Global Release Notes

PLDS
Product Licensing and Delivery System

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1. Revision History

Date	Issue	Changes	Issued By
April 11, 2016	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	1
APS CMS Connectors	ACMS	18
Avaya Branch Gateway	BR	6
Avaya Notification Solution	ANS	1,2
Avaya Proactive Contact	APC	4,5
Avaya Proactive Contact Analytics Collector	APCC	1
Avaya Scopia	AS	8
Avaya Scopia Streaming and Recording	ASR	Any
Avaya Workforce Optimization Select	AWFOS	5
C3000 Unified Messaging System	C3000	3
Call Center	CC	3,4,5,6,7
Call Center Elite Analytics Collector	CCEC	1
Call Center Elite Multichannel	CCM	6,**7**
Call Redirection Manager	CRMGR	1
Call to Click	C2C	1
Callback Assist	CBA	4
Collaborative Browsing Snap-in	CB	3
Communication Manager	CM	15,6,7
Communication Manager Messaging	CMM	6,7
Communication Manager RFA	AACMV	ANY
Conferencing	CONF	2,6,7,8

Contact Center	CCTR	6, 7
Contact Center Analytics Collector	CCC	1
Contact Center Express	CCE	4,5
Contact Center Mobile Video Client	CCMV	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
Dynamic Self Service	DSS	2
Engagement Assistant	AEA	3
Engagement Designer/Collaboration Designer	CD	3
Engagment Development Platform/Collaboration Environment	CE	2,3
ERS4900	ERS4	7
ERS 5900	ERS5	7
Experience Portal Analytics Collector	EPC	1
Experience Portal/Voice Portal	VP	3,4,5,6,7
Fabric Orchestrator	AFO	1
Federated Services	FS	ANY
IC Open CTI Integration with Sales Force	ICO	2
Identity Engines	IDE	9
IDSWin	IDS	5
Intelligent Customer Routing	ICR	6,7
Interaction Center	IC	6,7
Interactive Response	IR	2,3,4
IP Office	IPO	9, 10
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 Server	MSR	7
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
one-X Agent / IP Agent for Call Center	IPA	Any,1,2,3,4,5,6,7,8,9
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
Private Label Switching/VOSS White Box Edition	WBE	4
Proactive Outreach Manager	POM	2,3
Real-Time Data Services	RTDS	1
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 Suite	IVW	Any
Scopia Mobile	SMO	Any
Scopia Pathfinder	PF	Any
Scopia Telepresence Interoperability Protocol (TIP) Gateway	TIP	Any
Scopia Web Collaboration Server	WCS	8
Scopia XT	SXT	Any
Session Border Controller	SBC	6
Session Border Controller Enterprise / Advanced Enterprise	SBCE	6,**7**
Session Manager	SM	1,5,6,7
Smart Caller ID	SCI	1
Survey Assist	SUV	3
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
VSP9000	VSP9	4
WebRTC	WRTC	3
Work Assignment	WA	3
PLDS Applications with Software Download and Entitlement View Only - License is not generated	**PLDS app code**	**Release**

Appliance Virtualization Platform	AVP	7
Avaya Contact Center Control Manager	ACCCM	6,7
Avaya Navigator (ANAV)	ANAV	4
Avaya web.alive	AWA	2,3
Call Management System	CMS	17, 18
Call Park and Page	CPNP	3
Client Applications	CA	3,6
Communicator for Microsoft Lync	CLYNC	6
Flare Experience	FE	1,2
Mobile Activity Assist	MAA	1
Message Recorder	MR	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 Trunk	HDST	3
Integrated Management	IM	6
Operational Analyst	OA	6
System Manager	IMSM	1,6,7
Workforce Optimization	WFO	10,11,12, 15

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:

Searching   Allows you to search by multiple data elements for records which you are connected to from a sales perspective.

Searching as a Service Coordinator   Allows you to search by multiple data elements for records which you are connected to from services perspective.

Activating	Allows to add licenses to a Host
De-Activating	Allows you to remove licenses from a host and leave them parked for another time or host.
Moving	Allows you to move licenses from one Functional Location (FL) to another.
Split	Allows you to leave some license at one, and share some of the remaining licenses with other FL's within the customer's hierarchy.
Upgrading	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.
Regenerating	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).
Rehosting	Allows you to move licenses from one host o 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.
Downloading	Allows you download software.
Reporting	Allows you to report on license entitlements

1.1 Release Highlights

The April 2016 Release introduced the following changes:

NPI

Call Center Elite Analytics Collector
Contact Center Analytics Collector
Experience Portal Analytics Collector
Avaya Proactive Contact Analytics Collector
Smart Caller ID - Avaya Breeze ™ snap in
Call Redirection Manager - Avaya Breeze ™ snap in
Call to Click - Avaya Breeze ™/ snap in

Lifecycle

Customer Engagement R7 Suites – added new codes for multiple applications (Avaya Breeze ™ , Engagement Assistant R3, Real-Time Speech R3 , Collaborative Browsing Snap-In R3)

Scopia XT – added new XT7100 All Options license code

VDI Agent - renamed application display name in PLDS to "Avaya Agent for Desktop"

Engagement Assistant - updated R3 codes for CaaS license type

Presence Services – added new R7 Geo-redundancy code

ASBCE – added new R7 codes and features

Fabric Orchestrator – added new R1 expiring license codes, features and validation rules

Refer to the Products A-Z library on the Avaya Enterprise portal for complete product and offer details.

1.2 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.

Avaya Aura Conferencing (AAC) – Manual add of material code 305338 - For AAC R8, the material code 305338, CONF R8.X WEB CONF SRVR LIC (WSC License), is not output from ASD for designs of less than 15,000 Moderators. Please manually add the WCS license, 305338 to the order to support full functionality. Additional WCL licenses are required for local redundancy or if Event conferencing is requested. The quantity of 305338 depends on the AAC R8 design.

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.

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:

Use Firefox

Logon to the PLDS / Support site without going through / using the Avaya VPN

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.

1.3 Product Introduction

1.3.1 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

1.4 Commercial Offer & Tool Changes

Important Note: There will be a PLDS outage with the August release.

The outage window is planned for 10 PM Eastern Time-US (ET) Friday, August 7 until 8:00 AM ET Saturday, August 8.

This outage is to apply a patch to correct an intermittent PLDS issue with very large number of entitlement activations in the same transaction. Some activations may not successfully complete if a user moved to the next page in the activation and the PLDS processing did not complete for all activations in the current page. The patch will enable the activation screens to complete processing before the user selects the NEXT button to move to the next screen in the activation transaction.
Customers should download licenses that are needed during this time prior to the start of the outage.

Important Note:

Emergency System Maintenance Notice: 18-19 July

A service maintenance window has been scheduled to perform systems maintenance on the Avaya environment.

- **Start Time:** Saturday, 18 July at 8:00 pm Eastern Daylight Time-US (EDT)
- **End Time:** Sunday, 19 July at 4:00 am EDT

During this outage, the following tools will be unavailable:

- Product Licensing Delivery System (PLDS) –*Note: The standard Avaya emergency license support is available during this time.*
- IP Office Support Services (IPOSS) Token
- Customer Authorization Tool (CAT)
- Global Registration Tool (GRT)
- Enterprise Configurator (EC) Voice, EC Services, EC Data, Consolidated Service Quote Tool (CSQT)
- Avaya One Source Configurator
- Avaya One Source Cloud Portal
- Salesforce.com
- Order Center
- Electronic Data Interface (EDI*)*

Thank you for your patience and support.

No other changes in this release of PLDS

1.5 Products Removed/Retired
No products were removed nor retired during this release

2 Tool General Information

2.1 Tool Access

	Avaya Partners and Distributors – for PLDS & EZ Quote: 1. **Go to: https://support.avaya.com** 2. **Login** using your SSO email address and password 3. **Select** "Profile" 4. **Select** "View/Request Roles" 5. Under View Details, select desired role for the applications 6. Click **Save**
Product Licensing and Delivery System (PLDS)	**Avaya Associates - for PLDS and EZ Quote:** 1. **Go to ITSS Self Service page**: http://itss.avaya.com 2. **Select** " Request Service" 3. **Select** "3. Corporate Applications" 4. **Select** "More Results" at bottom right of page 5. **Select** "16 Other Applications" 6. Find desired Tool in the list (Note may have to select "More Results") 7. **Select** "Request Access" 8. **Complete Form** 9. **Add to Cart** 10. **Submit**

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:

Avaya Partners & Distributors	http://www.avaya.com/partner-itss	On-line • open a ticket • request status
Avaya Associates	http://itss.avaya.com	

	Telephone • open a ticket • request status	
United States & Canada	1-866-AVAYA-IT (Avaya Associates)	
United States & Canada	1-877-505-2827 (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	
All other countries	+44 1483 308300	

APAC users should contact one of the following:

English	appartnerhelp@avaya.com	**E-Mail**
Japanese	jppartnerhelp@avaya.com	• open a ticket
Chinese	cnpartnerhelp@avaya.com	• request status
Korean	krpartnerhelp@avaya.com	

Australia	1800 040 925	
China	400 680 4282	
Hong Kong	800 905 309	
India *	000800 650 1670	
Indonesia*	001 803 657 023	**Telephone**
Japan	005 316 505 10	• open a ticket
Malaysia	1800 806 498	• request status
New Zealand	0800 880 354	
Philippines	1800 1651 0696	Support is available in- English, Japanese, Korean and Mandarin.
Singapore	800 181 1115	
South Korea	00798 6517 444	* Available only from the phones with IDD facility.
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

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

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
    EMEA: 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.