccuracy of these upstream transactions can have a negative impact on PLDS data. One way to ensure that the new licenses you are looking to add to a host are both owned by the same Functional Location, (FL), is to review the ownership of the existing host. To do this review the [Identifying a License Host Owner](#) job aid.

**Service Coordinator Access** – Many Partners search for records and do not find them. This is probably because they were not on the SAP order and therefore PLDS does not allow you to access the record. In order to see and act upon assets that you are not associated to as a selling party you must complete the [Delegation of Admin form on the CSS site](#) and then you must look/act upon the asset in PLDS while in [Service mode](#).

**Upgrading to CM 6** – All records of CM prior to CM 6 have remained in RFA and must be handled there. However, many customers are upgrading to CM 6 from earlier versions and their assets are not currently in PLDS. Review the steps to [convert records from RFA to PLDS](#) and then review the product documentation to ensure that you are upgrading and activating CM 6 entitlements correctly.

**PLDS is now the primary licensing mechanism for AACC** - All AACC configurations are supported by PLDS licensing, except Multimedia Only or Adjunct to Multimedia systems. For Multimedia Only license files, please contact [licensekeyreq@avaya.com](mailto:licensekeyreq@avaya.com).

**Avaya Aura Contact Center (AACC) – Converting .lic files to PLDS generated .xml files** - If the user currently has a PLIC .lic file installed and is converting to .xml file the following procedure needs to be followed:

### **Procedure**

1. Log on to the server where the Contact Center License Manager software is installed.
2. Click Start>All Programs>Avaya>Contact Center>License Manager>Configuration.
3. View the type of license file currently used, and then click OK.
4. Navigate the file system and locate the new license file.
5. Click Open.
6. Click Apply.
7. If you are using a WebLM license file or if you are changing from a PLIC to WebLM licensing, then on the Contact Center License Manager server, restart the Contact Center Tomcat Instance service.
8. At the prompt, click Yes to restart the Contact Center License Manager server.
9. Click OK to close the Window.
10. Exit.

If the AACC design is for Geo Redundancy, AACC MM Standalone, AACC MM Adjunct to Elite or MM System a PLIC file is still required. License files can be requested at [licensekeyreq@avaya.com](mailto:licensekeyreq@avaya.com).

**Issues Using VPN When Downloading from PLDS:** There is a known issue when downloading software from the Product Licensing and Delivery System (PLDS) via Avaya VPN using Microsoft Internet Explorer (IE). When an Avaya employee logs on to the Avaya network via the Avaya VPN, the VPN removes the proxy settings from the Microsoft IE browser.

To fix this issue, users can:

1. Use Firefox
2. Logon to the PLDS / Support site without going through / using the Avaya VPN
3. Reset the Internet Explorer (IE) proxy setting (Internet Options > Connections > LAN Settings)

**NOTE:** The VPN removes the checks in the Proxy server section. In order to access PLDS (on your LAN connection) employees will need to recheck the Proxy server box to reset IE.

## 2.3 Product Introduction

### 2.3.1 Product Name – Typical Information

The [Products A-Z](#) library on the Avaya Enterprise portal will provide complete details on the products in PLDS and the proper licensing codes and processes for installing and licensing these products.

For these products you can perform the following transactions in PLDS.

|                                    |              |
|------------------------------------|--------------|
| Searching                          | Downloading  |
| Searching as a Service Coordinator | Reporting    |
| Activating                         | Upgrading    |
| De-Activating                      | Regenerating |
| Moving                             | Rehosting    |



## 2.4 Commercial Offer & Tool Changes

No other changes in this release of PLDS

## 2.5 Products Removed/Retired

No products were removed nor retired during this release

# 3 Tool General Information

## 3.1 Tool Access

|  |  |
|--|--|
| Product Licensing and Delivery System (PLDS) | <b>Avaya Partners and Distributors – for PLDS &amp; EZ Quote:</b> <ol style="list-style-type: none"> <li>1. <b>Go to:</b> <a href="https://support.avaya.com">https://support.avaya.com</a></li> <li>2. <b>Login</b> using your SSO email address and password</li> <li>3. <b>Select</b> “Profile”</li> <li>4. <b>Select</b> “View/Request Roles”</li> <li>5. Under View Details, select desired role for the applications</li> <li>6. Click <b>Save</b></li> </ol>  |
|  | <b>Avaya Associates - for PLDS and EZ Quote:</b> <ol style="list-style-type: none"> <li>1. <b>Go to ITSS Self Service page:</b> <a href="http://itss.avaya.com">http://itss.avaya.com</a></li> <li>2. <b>Select</b> “Request Service”</li> <li>3. <b>Select</b> “3. Corporate Applications”</li> <li>4. <b>Select</b> “More Results” at bottom right of page</li> <li>5. <b>Select</b> “16 Other Applications”</li> <li>6. Find desired Tool in the list (Note may have to select “More Results”)</li> <li>7. <b>Select</b> “Request Access”</li> <li>8. <b>Complete Form</b></li> <li>9. <b>Add to Cart</b></li> <li>10. <b>Submit</b></li> </ol> |

## 3.2 Tool Support

### Global Commercial Tools Support

To report any issues or receive clarification on items not covered in training or these release notes please contact the eBusiness Commercial Tools support teams by:

Opening a ticket via:

[ITSS](#) - if you are an Avaya Associate.

[Web ticketing tool](#) – if you are a Partner or Distributor (APAC Partners should use the contacts referenced below for tickets and not use the Web Ticketing tool).

Contact your local IT team:

**For any PLDS issue, please contact the Avaya Helpdesk Support for your area:**

|  |   |   |
|--|---|---|
| <b>Avaya Partners &amp; Distributors</b> | <a href="http://www.avaya.com/partner-itss">http://www.avaya.com/partner-itss</a> | <b>On-line</b>  |
| <b>Avaya Associates</b>                  | <a href="http://itss.avaya.com">http://itss.avaya.com</a>                         | <ul style="list-style-type: none"> <li>▪ open a ticket</li> <li>▪ request status</li> </ul> |

|                            |   |  |
|----------------------------|---|--|
| United States & Canada     | 1-866-AVAYA-IT<br>(Avaya Associates)                | <b>Telephone</b> <ul style="list-style-type: none"> <li>▪ open a ticket</li> <li>▪ request status</li> </ul> |
| United States & Canada     | 1-877-505-2827<br>(Avaya Partners and Distributors) |  |
| Argentina                  | +54-11-4118-4901                                    |  |
| Brazil                     | +55-11-5185-6700                                    |  |
| Colombia                   | +57-1-592-2805                                      |  |
| Mexico                     | +52-55-5278-7654                                    |  |
| Belgium (Dutch)            | +32 2 777 7860                                      |  |
| Belgium (French)           | +32 2 777 7863                                      |  |
| Czech Republic             | +44 1483 308381                                     |  |
| France                     | +33 1 40 94 79 08                                   |  |
| Germany                    | +49 69 7505 9208                                    |  |
| Hungary                    | +36 1 238 8821                                      |  |
| Israel                     | +972 3 645 9121                                     |  |
| Italy                      | +39 02 2629 3369                                    |  |
| Netherlands                | +31 30 609 7780                                     |  |
| Poland                     | +48 22 577 37 25                                    |  |
| Russia                     | +7 495 363 6890                                     |  |
| South Africa               | +27 11 700 4607                                     |  |
| Spain                      | +34 91 387 6393                                     |  |
| Sweden                     | +46 85 220 7032                                     |  |
| Switzerland (French)       | +41 44 878 1409                                     |  |
| Switzerland (German)       | +41 44 878 1411                                     |  |
| <b>All other countries</b> | <b>+44 1483 308300</b>                              |  |

APAC users should contact one of the following:

|          |  |   |
|----------|--|---|
| English  | <a href="mailto:appartnerhelp@avaya.com">appartnerhelp@avaya.com</a> | <b>E-Mail</b> <ul style="list-style-type: none"> <li>▪ open a ticket</li> <li>▪ request status</li> </ul> |
| Japanese | <a href="mailto:jppartnerhelp@avaya.com">jppartnerhelp@avaya.com</a> |   |
| Chinese  | <a href="mailto:cnpartnerhelp@avaya.com">cnpartnerhelp@avaya.com</a> |   |
| Korean   | <a href="mailto:krpartnerhelp@avaya.com">krpartnerhelp@avaya.com</a> |   |

|             |                 |   |
|-------------|-----------------|---|
| Australia   | 1800 040 925    | <b>Telephone</b> <ul style="list-style-type: none"> <li>▪ open a ticket</li> <li>▪ request status</li> </ul> <p>Support is available in- English, Japanese, Korean and Mandarin.</p> <p>* Available only from the phones with IDD facility.</p> |
| China       | 400 680 4282    |   |
| Hong Kong   | 800 905 309     |   |
| India *     | 000800 650 1670 |   |
| Indonesia*  | 001803 657 023  |   |
| Japan       | 005 316 505 10  |   |
| Malaysia    | 1800 806 498    |   |
| New Zealand | 0800 880 354    |   |
| Philippines | 1800 1651 0696  |   |
| Singapore   | 800 181 1115    |   |
| South Korea | 00798 6517 444  |   |
| Taiwan      | 00806 651 814   |   |
| Thailand*   | 001800 658 094  |   |
| Vietnam     | 120 651 41      |   |

### 3.3 Tool Useful Information

Useful Information link accessible from the Support option at the eBusiness Portal page provides helpful information about the tools. Useful Information is organized into separate folders mainly by module or tools name.

<http://support.avaya.com/licensemanagement>

### 3.4 Tool Training

It is important that you are knowledgeable about the products and services and therefore, product and services training are a pre-requisite to the eBusiness Tools training. Although the tools provide a simplified approach to configuring a solution, it is important that you know the product to ensure that you are configuring the best solution for the end customer.

For additional product information, please go to the PLDS page on the Avaya Partner Portal:

[https://avaya.my.salesforce.com/apex/sp\\_ViewDetailPage?Id=a3j30000000L6ouAAC](https://avaya.my.salesforce.com/apex/sp_ViewDetailPage?Id=a3j30000000L6ouAAC)

Download the new eBusiness Training Curriculum and Schedule document which provides information on:

- Training curriculum which will help you determine which courses are fundamental to your role and which courses are recommended to broaden your understanding
- A description of the leader led training classes
- The current leader-led training schedule for each region
- On demand leader led training
- Links to self paced training and webinars

[https://avaya.my.salesforce.com/apex/sp\\_ViewDetailPage?id=a3j30000000LDrbAAG](https://avaya.my.salesforce.com/apex/sp_ViewDetailPage?id=a3j30000000LDrbAAG)

### 3.5 Email Subscription Services

Our EMail subscription service will ensure that you receive key information directly to your desktop for the tools that you use. You must be registered for the Global Product and Pricing Catalogue (GPPC) to be able to register for e-mail subscription service.

The Global eBusiness Tools follow a robust, integrated project process and release schedule. Application releases are scheduled monthly. Releases include product up-issues or new releases, enhanced functionality, and/or bug fixes. Advance Notices on price changes will be sent via e-mail subscription service. You will want to stay informed about what is coming and changes in the applications important to your day to day role.

Subscribe to the communications that you would like to receive for each tool by checking the appropriate box. It is suggested that at a minimum you register to receive 'release & outage communication' and 'special notices, training and events information'.

To register for this service:

1. Access the Global eBusiness Tools Landing page:

Americas & Asia Pac: [www.avaya.com/ebizn](http://www.avaya.com/ebizn)  
EMEA: [www.avaya.com/ebizu](http://www.avaya.com/ebizu)

2. Select 'email Notification' from the Support menu.
3. Select the '+' button next to each tool module from which you want communications.
4. Select the category for the desired module e.g. 'Enterprise Services Quotation' in this case there are three sub-categories of 'Beta Trial Participation', 'Release and Outage Information' and 'Special Notices, Training, and Event Information' available for subscription.
5. Select 'Save' button from the bottom of the list.

### 3.6 System Outage

The Product Licensing & Delivery System, (PLDS), will be out of service for up to 12 hours, beginning at 23:00 Coordinated Universal Time , (UTC) on 31st October. Please download any PLDS Licenses/Software in advance of the outage to avoid any impacts to planned upgrades.

This planned outage is to perform an essential infrastructure upgrade to improve system performance.