



Avaya Remote Feature Activation (RFA) User Guide

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What's new in RFA

RFA 10.9 enhancements

License file simplification for LSP and ESS servers

Starting in RFA 10.9, text appears on the **Delivery** screen that instructs the user when to deliver a license file for the sub-modules. Helpful information appears in the **Detailed Delivery** screen as shown in [Table 1](#).

Table 1: Information contained in the Detailed Delivery screen

Action	You will need to deliver a license for:
If you are installing a new system	The main server and all the sub-modules
If the main server license file is modified (by an SAP Order or by using the Features screen) in one or more of the following ways: ┆ An upgrade to the Communication Manager software ┆ A platform migration ┆ Changes to or additions of shared features	The main server and all sub-modules that are at a release less than R014. In this case you do not need to deliver a license file for any sub-modules that are at R014 or greater. However, if one or more of the following features are added or changed on the main module, you must re-deliver the license files for the LSPs and the ESS servers that are at R014: ┆ FEAT_DS1MSP ┆ FEAT_STTRKMSP ┆ FEAT_SYCCMSP
If the main server license file is modified by a license file serial number swap out.	The main server
If you change an un-shared feature on the main server license file using the Feature screen and you select to 'apply changes to all modules'.	The main server and all sub-modules
1 of 2	

Table 1: Information contained in the Detailed Delivery screen (continued)

Action	You will need to deliver a license for:
If you change an un-shared feature on the main server license file using the Feature screen and you select to 'apply changes to this module only'.	The main server
If a sub-module is added to the system	The sub-module
If a sub-module's license file is modified by a license file serial number swap-out	The sub-module
If a sub-module license file is modified using an SAP order or by the Features screen in one or more of the following ways: 1 Upgrade to the Communication Manager software 1 Platform migration 1 Changes to features or additions of features	The sub-module
2 of 2	

Feature screen sort enhancement

The **Keyword Description** column and the **Keyword** column can now be sorted alphabetically by clicking on the individual column heading (see [Figure 1](#)). After clicking the column heading, the color changes from blue to purple. A help screen is provided by clicking the **Changing the Feature Sort** link on the top of each table type. Clicking on the column heading sorts the information in all the tables on the Feature screen.

⚠ WARNING:

You must submit any changes to the Features screen before you perform a re-sort or your changes will be lost.

Figure 1: Feature screen with sort enhancement

Type II Features			<i>Changing the feature sort</i>		
Notes	Keyword Description	Keyword	Setting	MIN	MAX
Notes	Offer Category	VALUE_OFFER	A		
Notes	G3 Version (running as release)	VALUE_VERSION	V14		
Notes	Location	VALUE_ILOCATION	2	1	2
Notes	Maximum Ports	VALUE_PORT	MAX		
Notes	Maximum XMOBILE Stations	VALUE_XMOB_NUM	10		
Notes	Maximum Off-PBX Telephones - EC500	VALUE_OPT_EC500	5		
Notes	Maximum Off-PBX Telephones OPS	VALUE_OPT_OPS	10		
Notes	Maximum Administered IP Trunks	VALUE_IP_TRK	12000		
Notes	Maximum Administered SIP Trunks?	VALUE_SIP_TRK	10		
Notes	Maximum Concurrent Reg IP Sta	VALUE_IP_STA	369		
Notes	Maximum # DS1 Brds Echo Cancel	VALUE_DS1_ECHO	400	0	400
Notes	Maximum VAL Boards	VALUE_VAL	MAX		
Notes	Maximum G700 VAL Sources	VALUE_MGA_SRC	250		
Notes	Feature Package Type	VALUE_PCKG	1		
Notes	Extensions Converted to Universal	VALUE_CONVT_EXT	271		
Notes	Maximum Stations	VALUE_STA	369		
Notes	TN2602 320-VoIP Channel Licenses	VALUE_2602_320VC	MAX		
Notes	TN2602 80-VoIP Channel Licenses	VALUE_2602_80VC	MAX		
Notes	CM EDI Software Release String	VALUE_EDI	R013x.00.0.340.2		
Notes	Maximum Off-PBX Telephones - PBFMC	VALUE_OPT_PBFMC	10		

RFA 10.8 enhancements for Call Center

In RFA 10.8, Call Center becomes a separate application under the Communication Manager product family. The Call Center application appears in all Communication Manager system records created after RFA 10.8 and in all new Communication Manager transactions. New material codes have been created to support this change. For more information on the new

material codes, see <https://enterpriseportal.avaya.com/ptlWeb/gs/products/P0009/JobAidsTools>.

! Important:

Use the ASD Communication Manager Configurator when creating an SAP order for the Communication Manager product family. Failure to use the ASD Communication Manager Configurator may result in capacities and features that are dropped from the license file. The resulting license file may not load on the server.

SAP orders for new installs, Pre R10 upgrades, and Pre R10 updates *must* include a material code specifying the Call Center release version.

In Assign Order Items screen in example [Figure 2](#), the Call Center application appears as a separate application under the Communication Manager application. The Assign Order Items screen displays the current version of Call Center in black and the version Call Center will upgrade to in red.

Figure 2: Assign Order Items tab with Call Center application

SAP Order

System Info(SID)

Assign Order Items

General Customer Info

Module/App Details

Features

Delete Transaction

Complete Transaction

SAP Order Details for SAP Order Number: 10022410

Seq #	Operation	Instructions	Module Type	Platform Type	Application	Release on Order	Quantity Ordered	Quantity Remaining	Modules Added
1	Upgrade	No Action Necessary by User.	Main Server	S8300 in G350	Call Center	4	1	0	
2	Platform Migration and Upgrade	No Action Necessary by User.	Main Server	S8700 Media Server MC	Communication Manager	R014	1	0	

Transaction Number: 223770

SID: 150849

SID Version: 1

Existing Module Details appear in black lettering. SAP Order Selections appear in red lettering.

Module ID: 1	Module Type:	Main Server		SAP Order	RFA has automatically assigned these values.
				Detail Seq #	
Module Description:	Platform Type:	S8700 Media Server MC	New Platform Type: S8700 Media Server MC	2	
	Application:	Communication Manager	Release: R013 New Release: R014	2	
	Application:	Call Center	Release: 3 New Release: 4	1	
Module Location:					Displays the current release and the upgrade release.
	IP Address:				
	Serial Number:	01DROZ0619070			

A separate screen appears for the Call Center application in the Module/Application Details tab ([Figure 3](#)). To display the screen for the Call Center application, select Main Server Call Center from the drop-down menu.

Figure 3: Module/App Details screen Call Center application

SAP Order | System Info(SID) | Assign Order Items | General Customer Info | **Module/App Details** | Features | Delete Transaction | Complete Transaction

Additions, Upgrades From R10+,
Support Upgrades, Migrations

Module/Application Details

Drop-down menu → 1 Main Server Call Center

Module Information		Module Serial Number Information	
Module ID:	1	Current Serial Number:	01DRO20619070
Module Type:	Main Server	Status:	COMPLETE
Platform Type:	S8700 Media Server MC	Error Message:	
Module Description:		Application Information	
Module Location:		Application:	Call Center
Platform PID:	7000004651	Expiration Date:	No Expiration Date
Confirm Platform PID:		Application PID:	
Module Status:	COMPLETE	Release Version:	4
Module Error Message:			

Call Center release

Type II Per User upgrades

Starting with RFA 10.8 and Call Center 4.0, Per User upgrades will be available for Call Center. The use of the Per User upgrade functionality ensures that the correct number of upgraded agents are enabled in the RFA license file. For example, when deluxe agents are being upgraded to Call Center 4 or later, a Feature Keyword of VALUE_LOGGIN_DLX with a setting type of PER_USER must be on the order. The material code associated with this order contains a setting type of PER USER.

Note:

An existing SID or an SAP order may contain more than one agent type. Possible agent types in order of the lowest to the highest ranking are, VALUE_LOGGIN (basic), VALUE_LOGGIN_DLX (deluxe), and VALUE_LOGGIN_ELT (elite). RFA does not keep more than one agent type, all types except for the highest ranking are dropped.

The value associated with the keyword on the order must be correct. The quantity to be upgraded should not exceed the amount of agents as you can never upgrade more agents than you have. On the other hand, any agents not upgraded during the upgrade transaction are lost as they are not carried forward and cannot be reclaimed in a future transaction.

The material code, quantity and description for the features in the order display in the SAP order tab. To obtain more information about the Type II features and their associated Setting Types, RFA provides a **Detailed Feature Information** button that appears on the bottom of the **SAP Order** screen as shown in [Figure 4](#).

Figure 4: Detailed Feature Information button on SAP Order screen

SAP Order

System Info(SID)

Assign Order Items

General Customer Info

Module/App Details

Features

Delete Transaction

Complete Transaction

Fax Number:

Quantity	Material Code	Description	Allowable Operations
1000	196685	CM R4 501-1000 MULTI UPG LIC	
1	212063	CC R4.0 UPG RFA RELEASE INDICATOR	Upgrade R10+
250	197843	CC R4 ELITE UPG PER AGT MULTI 101-250	
1	196642	CM4 S87XX UPG SFTW LIC	Platform Migration, Upgrade R10+

Note: Material Codes that do not have an 'Allowable Operation' specified in the table above apply to all operations within this product family. Depending on the product family, the following is a list of all operations: New Install, Additions, Upgrade R10+, Upgrade, Upgrade Pre R10, Support Upgrade, PCN Update PreR10, Platform Migration, Add Module.

Additional detailed feature information from the order is available for troubleshooting purposes. This information is used by various RFA support teams. Click on the [Detailed Feature Information] button to view this feature information.

Detailed Feature Information

After clicking **Detailed Feature Information**, the Detailed Feature Information screen appears (Figure 5). The Detailed Feature Information screen displays Type I, Type II, and Type III feature information for applications that appears on the order. In the Type II table, if a PER USER setting type is used for a Feature Keyword, the quantity being upgraded appears in the Material Code Quantity column. Figure 5 shows an example of a Type II Feature Information table for the Call Center application.

Note:

The material codes shown in the examples in this book may not be current or correct and should not be used as a reference when placing an order in SAP.

Figure 5: Feature Details screen for Call Center application

SAP Order	System Info(SID)	Assign Order Items	General Customer Info	Module/App Details	Features	Delete Transaction	Complete Transaction
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Detailed Feature Information

The feature information shown below is based on the contents of the SAP Order.
It does not reflect RFA processing the order yet. Information is sorted by application name.

Application: Call Center

Type II Feature Information derived from the SAP Order

Keyword	Setting	Setting Type	Material Code	Material Code Quantity	Description
VALUE_CCRELEASE	4	SET	212063	1	CC R4.0 UPG RFA RELEASE INDICATOR
VALUE_LOGGIN	7000	RANGE	196642	1	CM4 S87XX UPG SFTW LIC
VALUE_LOGGIN_ELT	1	PER USER	197843	250	CC R4 ELITE UPG PER AGT MULTI 101-250

250 Elite Call Center agents are upgrading to Call Center Release 4. →

Type I Feature Information derived from the SAP Order

Keyword	Setting	Material Code	Description
FEAT_3EVEC	ON	197843	CC R4 ELITE UPG PER AGT MULTI 101-250
FEAT_ACD	ON	196685	CM R4 501-1000 MULTI UPG LIC
FEAT_ANIVEC	ON	197843	CC R4 ELITE UPG PER AGT MULTI 101-250
FEAT_ASD	ON	197843	CC R4 ELITE UPG PER AGT MULTI 101-250
FEAT_BCMS	ON	196685	CM R4 501-1000 MULTI UPG LIC
FEAT_BCMS	ON	197843	CC R4 ELITE UPG PER AGT MULTI 101-250
FEAT_BSCVEC	ON	197843	CC R4 ELITE UPG PER AGT MULTI 101-250

Features that are associated with Call Center that previously appeared under the Communication Manager feature list have been moved under the Call Center application. The features can be viewed by selecting Main Server Call Center using the drop-down menu in the Features tab. The value associated with each Type II feature appears in the Setting column.

**Important:**

Call Center features appear in RFA for the main module only. When a license file for the sub-module is generated, RFA adds the Call Center features to the license file for the sub-module.

Figure 6: Feature tab with Main Server Call Center features displayed

SAP OrderSystem Info(SID)Assign Order ItemsGeneral Customer InfoModule/App DetailsFeaturesDelete TransactionComplete Transaction

Feature Information

1 Main Server Call Center

Transaction Number: 223770Module ID: 1

SID: 150849Module Type: Main Server

SID Version: 1Application: Call Center

Type II Features

Notes	Keyword Description	Keyword	Setting	MIN	MAX
Notes	Call Center Release	VALUE_CCRELEASE	4		
Notes	Logged-In ACD Elite Agents	VALUE_LOGGIN_ELT	200		

Operations are complete. Please note the following Information/Warning Messages for Type II Features.

Per User Feature Keyword	Upgrade Setting Value from Order	Setting Value on SID	Warning Messages	More Information
VALUE_LOGGIN_ELT	250	200	RFA-242: The upgrade setting value for feature VALUE_LOGGIN_ELT on the order exceeded the setting value for that feature on the SID, 200 were upgraded, 50 upgrades could not take place. You can complete this transaction now, but it is recommended that you consult with the Sales/Design team regarding this warning, before completion.	

In example [Figure 6](#) a warning message displayed to alert the user that there are 50 more agents on the upgrade order than appear in the RFA system record. In this case, RFA can only upgrade the 200 agents that it knows about. For more information on RFA messages, see [RFA general and detailed information/warning messages](#) on page 22.

RFA general and detailed information/warning messages

There are two categories of information/warning messages that appear in RFA for upgrades associated with features using a PER USER setting type.

RFA uses general messages to alert you that an issue has occurred and to indicate which application has the issue. Some general messages appear before the transaction is created while others appear after the transaction is created but before the transaction is complete and the information on the order is applied to the RFA system record. General warning messages appear on the following screens:

- 1 The **SAP Order** screen: The general message appears *before* the order is accepted and once again *after* the order is accepted. The general message appears for the following transaction types:
 - **New Install, Migrations Pre R10, and Support Upgrade:** The message displays after **Accept** is entered on the SAP Order tab.
 - **Upgrade Pre R10 and PCN Updates Pre R10:** The message displays after the switch configuration file has been uploaded on the Upload Switch Config tab.
- 1 **Order Items Assigned Screen:** For an Upgrade R10+ transaction the message appears after clicking the **Finish** button on the **Assign Order Items** screen.
- 1 **General Customer Info:** A message appears at the top of the **General Customer Info** screen. This message appears for all transactions that encounter a warning condition.

- Upload Switch Config tab
- Upgrades Pre R10
- PCN Updates Pre R10

Detailed warning messages appear in the **Features** tab directly below the Type II and Type III Feature information table.

Note:

You must select the application that received the warning from the drop-down list to view the features for that application.

RFA displays warning messages when there is an issue with a Type II feature that has a PER USER setting type. Examples of the warning messages associated with each screen are explained in detail in the *Job Aid for Per User Upgrade Warning Messages*. The Job Aid can be found on the **Features** tab by clicking the **More Information** button and on the RFA Information page at, <http://support.avaya.com>.



CAUTION:

If you see information or warning messages on the RFA transaction, it is still possible to complete the transaction and deliver the license file. Be aware that if you do complete the transaction, the license file may not be correct. To avoid an incorrect license file, it is important that you understand the warning or informational message and it is strongly recommended that you contact the Sales/Design team before completing the transaction.

Call Center Type III features

The Call Center type III features, IP_Agent and AgentSC, appear under the Call Center application in the Type III Feature list. Any warning messages associated with IP_Agent and AgentSC appear in the Type III Feature list.

Chapter 1: Getting Started

About this chapter

This chapter contains the following basic information that you need to know before you work with RFA:

- 1 [RFA training and approval](#) on page 25
- 1 [About RFA](#) on page 26
- 1 [Understanding serial numbers](#) on page 39
- 1 [Understanding Host IDs](#) on page 44
- 1 [Accessing RFA](#) on page 50
- 1 [The SSO login](#) on page 51
- 1 [Logging in to RFA](#) on page 52
- 1 [Registering for RFA product families](#) on page 53
- 1 [RFA Help](#) on page 55

RFA training and approval

Training is a requirement for all new users or users registering for a new product family. Training is provided in the form of two documents, *The Remote Feature Activation (RFA) User Guide*, and *The Getting Started With Remote Feature Activation User Guide*. Both documents can be found at <http://support.avaya.com> web site.

On-line testing for RFA is part of Avaya's overall certification program. RFA assessments can be found at <http://avaya-learning.com>.

You must have manager or coach approval for each supported product family before you can use the RFA application.

About RFA

Remote Feature Activation (RFA) is a web-based application that is used to create, modify, and deliver a license or an Communication Manager authentication file. RFA does not change any existing procedures for installing, upgrading, maintaining, or administering an Avaya system or product. Follow the standard procedures in the product documentation to the point where you need the license file and the authentication file. Then use the procedures in this book. Once you have the license file or an authentication file on your computer, return to the product documentation for the remaining procedures.



Tip:

Authentication files are used for Avaya servers that are running Avaya Communication Manager on an open operating system. For more information on authentication files, see [Working with authentication files](#) on page 187.

RFA uses terms and processes that might be unfamiliar to a new user. This section contains information on:

- 1 [Group Authorization Identification \(GAI\)](#) on page 26
- 1 [License files](#) on page 26
- 1 [Feature Keywords](#) on page 28
- 1 [Transactions and system records](#) on page 29
- 1 [The Module Identification \(MID\) number](#) on page 30

Group Authorization Identification (GAI)

Each BusinessPartner is assigned a unique Group Authorization Identifier (GAI) number. The GAI must be entered in the system record before the BusinessPartner can access the system record. If you are a BusinessPartner that requires access to a system record that does not contain your GAI, you must submit a Transfer System Record form to a Different BusinessPartner form. A copy of the form can be found on the RFA Information page at <http://rfa.avaya.com>. For more information on system records see [Transactions and system records](#) on page 29.

License files

A license file is an encrypted file that you use to activate software features such as capacities, release, and offer categories. The Avaya servers, models, and applications that require a license file are listed in this book under the chapter for that product family.

Note:

An RFA license does not contain Communication Manager software, nor does an RFA license change Communication Manager from one release to another. Communication Manager software must be installed on the server before you install a license file.

When is a license file required?

A license file is required for:

- 1 New installations
- 1 Upgrades, migrations and additions
- 1 Support Upgrades
- 1 Maintenance updates without a Support Upgrade order
- 1 Serial number swap-outs
- 1 Changes in the Host ID
- 1 Each Enterprise Survivable Server (ESS)
- 1 Each Local Survivable Server (LSP)

When is a license file not required?

You do not need to obtain a new license file when you:

- 1 Upgrade or update an existing system to a dot release, unless the dot release contains new features.
- 1 Change hardware that is not related to the Host ID or the serial number in the license file.
- 1 Make administration changes that are outside the customer options, offer options, and special applications form.
- 1 Are installing a Security Gateway and you do not want to add any additional capabilities beyond the default capacities.

How does a license file work?

Once you install a license file, the Avaya system checks to ensure that:

- 1 The serial number or the Host ID in the license file matches that of the system.
- 1 All features and capacities are within the prescribed limits.
- 1 For Communication Manager only:
 - A Survivable Remote Processor (SRP) is not serving as the active processor.
 - A Wide Area Network (WAN) Spare Processor is not serving as the active processor.
 - A Local Survivable Processor (LSP) is not serving as the active processor.

Delivering a license file

Depending on the product, RFA provides several ways to deliver a file:

- 1 E-mail - A file can be delivered as an e-mail attachment to your e-mail address.
- 1 Download - Files can be downloaded to your PC.
- 1 Direct connect - This option is available only on the Avaya DEFINITY servers. With the direct connect option, the license file loads directly on the Avaya DEFINITY server.

For more information on delivering a file see [Chapter 6: Delivering A File From RFA](#) on page 153.

Feature Keywords

RFA creates a license file based on the material codes that appear in the SAP order. RFA maps between the SAP material codes and the features and capacities in the license file. While the license file does not contain the material codes themselves, it does contain the features and the capacities that will be activated for the system. The features and capacities are represented by Feature Keywords. Feature Keywords are English text that uniquely identify which features and capacities to activate. For a complete listing of the Communication Manager Keywords see the RFA Information page at <http://rfa.avaya.com>. You can find Keywords for other product families in the *Getting Started With Remote Feature Activation (RFA)* at <http://support.avaya.com>.

Transactions and system records

When you create or modifying a license file:

1. RFA creates a transaction record that contains the information from the SAP order and the manually entered information. The transaction record is assigned a transaction number. For more information on transactions see [A transaction](#) on page 29.
2. When you complete the transaction, RFA creates a system record. For more information on system records see [The system record](#) on page 29.
3. RFA assigns a System Identification Number (SID) to the system record. For more information on SIDs see [System Identification \(SID\) number](#) on page 30.

Note:

A system record is a permanent record that is stored in the RFA database. A SID is a number that is linked to the system record that is used by RFA to identify the Avaya product or application.

A transaction

When you start to work in RFA you are conducting a *transaction*. RFA creates the transaction with information from the SAP order and information that you enter. During the course of the transaction you are given a transaction number. Using the transaction number, you can stop and restart or delete a transaction at anytime before you complete it. A completed transaction becomes a system record. The license file is created from the system record.

Note:

Transactions that are older than two months are automatically deleted from the RFA database.

The system record

A *system record* is created from a transaction. A system record is a permanent record in RFA and cannot be deleted. The system record permanently tracks the:

- 1 Sold-to customer information
- 1 Product release
- 1 Product category, if applicable
- 1 Product features
- 1 Capacities
- 1 Serial number or Host ID

System Identification (SID) number

When you complete a transaction you receive a *System Identification* (SID) number and a SID version. Each SID is a unique number that is never changed or deleted in RFA. A SID version number changes when you modify information that the SID contains.

The SID is the most effective way to locate a system record. If you do not know the SID, you can still find the system record by using the search functionality. For more information on how to search for a system record, see [Search/View Menu](#) on page 61.

The Module Identification (MID) number

Every Avaya server requires a separate license file. RFA refers to each Avaya server within an Avaya system as a module. Each module has a *Module Identification (MID) number*. The MID for the main server is always 1. Additional modules, such as a Local Survivable Processor (LSP) or an Enterprise Survivable Server (ESS) are assigned MIDs that are greater than 1.

Each system is assigned a SID. For example, a LSP or an ESS server are considered modules because the servers are part of entire network. You can have one SID and multiple MIDs if one network includes many LSP or ESS servers.

Understanding the Features tab

The **Feature** tab shows the features, the capacities, and the general software information. This screen also shows any additional features and capacities that were contained in the SAP order when the customer purchased them. These are the features and capacities that the license file controls.

The **Feature** screen can contain a maximum of five tables. The system displays only those tables that apply to the product family that you are creating a license file for. The following list includes all the possible tables as they appear on the screen:

- 1 [Drop-down menu](#) on page 31
- 1 [Information section below the drop-down menu](#) on page 31
- 1 [Type II features](#) on page 31
- 1 [Type I Features table](#) on page 34
- 1 [Type III Features Table](#) on page 36

Starting with RFA Release 9.0, the following enhancements have been applied to the **Feature** screen:

- 1 A feature in a multi-module system that is shared across all modules in the same system is called a shared feature. A shared feature is displayed on the **Features** screen of a main module. You do not see a shared feature on the **Feature** screen of a sub-module. A shared feature is identified within the **Shared Features** column. The **Shared Feature** column contains a 'yes' if the feature is shared or a 'no' if the feature is only available on the main module.

Even though the shared features no longer display on the sub-modules, the shared features are included in the license file for each sub-module.

For multi-module systems, there are some features that only apply to sub-modules. These features can be on the main module and on a sub-module with different settings. If the feature is a sub-module feature it cannot be a shared feature.

- 1 The radio buttons for the **Apply Changes to this Module Only** option and the **Apply Changes to All Modules option**, have been removed for the sub-modules. The **Apply Changes to this Module Only** radio buttons still appear on the main module. When you submit the feature information for a module, the system displays a message that the action applies to the displayed module only.

Additional system messages have been added to alert you to create and deliver a license file for the current module and for all modules when you modify a feature.

Drop-down menu - The drop-down menu is used to select additional modules or applications.

Information section below the drop-down menu - This read-only table contains information about the Avaya system including the module ID, the module type, the transaction number, the SID, and the SID version.

Type II features - The Type II features table contains features that have a value or capacity. Click **Notes** under the Notes column to see details about the Keyword in that row. For some Keywords, the Setting column can be used to set the value for the Keyword. The range for the Setting column is to the right of the field. For example, in [Figure 7](#) you can set a maximum of 5200 or a minimum of 0 for Logged-In ACD Basic Agents (VALUE_LOGGIN).

Figure 7: Type II Features table

Type II Features						
Notes	Keyword Description	Keyword	Setting	MIN	MAX	Shared Features
Notes	Offer Category	VALUE_OFFER	A			Yes
Notes	G3 Version (running as release)	VALUE_VERSION	V10			No
Notes	Location	VALUE_ILOCATION	2	1	2	Yes
Notes	Maximum Ports	VALUE_PORT	300			No
Notes	Maximum Concurrent Reg IP Sta	VALUE_IP_STA	10			No
Notes	Call Center Release	VALUE_CCRELEASE	9.1			Yes
Notes	Logged-In ACD Basic Agents	VALUE_LOGGIN	5200	0	5200	No
Notes	Logged-In ACD Deluxe Agents	VALUE_LOGGIN_DLX	50			Yes

Type II Features warning and informational messages - RFA displays warning messages when there is an issue with a Type II feature that has a PER USER setting. The warning messages appear in a table directly after the Type II table on the Features screen. [Figure 8](#) shows an example of the Type II Per User feature table.

Figure 8: Type II PER USER Feature table

Notes	Maximum Off-PBX Telephones - EC500	VALUE_OPT_EC500	5		
Notes	Maximum Administered IP Trunks	VALUE_IP_TRK	3200		
Notes	Maximum Concurrent Reg IP Sta	VALUE_IP_STA	325		
Notes	Maximum # DS1 Brds Echo Cancel	VALUE_DS1_ECHO	688	0	688
Notes	Maximum VAL Boards	VALUE_VAL	MAX		
Notes	Maximum G700 VAL Sources	VALUE_MGA_SRC	10		
Notes	Call Center Release	VALUE_CCRELEASE	4.0		
Notes	Logged-In ACD Basic Agents	VALUE_LOGGIN	7000	0	7000
Notes	Feature Package Type	VALUE_PCKG	0		
Notes	Extension Count	VALUE_COUNT_EXT	320		
Notes	Maximum Stations	VALUE_STA	325		
Notes	TN2602 320-VolP Channel Licenses	VALUE_2602_320VC	MAX		
Notes	TN2602 80-VolP Channel Licenses	VALUE_2602_80VC	MAX		
Notes	Maximum Off-PBX Telephones - PBFMC	VALUE_OPT_PBFMC	5		

New Install operations are complete. Please note the following Information/Warning Messages for Type II Feature.

Per User Feature Keyword	Upgrade Setting Value from Order	Available to Upgrade	Warning Messages	More Information
VALUE_STA	1	None	RFA-242: The upgrade setting value for feature on the order exceeded the setting value for that feature on the SID, were upgraded. 1 upgrade could not take place. You can complete this transaction now, but it is recommended that you consult with the Sales/Design team regarding this warning, before completion.	

The Type II Per User Feature table contains the following fields:

- 1 **Per User Feature Keyword:** Displays the Feature Keyword contained on the order with the Setting Type of PER USER.
- 1 **Upgrade Setting Value from Order:** Displays the setting value associated with the Feature Keyword as it appears on the order.

- 1 **Setting Value on SID** (Additions, Upgrades, Migrations) or **Available to Upgrade** (New Installs, Upgrade Pre R10 and PCN Updates Pre R10): Contains the current setting as it appears in the RFA system record and the RFA license. A value of 'None' appears for New Installs, Upgrades Pre R10, and PCN Updates Pre R10 transactions.
- 1 **Warning Message:** Contains detailed warning information describing the inconsistency between the setting value on the order and the setting value on the SID. [Table 2](#) provides a list of detailed warning messages that could appear in this field.

**Important:**

The warning messages do not stop you from completing the transaction and delivering the license file. However, if you do not read and understand the warning message before you complete the transaction, you may not get the results you expected from the SAP order

Table 2: Type II Per User warning message table

Per User warning message	Per User warning message description
RFA-239	Per User Feature upgrades are not allowed on a New Install transaction. RFA could not complete this piece of the order. You can complete this transaction now, but it is recommended that you consult with the Sales/Design team regarding this warning before completion. To view the Per User Feature upgrades on the order, select the SAP Order tab, scroll to the bottom of the screen, and click on the Detailed Feature Information button. Look for features with a Setting Type of PER USER.
RFA-240	Per User Feature upgrades are not allowed on an Upgrades Pre R10 transaction. RFA could not complete this piece of the order. You can complete this transaction now, but it is recommended that you consult with the Sales/Design team regarding this warning before completion. To view the Per User Feature upgrades on the order, select the SAP Order tab, scroll to the bottom of the screen, and click on the Detailed Feature Information button. Look for features with a Setting Type of PER USER.
RFA-241	Per User Feature upgrades are not allowed on a PCN Updates Pre R10 transaction. RFA could not complete this piece of the order. You can complete this transaction now, but it is recommended that you consult with the Sales/Design team regarding this warning before completion. To view the Per User Feature upgrades on the order, select the SAP Order tab, scroll to the bottom of the screen, and click on the Detailed Feature Information button. Look for features with a Setting Type of PER USER.
1 of 2	

Table 2: Type II Per User warning message table (continued)

Per User warning message	Per User warning message description
RFA-242	The upgrade setting value for feature VALUE_XYZ on the order exceeded the setting value for that feature on the SID. <Value> were upgraded, <Value> upgrades could not take place. You can complete the transaction now, but it is recommended that you consult with the Sales/Design team regarding this warning before completion.
RFA-243	The setting value for feature VALUE_STA on the SID exceeded the upgrade setting value for that feature on the order. <Value> were upgraded, the remaining <Value> on the SID were dropped. You can complete the transaction now, but it is recommended that you consult with the Sales/Design team regarding this warning before completion.
RFA-244	Feature <Feature Keyword> was on the SID with a setting value of <Value> but that feature was not on the order, therefore, the feature was dropped in the transaction and will not appear in the new version of the SID. It is recommended that you consult with the Sales/Design team regarding this warning to correct the order.
RFA-245	This order contains a material code that indicates a Support Upgrade. If also contains one or more Per User feature upgrades. Per User feature upgrades cannot be processed on orders that contain a Support Upgrade. RFA could not complete this piece of the order. You can complete this transaction but it is recommended that you consult with the Sales/Design team regarding this warning before completion. To view the Per User feature upgrades on the order, select the SAP Order tab, scroll to the bottom of the screen, and click on the Detailed Feature Information button. Look for features with a setting type of PER USER.
2 of 2	

Type I Features table - The Type I Features table contains the software features that are entitlements, and the additional features that the customer purchased. Type I features have an on and an off setting. For a detailed description of the Keyword for that row and important feature interaction messages, click **Notes** in the Notes column. To turn purchased features on and off, click the box in the ON/OFF column. This table does not show any feature to which you are not entitled.

Figure 9: Type I Features table

Type I Features				
Notes	Keyword Description	Keyword	ON/OFF	Shared Feature
Notes	Abbreviated Dialing Enhanced List?	FEAT_ADE	☒	Yes
Notes	Analog Trunk Incoming Call ID?	FEAT_ICLID	☒	Yes
Notes	A/D Grp/Sys List Dialing Start at 01?	FEAT_ADN	☐	No
Notes	Answer Supervision by Call Classifier?	FEAT_ANS	☒	No
Notes	ARS?	FEAT_ARS	☒	Yes
Notes	ARS/AAR Partitioning?	FEAT_PART	☒	No
Notes	ATM WAN Spare Processor?	FEAT_ATM_WSP	☐	Yes
Notes	ATMS?	FEAT_ATMS	☒	Yes
Notes	Audible Message Waiting?	FEAT_AMW	☐	No
Notes	Authorization Codes?	FEAT_AC	☒	No
Notes	Change COR by FAC?	FEAT_CHGCOR	☒	Yes
Notes	Cvg Of Calls Redirected Off-net?	FEAT_COV_OFFNET	☐	Yes
Notes	System Mgt Data Transfer?	FEAT_NETADMIN	☐	No
Notes	Digital Loss Plan Modification?	FEAT_DIG_LOSS	☐	No
Notes	Emergency Access to Attd?	FEAT_EMR	☒	No

The most common reasons to make a change to this screen are:

- 1 Turn a feature off that conflicts with another feature.
- 1 Turn a feature off that you do not want to use.

Type III Features Table - The Type III Features Table contains features that have a product ID, a release, and a capacity setting.

Figure 10: Type III Features table

Type III Features						
Notes	Keyword Description	Keyword	Product ID	Release	Limit	Shared Features
Notes	IP Endpoint Registration	REGISTRATION	IP_R0Max	*	2000	Yes
Notes	IP Endpoint Registration	REGISTRATION	IP_Soft	*	5	Yes
Notes	IP Endpoint Registration	REGISTRATION	IP_Phone	*	MAX	Yes
Notes	IP Endpoint Registration	REGISTRATION	IP_Agent	2	1	Yes
Notes	IP Endpoint Registration	REGISTRATION	IP_Soft	3	1	Yes

Type III Features warning and informational messages - RFA displays warning and informational messages when Type III Feature upgrades on the SAP order do not precisely correspond to the feature information in the RFA system record. The following examples generated a Type III Feature warning and an informational message:

- 1 The SAP order specifies an upgrade of IP_XYZ from a release 4 to a release 5. The RFA system record does not show IP_XYZ running on a release 4. In this case, a warning message is generated that explains why the upgrade was not performed, instructs the user to inform the sales/design team about the warning, and explains that it is possible to complete the transaction but the upgrades did not take place.
- 1 The SAP order specifies a quantity of 10 upgrades of IP_XYZ from release 4 to release 5. RFA shows a quantity of 50 IP_XYZ features on release 4 in the RFA system record. In this case, an informational message shows that only 10 IP_XYZ features were upgraded and 40 were not.

Detailed warning or informational messages appear in a **Warning Message** table ([Figure 11](#)) in the **Feature** tab on the bottom of the screen. The **Warning Message** table contains the following columns:

- 1 **Product ID:** This column displays the product ID associated with the warning or informational message.
- 1 **From Release Version:** This column displays the release of software that the product ID is currently running. An entry of 'Any' allows the product ID to upgrade from the current release to the new release specified in the **To Release Version** column. When Any is used, RFA first upgrades the product IDs that are running the lowest release.
- 1 **Limit on From Release:** This column displays the current limit for this product ID in the RFA system record.
- 1 **To Release Version:** This column displays the release that the product ID is upgrading to as specified in the SAP order.

- 1 **Limit on Order:** This column displays the maximum number of product ID upgrades contained on the SAP order.
- 1 **Warning Messages:** This column contains one of the warning or informational messages shown in [Table 3](#).
- 1 The **Warning Message** table also contains a link to the *Job Aid for Type 3 Feature Upgrade Warning Messages*. The job aid provides information that helps you to understand the warning and/or informational messages listed in [Table 3](#).

Figure 11: Features tab with Type III Feature Warning

SAP Order	System Info(SID)	General Customer Info	Module/App Details	Features	Delete Transaction	Complete Transaction
-----------	------------------	-----------------------	--------------------	----------	--------------------	----------------------

Upgrade operations are complete. Please note the following Warning Messages for Type III Feature Upgrades.

Product ID	'From' Release Version	Limit on 'From' Release	'To' Release Version	Limit on Order	Warning Messages
IP_Agent	Any	1	6	18	RFA-233: The limit on the order exceeded the limit on all of the available "From" Releases that are less than the "To" Release, 1 was upgraded, 17 upgrades could not take place. You may want to inform the Sales/Design team of this warning. You can complete this transaction but the upgrade for this feature will not take place.
IP_Soft	3	2	4	5	RFA-231: The limit on the order exceeded the limit on the "From" Release, 2 were upgraded, 3 upgrades could not take place. You may want to inform the Sales/Design team of this warning.

Note: You must submit to save data or changes will be lost.



Important:

The warning messages do not stop you from completing the transaction and delivering the license file. However, if you do not read and understand the warning message before you complete the transaction, you may not get the results you expected from the SAP order.

See [Table 3](#) for a description of the warning and informational messages.

Table 3: Type III warning message table

Type III warning message	Type III warning message description
RFA-229	This warning message states that there are no entries for the product ID in the RFA system record. RFA could not complete this piece of the order. You may want to inform the Sales/Design team of this warning. You can complete the transaction but the upgrade for this feature will not take place.
RFA-230	This warning message states that there were no entries for the product ID at the release specified on the order. RFA could not complete this piece of the order. You may want to inform the Sales/Design team of this warning. You can complete this transaction but the upgrade for this feature will not take place.
RFA-231	This warning message states that the limit on the order exceeded the limit on the 'From' Release. The warning shows the number of the product IDs that were upgraded and the number of the product IDs that were not upgraded. You may want to inform the Sales/Design team of this warning.
RFA-232	This informational message states that the limit on the 'From' Release exceeded the limit on the order. The message displays the number of the product IDs that were upgraded and the number of the product IDs that remain.
RFA-233	This warning message states that the limit on the order exceeded the limit on all the available 'From' Releases that are less than the 'To' Releases. The warning displays the number that were upgraded and the number that could not be upgraded. You may want to inform the Sales/Design team of this warning.
RFA-234	This warning message states that there were no entries for the product ID at a release less than the 'To' Release on the order. RFA could not complete this piece of the order. You may want to inform the Sales/Design team of this warning. You can complete this transaction but the upgrade for this feature will not take place.
RFA-235	This informational message states that the limit on the 'From' Release exceeded the limit on the order. The message displays the number of the product IDs that were upgraded starting at the lowest 'From' Release.

Understanding serial numbers

Every product family in RFA uses either a serial number or a Host ID to tie the license file to the system hardware. This section explains what products use a serial number and how to obtain the serial number from your system.

A serial number is a unique string of letters and numbers that is:

- 1 Used to identify the Avaya system
- 1 Tied to specific hardware components
- 1 Used with the Communication Manager, Security Gateway, and the Branch Gateways product families

Use the information in this section to identify the serial number for your Avaya system.

RFA Release 9.1 serial number enhancement

Prior to April 2006, RFA did not allow duplicated serial numbers in the same product family associated with a single end-user customer. Starting in April 2006, RFA allows a main server and its associated LSP to use the serial number of the same gateway. This change pertains to environments where Shared Blade Servers (SBS3000) or S8500 Servers use H.248 gateways with at least one LSP. The main server and the *first* LSP can use the serial number of the same gateway in the RFA system record and license files. The following format is used:

- 1 The 12 digit format of a serial number for the main server is entered as it is today for licensing a Communication Manager platform.
- 1 The serial number for the first LSP is entered using the same 12 digits followed by an 's'.

Note:

After the *first* LSP, all other LSPs use the standard licensing practices.

Communication Manager

You can find the serial number for a Communication Manager system in the following ways:

- 1 **Hardware:** On Communication Manager servers and IPSI boards, the serial number is printed on a label in the front or the back of the hardware.
- 1 **Firmware:** Serial numbers can also be identified through the firmware of the server or IPSI board.
- 1 **RFA (DEFINITY only):** RFA provides a method to retrieve serial numbers on Avaya DEFINITY servers.

The following sections explain how to find the serial number using hardware and firmware on each server type.

Avaya DEFINITY Server

Use the information in this section to identify a serial number for a DEFINITY server.

Hardware

A serial number appears on the label of each Avaya DEFINITY server. [Table 4](#) shows the location of the serial number for each DEFINITY server.

Table 4: DEFINITY server serial number table

Server name	Location of the serial number
Avaya DEFINITY Server R	UN332C MSSNET processor board
Avaya DEFINITY SERVER SI	TN2404 processor board
Avaya DEFINITY Server CSI	TN2402 processor board

Firmware

To obtain the serial number for an Avaya DEFINITY server through firmware, run the **list configuration license long** command. Run this command from the System Administration Terminal (SAT), or from a computer where Avaya Site Administration software is installed.

If the Avaya DEFINITY server is running Communication Manager 9.0 or later and you have dial-in connectivity, you can use RFA to obtain the serial number.

Avaya S8100 Server, DEFINITY ONE, and IP600

Use the information in this section to find the serial number for a S8100 Server, a DEFINITY ONE, and an IP600.

Hardware

The serial number appears on the label of the Avaya S8100 Server (TN2314 processor board).

Firmware

From the BASH prompt, type **serialnumber** and press **Enter**.

Note:

If the number that you received from the **serialnumber** command is different than the serial number that is printed on the handle of the TN2314 processor board, use the serial number that you receive from the **serialnumber** command.

Avaya S8300 Server

Use the information in this section to find the serial number for an S8300 Server.

Hardware

When a S8300 Server is used in a G250, G350, or G700 media gateway, use the serial number of the DAF1 processor motherboard. The DAF1 serial number is printed on a sticker located on the back of the media gateway.

Firmware

You can use any one of the following procedures to find the serial number on the S8300 in a G250, G350 or G700 media gateway:

- 1 From the MGP command line interface; type **show system**.
- 1 From the S8300 Web interface; click **Misc**, then **Serial Number**.
- 1 If a license file has already been loaded on the server, type **serialnumber -l** from a shell prompt.

Avaya S8400 Server

Use the information in this section to find the serial number for an S8400 Server.

Hardware

When a S8400 Server is used, the serial number is obtained from the TN8412AP (SIPI) or the TN2312BP Internet Protocol Server Interface (IPSI). The serial number appears on the handle of the TN8412AP and the handle of the TN2312BP.

Firmware

You can find the serial number in firmware in one of two ways:

- 1 By clicking **license file** in the Maintenance Web interface under the Security heading.
- 1 Typing **serialnumber** from a BASH shell prompt.

Avaya S8500 Server

Use the information in this section to find the serial number for a S8500 Server.

Hardware

When an S8500 is used in a configuration with port networks, the serial number is obtained from the TN2312BP or TN2312AP Internet Protocol Server Interface (IPSI). Where multiple IPSI boards are used in a configuration, use the serial number from the reference IPSI. The IPSI serial number appears on the handle of the IPSI.

S8500 main server without port networks or S8500 as an LSP

Starting with Communication Manager 3.1, when an S8500 is used as an LSP or as a main server in a configuration without port networks, the serial number of an Avaya media gateway is used. The Avaya media gateway that is selected to be used as a license host cannot have an S8300 Server installed. The serial number of the DAF1 processor motherboard is used for the gateway. The DAF1 serial number is printed on a sticker located on the back of the media gateway.

Firmware

You can find the serial number in firmware in one of two ways:

- 1 By clicking **license file** in the Maintenance Web interface under the Security heading.
- 1 Typing **serialnumber** from a BASH shell prompt.

Avaya S8700 series server

Use the information in this section to find the serial number for a S8700 series server.

Hardware

When a S8700 series server is used, the serial number is obtained from the TN2312BP or TN2312AP Internet Protocol Server Interface (IPSI). Where multiple IPSI boards are used in a configuration, use the serial number from the reference IPSI. The IPSI serial number appears on the handle of the IPSI.

Firmware

You can find the serial number in firmware in one of two ways:

- 1 By clicking **license file** in the Maintenance Web interface under the Security heading.
- 1 Typing **serialnumber** from a BASH shell prompt.

Security Gateway

The serial number of a Security Gateway consists of the model of the unit plus a 10 digit number. To find the serial number on the Security Gateway:

1. Open the Avaya Security Gateway Web interface.
2. Click the **Inspect** tab
3. Click **Software**

Note:

For more information on the Avaya Security Gateway Web interface, see the *Avaya Security Gateway* documentation #09-0046-03 and the *Avaya Security Gateway User Guide* at <http://support.avaya.com>.

Branch Gateways

Use the information in this section to find the serial number for a Branch Gateway.

Hardware

Currently, the G250 and the G350 are the only RFA supported gateways in the Branch Gateways product family. For the G250 and the G350 Media Gateways, use the serial number of the DAF1 processor motherboard. The DAF1 serial number is located on a sticker that is printed on the back of the media gateway.

Firmware

Use one of the following ways to find the serial number on a gateway:

- 1 Type **show system** from the MGP command line interface.
- 1 Click **Misc, Serial Number** from the MGP command line interface.
- 1 If a license file already exists on the server, type **serialnumber -l** from a bash prompt.

Understanding Host IDs

For all RFA-supported products that use Host IDs (except Modular Messaging), a Host ID is the Media Access Control Address (MAC) of the first Ethernet port (eth0) on the server or license server.

Format of the Host ID

The MAC address consists of:

- 1 A 12-digit hexadecimal (0,1, 2, 3, 4, 5, 6, 7, 8, 9, A, B, C, D, E, F) number. The letters A through F can be entered in lowercase or uppercase.
- 1 A format of 00-20-78-1A-38-78 or 00:20:78:1A:38:78. The MAC address must be entered in RFA without any punctuation such as: 0020781A3878.

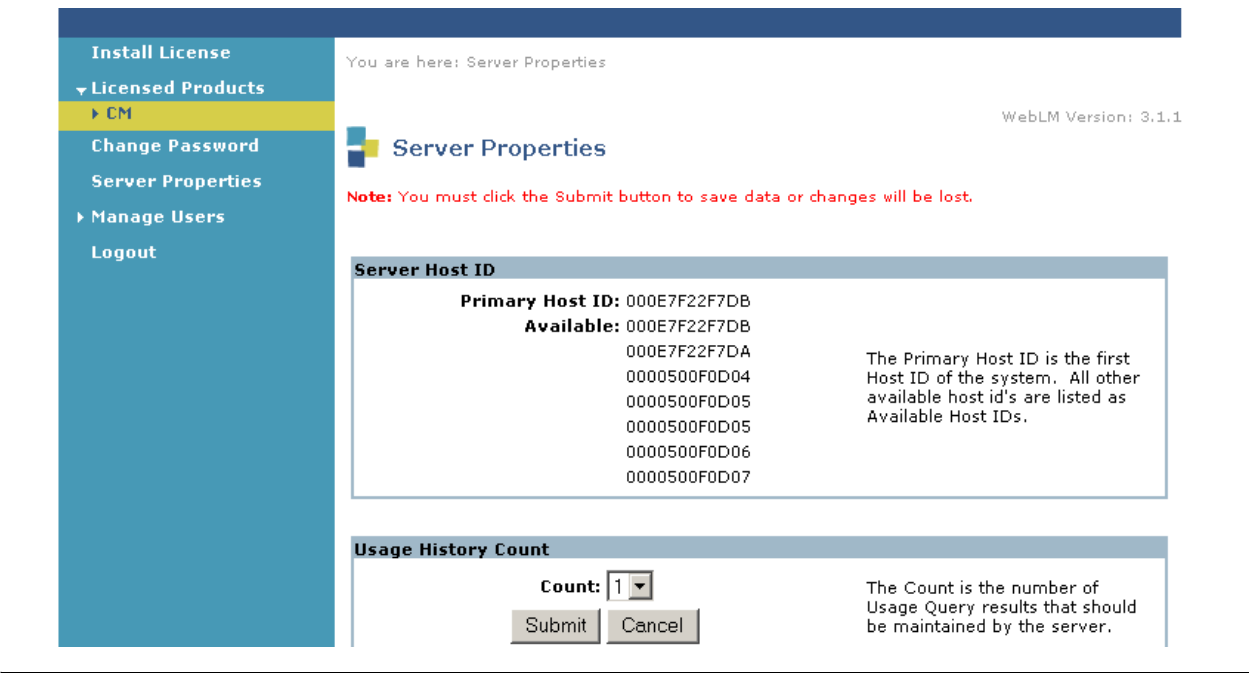
Using WebLM to find the Host ID

The easiest way to find the Host ID of the WebLM server is through WebLM. To use the WebLM application:

1. Log on to the WebLM application on the WebLM server.
2. Click **Server Properties**.

The system displays the server information ([Figure 12](#)).

Figure 12: WebLM server properties window



3. The Host ID for the WebLM server appears under the Server Host ID heading.

Using the product software

WebLM is the easiest way to find the Host ID of the WebLM server. However, you might also need to find the Host ID through software. The following section provides a table with general information and explains how to use the product software of some of the RFA-supported families to find the Host ID.

General information table

For information on how to obtain the Host ID of your server, see [Table 5](#).

Table 5: Host ID information table

Operating System	Command	Description
Windows	ipconfig/all	A 12 digit hexadecimal physical address is shown. Remove the hyphens before entering the address in RFA.
AIX	/usr/bin/uname -m	An eight digit hexadecimal Host ID is returned.
Linux	/sbin/ifconfig -a grep HWaddr	A 12 digit hexadecimal HWaddr is returned. Remove the colons before enter the address in RFA
Solaris	ifconfig -a	An eight digit hexadecimal Host ID is returned.

Application Enablement (AE) Services



Important:

CVLAN is called Application Enablement in RFA. Application Enablement is the new RFA name for the products that were formerly known as Computer Telephony Integration (CTI).

To find the Host ID for an Avaya CVLAN Server for 9.0 Linux:

1. Start your browser and type the appropriate URL for the CVLAN server. Use the following format:
http://<cvlanhostname>:<port>/WebLM/LicenseServer
2. For the variable cvlanhostname, substitute the name of your CVLAN server. For the variable port, substitute the port number of the CVLAN server. See the following examples:
 - 1 http://mycvlansrv.abc.com:8080/WebLM/LicenseServer
 - 1 http://192.168.1.1:8080/WebLM/LicenseServer

The system displays the Avaya WebLM page. The WebLM page contains the Host ID. When a dual Network Interface Card (NIC) is installed, the Host ID is the MAC address of the first NIC.

Contact Center

Use the information in this section to find the Host ID for Contact Center.

Windows

To identify a Host ID or a physical address on a server that is running Windows:

1. Click **Start > Run**, and type **cmd** in the **Open** field.
2. At the prompt, type **ipconfig /all**.

The system displays the physical address, such as:

Physical Address. : 00-53-45-00-00-00

Solaris

To identify a Host ID or a physical address on a server that is running Solaris:

- 1 Run the **hostid** command.

Solaris displays the physical address as a list of hexadecimal digits, such as 831800e9.

AIX

To identify a Host ID or physical address on a server running AIX:

- 1 Run the **uname -m** command.

AIX displays the physical address as a list of hexadecimal digits, such as 000c066A4c00.

SIP Enablement Services (SES)

To find the Host ID on an Avaya Converged Communications Server:

- 1 Type **get-mac-address** on the command line interface.

Meeting Exchange

For Meeting Exchange the MAC address of the active network interface card (Ethernet port 0) is used to create the license file in RFA. Use the following steps to find the Host ID on the Meeting Exchange server:

1. Use the terminal emulation package to create a SSH connection to log in to the Meeting Exchange server.

Note:

Third party remote access applications such as PuTTY are not supported by Avaya.

2. At the command line prompt, type `ifconfig eth0 | grep HWaddr`.

The system displays the Host ID as a string of six pairs of characters that are separated by colons such as:

00:14:5E:0A:1F:0A

3. When you enter the Host ID in RFA be sure and remove the colons and do not add any spaces.

Modular Messaging

For Modular Messaging, the Host ID is the voice mail domain identifier. The Host ID can be alpha numeric and up to 50 characters in length. The format for a Modular Messaging Host ID is:

<8 hex char>-<4 hex char>-<4 hex char>-<4hex char>-<12 hex char>

Note:

Modular Messaging does not distinguish between uppercase and lowercase letters.

To obtain the Host ID for Modular Messaging:

1. Run the Voice Mail System Configuration utility (VMSC). VMSC is installed as part of the Messaging Application Server (MAS) system tools. Only designated Modular Messaging System Administrators can run VMSC.

VMSC displays the system configuration.

2. Right-click **Licensing** and choose **Copy Host ID to Clipboard** from the pop-up menu.
3. Paste the Host ID from the clipboard in to a text editor, an e-mail message, or a Web form, as required.

Personal WorkSpace

For Personal WorkSpace the Host ID is the Media Access Control Address (MAC) of the first Network Interface Card (NIC) in the WebLM server. For more information on how to find a Host ID using WebLM see [Understanding Host IDs](#) on page 44.

Unified Communication Center

For Unified Communication Center (UCC), the Host ID is the MAC of the first NIC in the license server.

For WMA or WCA the Host ID is the MAC Address of the first NIC in the UCC Base Server.

For ASA only, the Host ID is the MAC address of the first NIC in the ASA Server or UCC Speech Server.

The Host ID is included in the UCC license file to ensure that each license file only works with one UCC. If the Host ID in the license file does not match the MAC address of the NIC card, the UCC applications do not work.

To find the Host ID for UCC:

- 1 Start your browser and type the appropriate URL for the UCC License Server. Use the following format:

`http://<cvlanhostname>:<port>/WebLM/LicenseServer`

- 1 For the variable cvlanhostname substitute the name of your CVLAN server. For the variable port substitute the port number of the CVLAN server. For example:

`http://mycvlansrv.abc.com:8080/WebLM/LicenseServer`

`http://192.168.1.1:8080/WebLM/LicenseServer`

- 1 The browser displays the Avaya WebLM page. The WebLM page contains the Host ID for the UCC.

Voice Self Service

For Voice Self Service, the Host ID is the MAC of the first NIC in the WebLM server. For more information on how to find a Host ID using WebLM see [Understanding Host IDs](#) on page 44.

Accessing RFA

This section explains the computer and user requirements needed to access RFA.

Computer requirements

Before you attempt to access RFA, verify that your computer has:

- 1 Internet Explorer 5.0 or later
- 1 128-bit encryption
- 1 Internet access to the RFA web site at <http://rfa.avaya.com>
- 1 A supported monitor resolution of 800 X 600

User requirements

An RFA user must meet the following requirements:

- 1 Be either:
 - An Avaya associate or contractor with a valid Avaya Human Resources Identification (HR ID) number.
 - An approved BusinessPartner with a valid BusinessPartner number.
 - An Avaya contractor who works with Avaya.
- 1 Be a registered and authenticated RFA user:
 - To be registered in RFA means you have a Single Sign-On (SSO) login and you have registered for each product family in which you wish to create a license file. If you do not already have a SSO login see [The SSO login](#) on page 51.
 - To be authenticated in RFA means you have successfully registered and your Avaya coach or Group Authorization Identification (GAI) manager approved your access to RFA. See [Group Authorization Identification \(GAI\)](#) on page 26 for information on GAI.
- 1 Read and understand this guide.

The SSO login

After you type <http://rfa.avaya.com> in your browser window, the system prompts you to enter a SSO login and password.

- 1 If you are an Avaya BusinessPartner, the SSO login is the same login and password that you use to access the BusinessPartner portal or the ATAC. If you already have a login to one of these sites you do not need to create a new login. If you do not have an SSO login see [Creating a SSO login](#) on page 51.
- 1 If you are an Avaya employee, you do not need to register for a SSO login. You can use your global NT login and password.

Creating a SSO login

Use the following steps to create an SSO login:

1. Type <http://rfa.avaya.com> in your browser window. The system displays the Avaya SSO Login screen ([Figure 13](#)).

Figure 13: Avaya SSO Login screen

AVAYA

Avaya SSO Login

Welcome to Avaya! To access password protected Applications, enter your login and password. If you are not registered, please click on the Register Now link.

Avaya Employees
To log in, use your NT login and password. Please note you do not need to register.

Log In

Login ID:

Password:

Log In

Not registered yet? [Register Now](#)
Forgot your [password?](#)

Login Assistance

U.S. Associates
+1-866-AVAYA-IT (+1-866-282-9248)
or +1-303-354-8999

INTL Associates
If calling from an Avaya Office:
0/9 (outside line prefix) then '1234'.
If calling from an external, non-Avaya location:
EMEA +44-1483-309800,
Canada, APAC and CALA +1-720-444-0130

US/Canada BP's
+1-866-AVAYA-IT (+1-866-282-9248)

EMEA BP's
+31-70-414-8023 (prompt 4, 1)

Argentina BP's +54-11-4114-4901

Brazil BP's +55-11-5185-6700

Colombia BP's +57-1-592-2805

Mexico BP's +52-55-5278-7654

APAC BP's +65-6872-8700

2. In the Log In window click **Register Now**.

The system displays the **Terms of Use** screen.

3. Read the information in the screen. If you agree to the terms of use, click **I Accept**. You can not register if you do not accept the terms of use.

The system displays the **Site Registration** screen.

4. Complete the mandatory fields on the **Site Registration** screen.
5. When you have completed the mandatory fields, click **Register**.

Logging in to RFA

Use the following steps to log in to RFA:

1. Verify that you have the correct computer requirements before you attempt to access RFA. For more information on computer requirements see [Accessing RFA](#) on page 50.
2. To access the RFA website type <http://rfa.avaya.com> from your browser window.
3. Enter your SSO login and password. For more information on the SSO login see [Registering for RFA product families](#) on page 53.

The system displays the RFA Information Page. The RFA Information page contains the following:

- ┆ Information for the first time user
- ┆ A link to this guide
- ┆ Help information
 - Job aids
 - Frequently asked questions
 - RFA news
 - Help desk information
 - RFA job function descriptions for Avaya associates
- ┆ The following downloadable software tools and associated documentation:
 - Feature Extraction Tool (FET) for pre R10 Avaya DEFINITY Servers
 - License Installation Tool (LIT) for Avaya DEFINITY Servers
- ┆ A link that you can use to register for an RFA product family
- ┆ A link that you can use to access the RFA Application Main Menu

Registering for RFA product families

You must complete the following procedure to register for each product family in which you want to create a license file. You can only register for one product family at a time. Once you are authenticated for one product family, you can register for another.

Note:

RFA is in the process of expanding support for many products and product families. For current product family information see the RFA Information page or *Getting Started With Remote Feature Activation (RFA)* at <http://support.avaya.com>.

Registration for Avaya Associates

If you are an Avaya associate, use the following steps to register for a product family:

1. Log in to the RFA web site at <http://rfa.avaya.com>
The system displays the RFA Information Page.
2. Click **Register to Use RFA for a product family**
3. From the drop-down menu, select the product family:
 - a. Select the job function that most closely resembles the job function that you perform. For a detailed description of each job function, go to the RFA Information Page and click on **RFA Job Function Descriptions**.
 - b. Complete the required information and click **Submit**.
 - c. Your supervisor automatically receives an e-mail message that he or she must approve before you can become an RFA user.

Registration for Avaya BusinessPartners

If you are an Avaya BusinessPartner, use the following steps to register for an RFA product family.

1. Log on to the RFA web site at <http://rfa.avaya.com>. If you already have a SSO login, type the login and the password. If you do not have a SSO login, click **New User** and complete the required information.
The system displays the RFA Information Page.
2. Click **Register to Use RFA for a product family**

3. From the drop-down menu select your user type.
 - **Tier 1 BusinessPartner** if you purchase directly from Avaya.
 - **Tier 2 BusinessPartner** if you purchase from a Tier 1 BusinessPartner.
 - **Contractor** if you are a contractor with Avaya and do not have an Avaya HRID number.
4. Enter your Group Authorization Identification (GAI) number. The GAI was distributed to BusinessPartner principles. Click **Show GAI Name** to verify that you are entering the correct GAI. For more information on GAI, see [Group Authorization Identification \(GAI\)](#) on page 26.
5. The authorization e-mail address that your company provided to Avaya receives the RFA generated authorization e-mail message. This message contains the request to authorize you for RFA access. Avaya must receive a reply to the authorization e-mail message before you can become an authenticated RFA user.

Accessing the RFA Application Main Menu for a product family

Use the following steps to access the RFA Application Main Menu for an RFA supported product:

1. Type <http://rfa.avaya.com> in your browser window.

The system displays the SSO login window.
2. Log in to RFA using your SSO login and password.

The system displays the RFA Information page.
3. From the RFA information page, click **Start RFA Application**.

The system displays the terms of use and privacy statements.
4. To agree to the terms of use and privacy statements, click **I agree**.

The system displays the product family selection window.
5. Select the product family from the drop-down menu.
6. Perform one of the following actions:
 - a. If you want to set this product family as your default family, click **Login and Set Default Product Family**. This product family now appears as your default product family every time you log in to RFA.
 - b. If you do not want to set this product family as your default family, click **Login**.

The system displays the RFA Application Main Menu for the product family you selected.

RFA Help

There may be times when you need help with RFA or with a RFA license file. The organization that you call for help depends on the type of problem you are experiencing. [Table 6](#) shows examples of the types of problems for which each Helpdesk provides support.

Table 6: RFA support information

Organization	What they support
The IT Helpdesk	1 The RFA application, such as: - SSO logins and passwords - RFA navigational support such as screens, error messages, and so on. - Mistakes made in the RFA system record such as using the wrong SAP order number or the wrong serialized hardware component in the system record. 1 Problems with the SAP order number or creation of the transaction record. 1 Downloading the FET or LIT 1 Problems with system records such as creating, locating, and accessing a system record.
The Avaya Services Helpdesk	The license file or the authentication file(s) such as: 1 Getting the license file in to the Avaya product including reading the error messages and providing solutions 1 FET and/or LIT interactions with DEFINITY 1 License-Error mode and No-License Mode 1 The inability to connect to DEFINITY using Connect2



Important:

If you are having trouble with the RFA application, or creating a license file or an authentication file, call the IT Helpdesk. If you need help installing a license or an authentication file, or if you are having trouble with a license or an authentication file that is already installed, call the Avaya Services Helpdesk.

[Table 7](#) shows the Helpdesk group to contact and the Helpdesk's contact information for RFA application support.

Table 7: Helpdesk information

Groups	Contact
1 United States and Canada Avaya associates 1 Members of one of the Variable Workforce Groups 1 Avaya Contractors 1 Avaya BusinessPartners	1 For urgent matters call 866-282-2948 or (303)354-8999. 1 For less urgent matters with an expected 48 hour (or more) response time send an e-mail message to userdvservices@avaya.com.
1 All international callers	1 No language support: 866-282-9248 or (303)345-8999 1 Language support: Contact your regional support center. Support center contact information see http://support.avaya.com/japple/css/japple?PAGE=avaya.css.OpenPage&temp.template.name=Escalations_Global

Chapter 2: The RFA Application Main Menu

About this chapter

This chapter explains the options that are available from the RFA Application Main Menu. Later chapters describe these options in more detail.

Accessing the RFA Main Menu

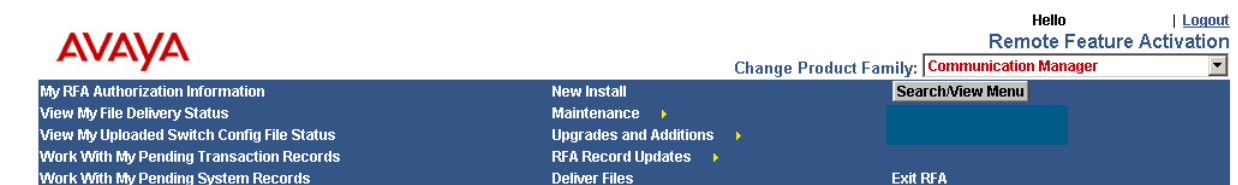
You can access the main menu for a product family once after you receive approval. To access the main menu screen:

1. On the RFA Information page, click **Start RFA Application**.
2. Read the contents of the disclaimer box and click **I agree**.
3. Selecting the product family from the drop-down list.

The system displays the main menu for that product family.

The main menu screen varies depending on the product family. [Figure 14](#) shows an example of the Communication Manager product family main menu.

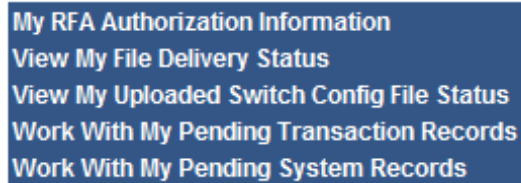
Figure 14: RFA Application Main Menu screen



Left side of the main menu

The left side of the main menu contains options that help manage your information, view delivery status of files, and view the status of a configuration file upload (DEFINITY only). [Figure 15](#) shows an example of the options on the left side of the main menu for Communication Manager. Remember, the options on the left side change slightly depending on the product family that you are logged in to.

Figure 15: Example of the left side of the main menu for Communication Manager



My RFA Authorization Information
View My File Delivery Status
View My Uploaded Switch Config File Status
Work With My Pending Transaction Records
Work With My Pending System Records

The options on the left of the main menu can be different depending on the product family. This section describes all possible options.

My RFA Authorization Information

Click **My RFA Authorization Information** to request a change for:

- 1 Avaya associates, your job function.
- 1 Avaya BusinessPartners, your assigned Group Authorization Identifier (GAI).

For more information see [My RFA Authorization Information](#) on page 58.

View My File Delivery Status

Click **View My File Delivery Status** to determine if a file was delivered or if there was an error. For more information see [Chapter 7: Viewing The Delivery Status Of A File](#) on page 163.

View My Uploaded Switch Config File Status (Communication Manager only)

Click **View My Uploaded Switch Config File** to determine if a switch configuration file was uploaded to RFA or if there was an error. This option only appears when you are logged in to the Communication Manager product family. For more information see [Chapter 7: Viewing The Delivery Status Of A File](#) on page 163.

Work With My Pending Transaction Records

Click **Work With My Pending Transaction Records** to find and resume work on a transaction record. For more information see [Chapter 9: Working With Transaction Records](#) on page 171.

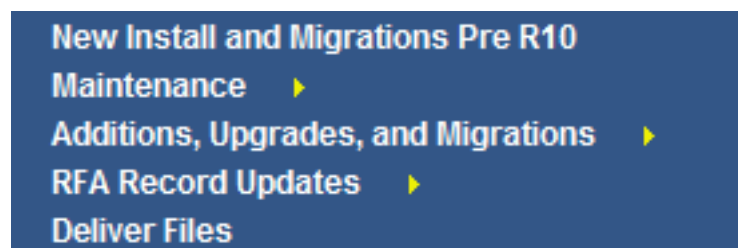
Work With My Pending System Records (Communication Manager only)

Click **Work With My Pending System Records** to find and change selected fields in a system record. This option is available only for the Communication Manager product family. For more information see [Chapter 10: Working With System Records](#) on page 177.

Center of the main menu

The center of the RFA Application Main Menu contains options to create or modify RFA records and deliver files. [Figure 16](#) shows an example of the center of the Communications Manager RFA Application Main Menu.

Figure 16: Example of the center of the main menu for Communication Manager



The options in the center of the main menu can be different depending on the product family. This section describes all possible options.

New Install and Migrations Pre R10

New Install and Migrations Pre R10: A Migrations Pre R10 and a New Install are on the same main menu selection. Systems migrating from a pre R10 release do not have any information in RFA and are seen by RFA as a new install.

Maintenance

Swap-Outs - Use the Swap-Out capability when you must replace the component that contains the serial number or Host ID that was used in the RFA license. The Serial Number Swap-Out capability is used for the Communication Manager, the Security Gateway, and the Branch Gateways product families.

The RFA Application Main Menu

Switch Updates from Pre R10 - Use the Switch Updates from Pre R10 capability when you are updating Communication Manager from a release that is pre R10.

Switch Updates from R10+ - Use the Switch Updates from R10+ capability when you are updating Communication Manager from a release that is later than Release 10.

PCN Update from Pre R10 - Use the PCN Update from Pre R10 capability when you are updating a Communication Manager server using a PCN update and the server is running a Communication Manager version that is pre-Release 10.

Change Host ID - Use the Change Host ID functionality when you must replace the hardware component to which the Host ID belongs. The Change Host ID capability is used for all the product families that use the Host ID for identification.

Support Upgrade - Use the Support Upgrade functionality when you must update the system due to a software issue. Support Upgrades are for the Communication Manager product family only.

Additions

The Additions menu item appears for Contact Center, Security Gateway, and Softclients. Use the Additions selection when you are adding functionality, capacity, or modules to the system.

Upgrades and Additions

The Upgrades and Additions menu item appears for all product families except Communication Manager, Contact Center, Security Gateway, Enterprise Communication Manager, and Softclients. Use either Upgrades or Additions when adding functionality, capacity, or modules to a system.

Additions, Upgrades and Migrations (Communication Manager)

The Additions, Upgrades and Migrations selection displays when you are working with the Communication Manager product family only. Clicking on Additions, Upgrades, and Migrations results in the following selections:

- ┆ Additions, Upgrades R10+, and Migrations R10+
- ┆ Upgrades from Pre R10

RFA Record Updates

Use the RFA Record Updates capability to find and change a system record.

Deliver Files

Use the Deliver Files capability to deliver the license file by way of an e-mail message or a download. A Direct Connection option is available for DEFINITY servers only.

Right side of the main menu

The right side of the RFA Application Main Menu contains options that you use to:

- 1 Search for a System Identification (SID) number or a transaction number.
- 1 Change product families (if you are approved for more than one product family).
- 1 Exit from the RFA application.

[Figure 17](#) shows an example of the options on the right side of the main menu for Communication Manager.

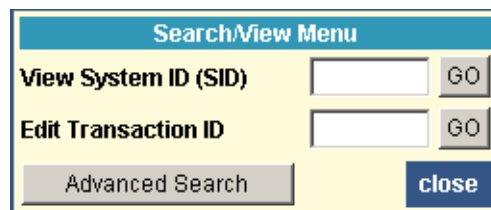
Figure 17: Example of the right side of the main menu for Communication Manager



Search/View Menu

Use the Search/View menu to search for a SID or a transaction. [Figure 18](#) shows an example of the Search/View menu screen.

Figure 18: Search/View menu screen



The RFA Application Main Menu

You can search for a SID or transaction number by entering information in the appropriate fields, and clicking **GO**. This is the most efficient method to find a record. You can also click **Advanced Search** if you want to search using the one of the following parameters:

- 1 Transaction Number (Full value)
- 1 SID (Full value)
- 1 Serial Number or Host ID (Full value)
- 1 Dial-in Telephone Number (Full value): Used for Communication Manager only
- 1 IP Address (Full value): Used for Communication Manager only
- 1 Sold to Customer Name (Partial or full value)
- 1 Tier I BusinessPartner Name (Partial or full value)
- 1 Tier II BusinessPartner Name (Partial or full value)
- 1 End Customer Name (Partial or full value)
- 1 Platform Type (full value)
- 1 SAP order number (Full Value)
- 1 Maintenance Trouble Ticket # (Full value)
- 1 Application PID (Full value): Used for Communication Manager only
- 1 Platform PID (Full value): Used for Communication Manager only

Note:

Not every advanced search option is available for all product families.

Change Product Family

The Change Product Family option is at the top of the RFA Application Main Menu. Use the Change Product Family capability to change product families without the need to log off and back on to RFA. To select the product family from the list, click the drop-down arrow.

Exit RFA

To close the RFA Application Main Menu, click **Exit RFA**.

Chapter 3: New Install

About this chapter

The information in this chapter explains how to create a license file for a product that does not have a system record in RFA. The RFA New Install capability is used for all product families.

Note:

The Security Gateway product family is equipped with a default license file. You do not need to create a license file for a Security Gateway until you add additional capabilities. For more information on the Security Gateway product family see [Security Gateway](#) on page 246.

Before you start

You must have the following information before you access RFA:

- 1 The customer implementation package
- 1 The SAP order number with the:
 - Appropriate material codes for the Right To Use (RTU)
 - Hardware codes that are used for duplication, if applicable
 - Hardware material codes and the software material codes or software-only material codes

Note:

You cannot use the same SAP order number to generate multiple licenses for the same product family. You must have one SAP order number for each product.

- 1 The GAI for any BusinessPartner who might need access to the system record.
- 1 The name, address, telephone number, and contact name for the Tier I, Tier II BusinessPartner, and the customer.
- 1 Delivery method information:
 - If the file is delivered by way of an e-mail message, the e-mail address
 - If the file is delivered by way of the Direct Connection method for an Avaya DEFINITY Server, the IP address or telephone number

- 1 The serial number if this is a Communication Manager system, a Branch Gateway, or a Security Gateway. See [Understanding serial numbers](#) on page 39 for more information on obtaining a serial number.
- 1 For all other product families, the Host ID. For more information on obtaining a Host ID see [Understanding Host IDs](#) on page 44.

Procedures for a new install

Use the new install procedure to create an RFA license file for a new server or a server that has never had an RFA license file.

Note:

Ensure that you are logged in to the correct product family before you start. If you do not select the correct product family, you receive unexpected errors and cannot complete the transaction.

High-level steps

The following list summarizes the steps that you must perform to create a license file for the first time:

1. In the RFA Application Main Menu, click **New Install** ([Step 1: Start from the RFA Application Main Menu](#) on page 65).
2. Enter the SAP order number ([Step 2: Enter the SAP order number](#) on page 65).
3. Verify that the SAP order data is correct ([Step 3: Verify that the SAP order data is correct](#) on page 67).
4. Record the transaction number ([Step 4: Record the transaction number](#) on page 68).
5. Complete the customer and general system information ([Step 5: Complete the customer and general system information](#) on page 68).
6. Complete the detail information for the module and application ([Step 6: Complete the Module and Application Details information](#) on page 71).
7. Complete the feature information ([Step 7: Complete the feature information](#) on page 75).
8. Complete the transaction ([Step 8: Complete the transaction](#) on page 77).
9. Record the SID and the SID version number ([Step 9: Record the SID and the version number](#) on page 78).
10. Deliver the license file ([Step 10: Deliver the license file](#) on page 78).

The following section provides the detailed instructions for each of these steps.

Detailed steps

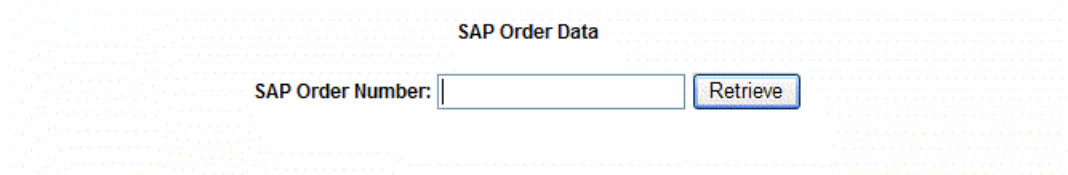
Note:

Before you start on the following installation steps, verify that you have accessed the RFA Application Main Menu for the correct product family. For more information on how to access RFA, see [Accessing RFA](#) on page 50.

Step 1: Start from the RFA Application Main Menu

From the center of the RFA Application Main Menu, click **New Install**. The system displays the **SAP order number** screen ([Figure 19](#)).

Figure 19: SAP order number screen



Step 2: Enter the SAP order number

Enter the SAP order number in the text field and click **Retrieve**. The SAP order number must be between 1 and 10 digits.

 Important:

Use the SAP order number that includes the software right to use (RTU) material codes and the hardware material codes that are used for duplication. Do not use the SAP order number that includes hardware material codes only.

If software codes exist on more than one SAP order, use the SAP order number that contains the main serving vehicle to create the system record. Then use the subsequent SAP order numbers and follow the process for each SAP order. In this situation, you first create and then modify the system record.

You can use a single SAP order number multiple times, as long as you apply the number to different product families. For example, when you install a Converged Communications Server and a Communication Manager server, you can use a single SAP order number to generate both license files for the Communication Manager server and the Converged Communications Server.

If the SAP order number is valid, the system displays the **SAP Order Data** screen. If the SAP order number is not valid, or if there are problems with the order number, the system displays an error message. See [Table 8](#) for information on SAP error messages.

Table 8: SAP error messages

Error messages	Description	Action
The SAP order number is invalid.	The SAP order number does not contain the material codes for the licensing of the product family for which you are building the license.	Ensure that you have logged in to the correct product family and that you have the correct material codes. If the product family and the material codes are correct, contact the RFA Helpdesk.
The SAP order number does not contain any software material codes.	The SAP order number does not contain the material codes that you need to license this product.	Contact the ordering team.
You do not have permission to access the SAP order information.	This error message might appear to BusinessPartners who try to access a system record that does not contain their GUI.	For more information see Group Authorization Identification (GAI) on page 26.
The SAP order number that you entered is already in use for this product family. You can continue to work on the transaction record but cannot use this SAP order number to generate a new license file.	The SAP order number is already in use in RFA to generate a license for this product family.	Ensure that you are logged in to the right product family for the material codes on your SAP order. If the product family is correct, a new SAP order number must be created to generate a license. Contact the ordering team.

Step 3: Verify that the SAP order data is correct

After you click **Retrieve**, the system displays the **SAP Order Data** screen.

The product you are working on may rely on features that must be enabled on other product families. For a list of product feature dependencies, click the **Licensing Dependency Table** link at the top of the screen. It is recommended that you use the information in this chart to ensure that you have all the features enabled that integrate with the product family you are working on.

Review the SAP order data to ensure that the following information is correct:

- 1 Sold To Customer Information
- 1 The quantity, the material code, and the description Information

Note:

The information in the SAP Order screen only shows the material codes for the items that must be included in the license file such as the release, the category, the features, and the capacities. This screen might not show everything that was ordered.

If all the SAP Order Data is correct, click **Accept**. Click **Back** if the SAP order data on this screen is for the wrong customer, or does not include the software RTU material codes and the hardware material codes for duplication.



Important:

If the SAP Order Data shows the information for the correct customer, but either the customer information or the material code is incorrect, do not continue. Contact the account team immediately. The SAP order information must be correct before you create and deliver the license file.

After you click **Accept**, the system displays a transaction number ([Figure 20](#)).

Figure 20: Transaction Number screen

This Transaction has been submitted successfully.

Transaction Number: 84124

Please make a note of the Transaction Number.

Continue

Step 4: Record the transaction number

Record the transaction number that appears in the screen. You will need this number later. After you record the transaction number, click **Continue**.

The system displays the **Customer and General System Information** screen.

Step 5: Complete the customer and general system information

Step 5 has two parts:

- 1 [Step 5a: Complete the GAI table](#) on page 69
- 1 [Step 5b: Complete the BusinessPartner and customer information](#) on page 70

Step 5a: Complete the GAI table

Complete the GAI fields as appropriate:

- 1 If you are an Avaya associate, do not add a GAI in the list unless you are starting a transaction that a BusinessPartner will complete. You must add the GAI for any BusinessPartner who needs access to this record.
- 1 If you are a Tier I BusinessPartner, your GAI is already on this list from the SAP order. You must add the GAI for any Tier II BusinessPartner who needs access to this record.



CAUTION:

If you make changes on this screen you must click **Submit** before you go to another screen. If you do not click **Submit** your changes are lost.

Figure 21: Customer and General System Information screen

General System Information	
SID: SID Version: Status: PENDING SAP Order Number: 1004037	Maintenance Trouble Ticket Number: Transaction Creation Date: May 05, 2005 18:34:32 GMT Transaction Number: 175835

Sold To Customer Information	Group Authorization Identifiers																								
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Name:</td><td>AUSTIN CITY OF</td></tr> <tr><td>Street:</td><td>715 E. 8TH ST. 4TH FLR COMP RM</td></tr> <tr><td>PO Box:</td><td></td></tr> <tr><td>City:</td><td>AUSTIN</td></tr> <tr><td>State/Region:</td><td>TX</td></tr> <tr><td>Zip/Postal Code:</td><td>78701</td></tr> <tr><td>Country:</td><td>US</td></tr> <tr><td>Telephone Number:</td><td>5124765662</td></tr> <tr><td>Fax Number:</td><td></td></tr> <tr><td>Point of Contact's Name:</td><td></td></tr> <tr><td>Email Address:</td><td></td></tr> </table>	Name:	AUSTIN CITY OF	Street:	715 E. 8TH ST. 4TH FLR COMP RM	PO Box:		City:	AUSTIN	State/Region:	TX	Zip/Postal Code:	78701	Country:	US	Telephone Number:	5124765662	Fax Number:		Point of Contact's Name:		Email Address:		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%; height: 150px;"></td> <td style="width: 40%; padding: 5px;"> To add GAIs, place the cursor in the Group Authorization Identifiers field and enter a GAI, then press the [Enter] key on your keyboard to add the GAI to the list. Continue entering as many GAIs as you wish. Warning! Be sure to press the [Enter] key after you have entered the last GAI or it will be dropped. To delete GAIs, click on the check box to the left of the GAI. If the GAI does not have a check box, you may not delete that GAI. </td> </tr> </table>		To add GAIs, place the cursor in the Group Authorization Identifiers field and enter a GAI, then press the [Enter] key on your keyboard to add the GAI to the list. Continue entering as many GAIs as you wish. Warning! Be sure to press the [Enter] key after you have entered the last GAI or it will be dropped. To delete GAIs, click on the check box to the left of the GAI. If the GAI does not have a check box, you may not delete that GAI.
Name:	AUSTIN CITY OF																								
Street:	715 E. 8TH ST. 4TH FLR COMP RM																								
PO Box:																									
City:	AUSTIN																								
State/Region:	TX																								
Zip/Postal Code:	78701																								
Country:	US																								
Telephone Number:	5124765662																								
Fax Number:																									
Point of Contact's Name:																									
Email Address:																									
	To add GAIs, place the cursor in the Group Authorization Identifiers field and enter a GAI, then press the [Enter] key on your keyboard to add the GAI to the list. Continue entering as many GAIs as you wish. Warning! Be sure to press the [Enter] key after you have entered the last GAI or it will be dropped. To delete GAIs, click on the check box to the left of the GAI. If the GAI does not have a check box, you may not delete that GAI.																								

Click on the [Submit] button at the bottom of this screen for the changes to take affect.

Step 5b: Complete the BusinessPartner and customer information

Complete the Tier I BusinessPartner Information, Tier II BusinessPartner Information, and End User Customer Information fields as appropriate:

- 1 If this is a direct order, complete only the End User Customer Information fields. Click **Same As Sold To** above the **End User Customer Information** fields to copy the SAP Sold to Customer Information from the top of the screen. Then complete any empty fields.
- 1 If this is a BusinessPartner order, complete all three columns. Since the Tier I BusinessPartner is probably also the Sold To Customer, click **Same As Sold To** above that column to copy the SAP Sold To Customer Information. Then manually enter the necessary information for the Tier II BusinessPartner and the customer.

Figure 22: Customer Information Screen Tier I, Tier II, and customer information

	Tier I BusinessPartner Information	Tier II BusinessPartner Information	End User Customer Information
	Same As Sold To	Same As Sold To	Same As Sold To
Name:	AUSTIN CITY OF		
Street:	715 E. 8TH ST. 4TH FLR		
PO Box:			
City:	AUSTIN		
State/Region:	TX		
Zip/Postal Code:	78701		
Country:	US		
Telephone Number:	5124765662		
Fax Number:			
Point of Contact's Name:			
Email Address:			

Note:

You must enter a name in the Point of Contact's Name field before you can complete the transaction.

On the bottom of the Customer Information screen:

- 1 Click **Submit** if you have correctly filled out all the necessary fields
- 1 Click **Clear Form** to clear the fields and start again
- 1 Click **SAP Order Data** to view the SAP data that is associated with this license file

After you click **Submit**, the system displays a window and asks if you want to continue. Click **OK** to continue. The system displays a **Customer and General System Information** screen with a message containing the status of your updates.

Step 6: Complete the Module and Application Details information

Click the **Module/App Details** tab. The system displays the **Module and Applications Details** screen (Figure 23). See Figure 24 for an example of the Host ID Information table.

Figure 23: Module and Applications Details screen for Communication Manager

Module/Application Details

1 Main Server Communication Manager

Module Information	
Module ID:	1
Module Type:	Main Server
Platform Type:	S8500 Media Server
Module Description:	
Module Location:	
Platform PID:	0
Module Status:	PENDING
Module Error Message:	
IP Address:	
Dial In Telephone Number:	Help on TN format
Email Address:	

Module Serial Number Information	
Serial Number:	
Confirm Serial Number:	
Status:	
Error Message:	

Application Information	
Application:	Communication Manager
Expiration Date:	No Expiration Date
Application PID:	
Release Version:	R012

Figure 24: The Host ID information table on the Module and Applications Details screen

Host ID Information	
Host ID:	
Confirm Host Id:	
Status:	

Step 6 has two parts:

- 1 [Step 6a: Review and change \(if needed\) the table information](#) on page 72
- 1 [Step 6b: Select any additional modules from the drop-down menu](#) on page 74

Step 6a: Review and change (if needed) the table information

If needed, change or update the appropriate tables in the **Module and Applications Details** screen.

Note:

Fields in the Module Information table change slightly depending on the product family.

The Module Information Table: - The following list describes each field in the Module Information table:

- 1 **Module ID** - This field contains the module ID number for this product or application. The Module ID is always 1 if:
 - This is the main server for Communication Manager.
 - This order does not contain multiple modules.
 - The product family does not support multiple modules.
- 1 **Module Type** - This field contains a description of the module type.
- 1 **Platform Type** - The platform type identifies the type of hardware that this product uses.
- 1 **Module Description** (optional but recommended) - Enter a name or a description to help identify this module such as "South Campus".
- 1 **Module Location** (optional but recommended) - Enter a location to help identify this module such as "Room B2H10".
- 1 **IP Address** (Communication Manager only) - Enter the Internet Protocol (IP) Address for this module if you want RFA to deliver the license file over a local area network (LAN).
- 1 **Dial-in Telephone Number** (Avaya DEFINITY servers only) - Enter the telephone number for this module if you want to use the RFA Direct Connection option over the INADS port to deliver the license file. Information that you enter in this field automatically appears in the dial-in telephone field when you request delivery of a file by way of the Direct Connection option. You must enter the telephone numbers in one of the following formats:
 - For the United States and Canada; +1 XXX XXX XXXX
 - For all other countries; +Country Code CityCode LocalPhoneNumber, Extension. Commas and extensions are optional.

Note:

Although you cannot use the Direct Connection option with the Avaya S8000 series servers, you can enter the S8000 series dial-in telephone number in this field. You can use the S8000 series dial-in telephone number with the search functionality to find transaction or system records.

- 1 **E-mail Address** - Enter the e-mail address if you want RFA to use e-mail to deliver the license file. Information that you enter in this field automatically appears in the e-mail address field when you request the download of a file by way of e-mail.

- 1 **Delivery Instructions** - Enter notes on how you want the license file for this module to be delivered. RFA does not use this information. This information is for the use of people who complete the transaction or deliver the file. For more information on how to deliver a license file see [Chapter 6: Delivering A File From RFA](#) on page 153.

Serial Number or Host ID Information Table - Depending on the product family, a Serial Number Information table or a Host ID Information table appears in the Module/Applications screen. You must enter the correct serial number or Host ID for the Avaya server where the license file is to be installed. The license file can't operate on a system that does not contain the correct serial number or Host ID.

Type the following data in either the Serial Number Information table or the Host ID Information table:

- 1 Enter the serial number or the Host ID.
- 1 Confirm the serial number or Host ID: The serial number or the Host ID must match the data that you entered in the serial number or Host ID field.

Note:

When you use duplication for DEFINITY, the system prompts for serial numbers of both the A and the B SPE.

Retrieve SN - If you are working on an Avaya DEFINITY server you have the option to have RFA retrieve the serial number from the processor board. To use this option, the software on the DEFINITY server must be Release 9 or later, and you must have dial-up connectivity.

Use the following steps to enter data in the **Retrieve SN** field:

1. Next to the serial number field, click **Retrieve SN**.
2. In the **Dial-in Telephone Number** field, enter the dial-in telephone for the system. If a dial-in telephone number exists in the Module Information table, that number automatically appears in the **Dial-In Telephone Number** field.
3. Click **Submit** to connect to the system and retrieve the serial number.



WARNING:

The retrieve serial number process can take up to six minutes to complete. You can click **Cancel this Request** at any time to return to the **Module/Application Details** screen from where you can enter the serial number manually.

4. Once approved, the serial number is entered in the **Serial Number** field in the Serial Number table.

Application Information Table - You do not need to complete the fields in the Application Information table.

- 1 **Application** - Contains the name of the product or application that you are installing. This field is pre populated using the information on the SAP order.
- 1 **Expiration Date** - This field is reserved for future enhancements.
- 1 **Application PID** (Communication Manager only) - This number is assigned when registering the system for alarming. This field is not required to create a license file.
- 1 **Release Version** - This field identifies the version of the software. This field is pre populated with the information on the SAP order.

To enter any changes that you made on this screen, click **Submit**. The system displays the **Module/Application Details** screen with the status of the updates. If you make a mistake and want to start over, click **Clear Form**. The system clears all the fields that you changed since the last time you clicked **Submit**.

When you click **Submit**, RFA checks the Host ID and the serial number to see if the Host ID and the serial number are valid. RFA generates an invalid Host ID message if the Host ID already exists in another RFA license within this product family. RFA generates an invalid serial number if the serial number has an invalid status or is active in another Communication Manager system. See [Table 9](#) if RFA displays a message that the Host ID or if the serial number is invalid.

Table 9: Invalid serial number or Host ID table

Invalid serial number	Invalid Host ID
For Communication Manager - Ensure that you are obtaining the serial number from the correct processor board, IPSI circuit pack, or MSSNET board.	Ensure that you are obtaining the MAC address of the first port on the first Network Interface Card (NIC).
Ensure that you read the serial number correctly.	Ensure that you are reading the Host ID correctly.
Ensure that you entered the serial number correctly.	Ensure that you entered the Host ID correctly.
If the serial number does not work the second time contact the RFA Helpdesk.	If the Host ID does not work the second time you must obtain a new NIC with a MAC address that is not already licensed in RFA.

Step 6b: Select any additional modules from the drop-down menu

Some Avaya systems contain more than one module or application. Use the drop-down menu that is below the tab bar to view and select additional modules or applications. If this is a Communication Manager installation with multiple modules, you must enter the serial number information for each module that you select. For Unified Communications Center (UCC), you do not need to enter any additional information. The information that you submit for one application is automatically copied to the other application screens.

Review and if necessary, change or update the table information according to the instructions in [Step 6a: Review and change \(if needed\) the table information](#) on page 72. To enter any changes, click **Submit**. The system displays the **Module/Application Details** screen with a message about the status of the updates. If you make a mistake and want to start over, click **Clear Form**. The system clears all the fields that you changed since the last time you clicked **Submit**.

Step 7: Complete the feature information

Note:

Starting in RFA Release 9.0, the Features screen will contain a Shared Features column for multi-module Communication Manager systems. You will not see the Shared Features column on transactions prior to RFA Release 9.0.

Click the **Features** tab. The system displays the **Features Information** screen ([Figure 25](#)).

The **Keyword Description** column and the **Keyword** column can now be sorted alphabetically by clicking on the individual column heading. After clicking the column heading, the color changes from blue to purple. A help screen is provided by clicking the **Changing the Feature Sort** link on the top of each table type. Clicking on the column heading sorts the information in all the tables on the Feature screen.

Figure 25: RFA Release 9 Features screen for Communication Manager

Type II Features			<i>Changing the feature sort</i>		
Notes	Keyword Description	Keyword	Setting	MIN	MAX
Notes	Offer Category	VALUE_OFFER	A		
Notes	G3 Version (running as release)	VALUE_VERSION	V14		
Notes	Location	VALUE_ILOCATION	2	1	2
Notes	Maximum Ports	VALUE_PORT	MAX		
Notes	Maximum XMOBILE Stations	VALUE_XMOB_NUM	10		
Notes	Maximum Off-PBX Telephones - EC500	VALUE_OPT_EC500	5		
Notes	Maximum Off-PBX Telephones OPS	VALUE_OPT_OPS	10		
Notes	Maximum Administered IP Trunks	VALUE_IP_TRK	12000		
Notes	Maximum Administered SIP Trunks?	VALUE_SIP_TRK	10		
Notes	Maximum Concurrent Reg IP Sta	VALUE_IP_STA	369		
Notes	Maximum # DS1 Brds Echo Cancel	VALUE_DS1_ECHO	400	0	400
Notes	Maximum VAL Boards	VALUE_VAL	MAX		
Notes	Maximum G700 VAL Sources	VALUE_MGA_SRC	250		
Notes	Feature Package Type	VALUE_PCKG	1		
Notes	Extensions Converted to Universal	VALUE_CONVT_EXT	271		
Notes	Maximum Stations	VALUE_STA	369		
Notes	TN2602 320-VolP Channel Licenses	VALUE_2602_320VC	MAX		
Notes	TN2602 80-VolP Channel Licenses	VALUE_2602_80VC	MAX		
Notes	CM EDI Software Release String	VALUE_EDI	R013x.00.0.340.2		
Notes	Maximum Off-PBX Telephones - PBFMC	VALUE_OPT_PBFMC	10		

If you are unfamiliar with the **Features Information** screen, see [Understanding the Features tab](#) on page 30. If you are already familiar with the tables, continue with step 7.

Step 7 has two parts:

- 1 [Step 7a: Make any necessary changes for the first module](#) on page 76
- 1 [Step 7b: Make any necessary changes for the next module](#) on page 77

Step 7a: Make any necessary changes for the first module

Verify that the tables in the **Feature Information** screen are correct. If not, make the necessary changes to the information.

If the system contains more than one module, use the drop-down menu to apply the changes to this module only or apply the changes to all modules.

You must click **Submit** if you make any changes to the feature information. After you click **Submit** the system displays the **Feature Information** screen with the status of the updates.

Note:

Feature dependency is validated when a change is made on the feature screen and before a transaction is completed. Validation ensures that the features are set correctly before you install a license file.

Step 7b: Make any necessary changes for the next module

If this system contains more than one module, use the drop-down menu to select the other modules. Then make any necessary changes to the feature information for the next module in the list. Click **Submit** after you make any changes.

Repeat these steps until you change and submit the feature information for all the modules in the system.

After you enter the information for each module and click **Submit**, the system displays the **Feature Information** screen with the status of the updates.

Step 8: Complete the transaction

Click the **Complete Transaction** tab. The system displays the **Complete Transaction** screen ([Figure 26](#)).

Figure 26: Complete Transaction screen

Complete Transaction

Please be sure you have read through the feature settings on all feature screens to ensure they are correct, then click on the check box below.

☐ I have reviewed the feature settings on all modules and agree that they are correct.

User ID:

You have selected to complete the transaction number: 84124.

Before you can complete the transaction, you must verify that you reviewed the feature settings on all the modules and agree that the settings are correct. Verify that you reviewed the feature settings by selecting the box next to the statement. Click **Submit** to complete the transaction.

If you are not ready to complete the transaction you can leave the screen by clicking on one of the following:

- 1 A different tab
- 1 A different item on the RFA Application Main Menu



Important:

Until you complete the transaction, you have the option to delete the transaction. Once you complete the transaction the transaction becomes a permanent system record. You cannot delete a system record from RFA.

Step 9: Record the SID and the version number

After clicking **Submit** on the **Complete Transaction** screen, the system displays a window asking if you want to complete the transaction. If you want to continue, click **Ok**. The system displays a **System Identification** screen ([Figure 27](#)).

Figure 27: System Identification screen

Serial Number	Status
01DR08198735	COMPLETE

Record the SID and the version number. The SID is a pointer to the system record in the RFA database. You need the SID to obtain the license file from RFA.

Click **OK** to close the window or click **Print** to print the window. After you click **OK**, the system displays the RFA Application Main Menu.

Step 10: Deliver the license file

You must deliver the license file from RFA to the Avaya server or to a computer. For more information on delivering a license file see [Chapter 6: Delivering A File From RFA](#) on page 153.

Chapter 4: Additions

About this chapter

This chapter explains how to create a license file that contains additional features or additional modules. The procedure for adding additional features is the same for all product families.



This chapter contains steps that are in previous chapters. The steps are repeated so that the additions procedure is complete and can be downloaded or printed separately from the rest of this document.

Before you start

You must create a new version of the current license file to add additional capacity of feature functionality to a system. You begin the additions procedure from the RFA Applications Main Menu.

Before you start, you need the following information:

- ┆ The SAP order number
- ┆ The SID
- ┆ The GAI for any BusinessPartner who might need access to this record
- ┆ The name, the address, the telephone number, and the contact name for the Tier I and Tier II BusinessPartner and the customer, as appropriate
- ┆ A delivery method:
 - Communication Manager only
 - ┆ An IP address
 - ┆ A dial-in telephone number
 - An e-mail address

Note:

An option to deliver the RFA file to a computer is always available in RFA. You do not have to provide any information in RFA for this option.

Addition procedure to add a feature or a module

Use this procedure when adding a new feature or an additional module to the system.

Note:

Ensure that you are logged in to the correct product family before you start. If you do not select the correct product family, you receive unexpected errors and cannot complete the transaction.

High-level steps

The following list summarizes the steps that you must perform to create a license file for an addition:

1. In the RFA Application Main Menu,
 - For Communication Manager: Click **Upgrade and Additions or Additions** ([Step 1: Start at the RFA main menu](#) on page 81).
 - For all other product houses: Click either **Additions** or **Additions and Upgrades** ([Step 1: Start at the RFA main menu](#) on page 81).

Note:

The Enterprise Communication Manager product family does not support additions.

2. Enter the SAP order number and click **Retrieve** ([Step 2: Enter the SAP order number](#) on page 82).
3. Verify that the SAP order data is correct and click **Accept** ([Step 3: Verify that the SAP order data is correct](#) on page 84).
4. Record the transaction number and click **Continue** ([Step 4: Record the transaction number](#) on page 85).
5. Enter the SID number and click **Retrieve** ([Step 5: Enter the SID](#) on page 85).
6. Verify the SID information and click **Accept** ([Step 6: Verify the SID information](#) on page 85).
7. For a module addition: Complete the **Assign Platforms, Releases, and Add Modules** screen and click **Finish** ([Step 7: Complete the Assign Platforms, Releases, and Add Modules screen](#) on page 86). Skip step seven if this is a feature addition only.
8. Update the customer and the general system information ([Step 8: Complete the Customer and General System information](#) on page 86).
9. Update the module and the application detail information ([Step 9: Complete the Module and Application Details information](#) on page 89).

10. Update the feature information. Verify that the feature information includes the additional functionality or the additional capacity ([Step 10: Complete the feature information](#) on page 93).
11. Complete the transaction ([Step 11: Complete the transaction](#) on page 95).
12. Record the SID and the version number ([Step 12: Record the SID and version number](#) on page 96).
13. Deliver the license file ([Step 13: Deliver the license file](#) on page 96).

The following section provides the detailed instructions for each of these steps.

Detailed steps

Use the following steps to add additional features or additional modules.

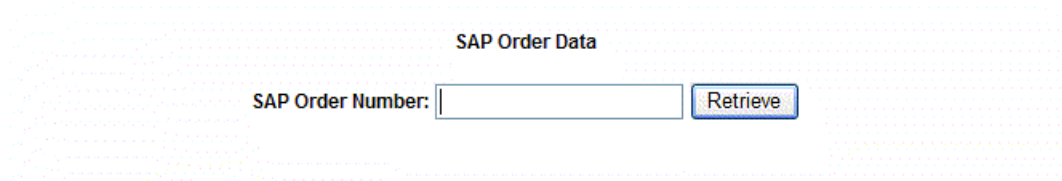
Step 1: Start at the RFA main menu

From the RFA Application Main Menu select one of the following:

- 1 For Communication Manager, click **Additions, Upgrades or Migrations** and click **Additions**.
- 1 For Branch Gateways, Contact Center, Enterprise Communication Manager, Security Gateway, and Softclients, click **Additions**.
- 1 For all other product houses, click **Upgrades and Additions**.

The system displays the **SAP Order Data** screen ([Figure 28](#)).

Figure 28: SAP Order Data



SAP Order Data

SAP Order Number:

Step 2: Enter the SAP order number

Type the SAP order number in the text field and click **Retrieve**. The SAP order number must be between 1 and 10 digits.



Important:

Use the SAP order number that includes the software right to use (RTU) material codes and the hardware material codes that are used for duplication. Do not use the SAP order number that includes hardware material codes only.

If software codes exist on more than one SAP order, use the SAP order number that contains the main serving vehicle to create the system record. Then use the subsequent SAP order numbers and follow the process for each SAP order. In this situation, you first create and then modify the system record.

You can use a single SAP order number multiple times, as long as you apply the number to different product families. For example, when you install a Converged Communications Server and a Communication Manager server, you can use a single SAP order number to generate both license files for the Communication Manager server and the Converged Communications Server.

If the SAP order number is valid, the system displays the **SAP Order Data** screen. If the SAP order number is not valid, or if other problems exist with the order number, the system displays an error message. See [Table 10](#) for information on SAP error messages.

Table 10: SAP error messages

Error Messages	Description	Action
The SAP order number is invalid.	The SAP order number does not contain the material codes for the licensing of the product family for which you are building the license.	Ensure that you have logged in to the right product family and validate that you have the right material codes. If the product family and material codes are correct, contact the RFA Helpdesk.
The SAP order number does not contain any software material codes.	The SAP order number does not contain the material codes needed to license the product.	Contact the ordering team.
1 of 2		

Table 10: SAP error messages (continued)

Error Messages	Description	Action
You do not have permission to access the SAP order information.	This error message might appear to BusinessPartners trying to access a system record that does not contain their GUI.	For information see Group Authorization Identification (GAI) on page 26.
The SAP order number that you entered is already in use for this product family. You can continue to work on the transaction record but cannot use this SAP order number to generate a new license file.	The SAP order number is already in use in RFA to generate a license file for this product family.	Ensure that you are logged in to the right product family for the material codes on your SAP order. If the product family is correct, a new SAP order number must be created to generate a license. Contact the ordering team.
2 of 2		

Step 3: Verify that the SAP order data is correct

After you click **Retrieve**, the system displays the **SAP Order Data** screen.

The product you are working on may rely on features that must be enabled on other product families. For a list of product feature dependencies, click the **Licensing Dependency Table** link at the top of the screen. It is recommended that you use the information in this chart to ensure that you have all the features enabled that integrate with the product family you are working on.

Review the SAP order data to ensure that the following information is correct:

- 1 Sold To Customer Information
- 1 The quantity, the material code, and the description Information

Note:

The information in the SAP Order screen shows only the material codes for the items that must be included in the license file such as the release, the category, the features, and the capacities. This screen might not show everything that was ordered.

If all the SAP Order Data is correct, click **Accept**. Click **Back** if the SAP order data on this screen is for the wrong customer, or does not include the software RTU material codes and the hardware material codes for duplication.



Important:

If the SAP Order Data shows the information for the correct customer, but either the customer information or the material code is incorrect, do not continue. Contact the account team immediately. The SAP order information must be correct before you create and deliver the license file.

The system displays the transaction number ([Figure 29](#)).

Figure 29: Transaction Number screen

This Transaction has been submitted successfully.

Transaction Number: 84124

Please make a note of the Transaction Number.

Continue

Step 4: Record the transaction number

Record the transaction number that appears in the screen. You will need this number later. After you record the transaction number, click **Continue**.

The system displays the **Customer and General System Information** screen.

Step 5: Enter the SID

Enter the SID for this Avaya system and click **Retrieve**. After clicking **Retrieve**, the system displays the SID Information screen ([Figure 30](#)).

Figure 30: System Information (SID) screen

System Information (SID)		
SID:	66433	Maintenance Trouble Ticket Number:
SID Version:	1	SID Creation Date:
Status:	COMPLETE	May 06, 2005 16:48:40 GMT
SAP Order Number:	1004037	SID Transaction Number:
		175835
		SID Transaction Type:
		New Install

	SAP - Sold To Information	SID - Sold to Information
Name:	AUSTIN CITY OF	AUSTIN CITY OF
Street:	715 E. 8TH ST. 4TH FLR COMP RM	715 E. 8TH ST. 4TH FLR COMP RM
PO Box:		
City:	AUSTIN	AUSTIN
State/Region:	TX	TX
Zip/Postal Code:	78701	78701
Country:	US	US
Telephone Number:	5124765662	5124765662
Fax Number:		
Point of Contact's Name:		
Email Address:		

Step 6: Verify the SID information

Ensure that the information on the **System Information** screen is correct. Click **Accept** if the information on the screen is correct. Click **Back** to enter another SID.

After you click **Accept**, the system displays the **SID Accept Results** screen. Click **Continue** to continue with the transaction and activate the feature tabs.

Step 7: Complete the Assign Platforms, Releases, and Add Modules screen

Use step 7 if you are adding a module. If you are adding new feature functionality or increasing existing feature functionality only, the **Assign Platforms, Releases, and Add Modules** screen does not appear. Skip step 7 and continue with step 8.

For a module addition, the **Assign Platforms, Releases, and Add Modules** screen displays after you accept the SID. The **Assign Platforms, Releases, and Add Modules** screen displays the **SAP Order Details** information. RFA automatically assigns the new module(s) on an add module only operation. You cannot make any changes to this screen. Review the information and click **Finish**.

For more information on the Assign Platforms, Releases, and Add Modules screen, see [The Assign Platforms, Releases, and Add Modules screen](#) on page 266.

Step 8: Complete the Customer and General System information

Step 8 has two parts:

- 1 [Step 8a Complete the GAI table](#) on page 86
- 1 [Step 8b: Complete the BusinessPartner and End User Customer information](#) on page 87

Step 8a Complete the GAI table

Complete the GAI fields as appropriate:

- 1 If you are an Avaya associate, do not add a GAI in the list unless you are starting a transaction that a BusinessPartner will complete. You must add the GAI for any BusinessPartner who needs access to this record.
- 1 If you are a Tier I BusinessPartner, your GAI is already on this list from the SAP order. You must add the GAI for any Tier II BusinessPartner who needs access to this record.

**CAUTION:**

If you make changes on this screen you must click **Submit** before you go to another screen. If you do not click **Submit** your changes are lost.

Figure 31: Customer and General System Information

General System Information	
SID: SID Version: Status: PENDING SAP Order Number: 1004037	Maintenance Trouble Ticket Number: Transaction Creation Date: May 05, 2005 18:34:32 GMT Transaction Number: 175835

Sold To Customer Information	Group Authorization Identifiers																								
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Name:</td><td>AUSTIN CITY OF</td></tr> <tr><td>Street:</td><td>715 E. 8TH ST. 4TH FLR COMP RM</td></tr> <tr><td>PO Box:</td><td></td></tr> <tr><td>City:</td><td>AUSTIN</td></tr> <tr><td>State/Region:</td><td>TX</td></tr> <tr><td>Zip/Postal Code:</td><td>78701</td></tr> <tr><td>Country:</td><td>US</td></tr> <tr><td>Telephone Number:</td><td>5124765662</td></tr> <tr><td>Fax Number:</td><td></td></tr> <tr><td>Point of Contact's Name:</td><td></td></tr> <tr><td>Email Address:</td><td></td></tr> </table>	Name:	AUSTIN CITY OF	Street:	715 E. 8TH ST. 4TH FLR COMP RM	PO Box:		City:	AUSTIN	State/Region:	TX	Zip/Postal Code:	78701	Country:	US	Telephone Number:	5124765662	Fax Number:		Point of Contact's Name:		Email Address:		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%; height: 150px;"></td> <td style="width: 30%; vertical-align: top; padding: 5px;"> To add GAIs, place the cursor in the Group Authorization Identifiers field and enter a GAI, then press the [Enter] key on your keyboard to add the GAI to the list. Continue entering as many GAIs as you wish. Warning! Be sure to press the [Enter] key after you have entered the last GAI or it will be dropped. To delete GAIs, click on the check box to the left of the GAI. If the GAI does not have a check box, you may not delete that GAI. </td> </tr> </table>		To add GAIs, place the cursor in the Group Authorization Identifiers field and enter a GAI, then press the [Enter] key on your keyboard to add the GAI to the list. Continue entering as many GAIs as you wish. Warning! Be sure to press the [Enter] key after you have entered the last GAI or it will be dropped. To delete GAIs, click on the check box to the left of the GAI. If the GAI does not have a check box, you may not delete that GAI.
Name:	AUSTIN CITY OF																								
Street:	715 E. 8TH ST. 4TH FLR COMP RM																								
PO Box:																									
City:	AUSTIN																								
State/Region:	TX																								
Zip/Postal Code:	78701																								
Country:	US																								
Telephone Number:	5124765662																								
Fax Number:																									
Point of Contact's Name:																									
Email Address:																									
	To add GAIs, place the cursor in the Group Authorization Identifiers field and enter a GAI, then press the [Enter] key on your keyboard to add the GAI to the list. Continue entering as many GAIs as you wish. Warning! Be sure to press the [Enter] key after you have entered the last GAI or it will be dropped. To delete GAIs, click on the check box to the left of the GAI. If the GAI does not have a check box, you may not delete that GAI.																								

Click on the [Submit] button at the bottom of this screen for the changes to take affect.

Step 8b: Complete the BusinessPartner and End User Customer information

Complete the Tier I BusinessPartner Information, Tier II BusinessPartner Information, and End User Customer Information fields as appropriate:

- 1 If this is a direct order, complete only the End User Customer Information fields. Click **Same As Sold To** above the End User Customer Information fields to copy the SAP Sold to Customer Information from the top of the screen. Then complete any empty fields.
- 1 If this is a BusinessPartner order, complete all three columns. Since the Tier I BusinessPartner is probably also the Sold To Customer, click **Same As Sold To** above that column to copy the SAP Sold To Customer Information. Then manually enter the necessary information for the Tier II BusinessPartner and the customer.

Figure 32: Customer Information Screen Tier I, Tier II and End User Information

	Tier I BusinessPartner Information	Tier II BusinessPartner Information	End User Customer Information
	Same As Sold To	Same As Sold To	Same As Sold To
Name:	AUSTIN CITY OF		
Street:	715 E. 8TH ST. 4TH FLR		
P0 Box:			
City:	AUSTIN		
State/Region:	TX		
Zip/Postal Code:	78701		
Country:	US		
Telephone Number:	5124765662		
Fax Number:			
Point of Contact's Name:			
Email Address:			

Note:
You must enter a name in the Point of Contact's Name field before you can complete the transaction.

On the bottom of the Customer Information screen:

- 1 Click **Submit** if you have correctly filled out all the necessary fields
- 1 Click **Clear Form** to clear the fields and start again
- 1 Click **SAP Order Data** to view the SAP data that is associated with this license file

After you click **Submit**, the system displays a window and asks if you want to continue. Click **OK** to continue. The system displays a **Customer and General System Information** screen with a message containing the status of your updates.

Step 9: Complete the Module and Application Details information

Click the **Module/App Details** tab. The system displays the **Module and Applications Details** screen (Figure 33). See Figure 34 for an example of the Host ID Information table.

Figure 33: Module/Apps Details screen for Communication Manager

Module/Application Details

1 Main Server Communication Manager ▼

Module Information	
Module ID:	1
Module Type:	Main Server
Platform Type:	S8500 Media Server
Module Description:	
Module Location:	
Platform PID:	0
Module Status:	PENDING
Module Error Message:	
IP Address:	
Dial In Telephone Number:	Help on TN format
Email Address:	

Module Serial Number Information	
Serial Number:	
Confirm Serial Number:	
Status:	
Error Message:	

Application Information	
Application:	Communication Manager
Expiration Date:	No Expiration Date
Application PID:	
Release Version:	R012

Figure 34: Host ID Information Table on the Module/Apps Details screen

Host ID Information	
Host ID:	
Confirm Host Id:	
Status:	

Step 9 has two parts:

- 1 [Step 9a: Review and change \(if needed\) the table information](#) on page 90
- 1 [Step 9b: Select any additional modules from the drop-down menu](#) on page 92

Step 9a: Review and change (if needed) the table information

If needed, change or update the appropriate tables in the Module and Applications Details screen.

Note:

Fields in the Module Information table change slightly depending on the product family.

The following list describes each field in the Module Information table:

- 1 **Module ID** - This field contains the module ID number for this product or application. The Module ID is always 1 if:
 - This is the Main server for Communication Manager.
 - This order does not contain multiple modules.
 - The product family does not support multiple modules.
- 1 **Module Type** - This field contains a description of the module type.
- 1 **Platform Type** - The platform type identifies the type of hardware that this product uses.
- 1 **Module Description** (optional but recommended) - Enter a name or a description to help identify this module such as "South Campus".
- 1 **Module Location** (optional but recommended) - Enter a location to help identify this module such as "Room B2H10".
- 1 **IP Address** (Communication Manager only) - Enter the Internet Protocol (IP) Address for this module if you want RFA to deliver the license file over a local area network (LAN).
- 1 **Dial-in Telephone Number** (Avaya DEFINITY servers only) - Enter the telephone number for this module if you want to use the RFA Direct Connection option over the INADS port to deliver the license file. Information that you enter in this field automatically appears in the dial-in telephone field when you request delivery of a file by way of the Direct Connection option. You must enter the telephone numbers in one of the following formats:
 - For the United States and Canada; +1 XXX XXX XXXX
 - For all other countries; +Country Code CityCode LocalPhoneNumber, Extension. Commas and extensions are optional.

Note:

Although you cannot use the Direct Connection option with the Avaya S8000 series servers, you can enter the S8000 series dial-in telephone number in this field. You can use the S8000 series dial-in telephone number with the search functionality to find transaction or system records.

- 1 **E-mail Address** - Enter the e-mail address if you want RFA to use e-mail to deliver the license file. Information that you enter in this field automatically appears in the e-mail address field when you request the download of a file by way of e-mail.

- 1 **Delivery Instructions** - Enter notes on how you want the license file for this module to be delivered. RFA does not use this information. This information is for the use of people who complete the transaction or deliver the file. For more information on how to deliver a license file see [Chapter 6: Delivering A File From RFA](#) on page 153.

Click **Submit** to save the information. If you enter information without completing the serial number or Host ID Information table, the system displays a message that the non Host ID (or serial number) updates are successful.

Serial Number or Host ID Information Table - Depending on the product family, a Serial Number Information table or a Host ID Information table appears in the **Module/Applications** screen. You must enter the correct serial number or Host ID for the Avaya server where the license file is to be installed. The license file can't operate on a system that does not contain the correct serial number or Host ID.

Type the following data in either the Serial Number Information table or the Host ID Information table:

- 1 Enter the serial number or the Host ID.
- 1 Confirm the serial number or Host ID: The serial number or the Host ID must match the data that you entered in the serial number or Host ID fields.

Note:

When you use duplication for DEFINITY, the system prompts for serial numbers of both the A and the B SPE.

Retrieve SN - If you are working on an Avaya DEFINITY server you have the option to have RFA retrieve the serial number from the processor board. To use this option, the software on the DEFINITY server must be Release 9 or later, and you must have dial-up connectivity.

Use the following steps to enter data in the **Retrieve SN** field:

1. Next to the serial number field, click **Retrieve SN**.
2. In the **Dial-in Telephone Number** field, enter the dial-in telephone for the system. If a dial-in telephone number exists in the Module Information table, that number automatically appears in the **Dial-in Telephone Number** field.
3. Click **Submit** to connect to the system and retrieve the serial number.



WARNING:

The retrieve serial number process can take up to six minutes to complete. You can click **Cancel this Request** at any time to return to the Module/Application Details screen from where you can enter the serial number manually.

4. Once approved, the serial number is entered in the **Serial Number** field in the Serial Number table.

Application Information Table - You do not need to complete the fields in the Application Information table.

- 1 **Application** - Contains the name of the product or application that you are installing. This field is pre populated using the information on the SAP order.
- 1 **Expiration Date** - This field is reserved for future enhancements.
- 1 **Application PID** (Communication Manager only) - This number is assigned when registering the system for alarming. This field is not required to create a license file.
- 1 **Release Version** - This field identifies the version of the software. This field is pre populated with the information on the SAP order.

To enter any changes that you made on this screen, click **Submit**. The system displays the **Module/Application Details** screen with the status of the updates. If you make a mistake and want to start over, click **Clear Form**. The system clears all the fields that you changed since the last time you clicked **Submit**.

Step 9b: Select any additional modules from the drop-down menu

Some Avaya systems contain more than one module or application. Use the drop-down menu that is below the tab bar to view and select additional modules or applications. If this is a Communication Manager installation with multiple modules, you must enter a serial number for each new module that you select. For Unified Communications Center (UCC), you do not need to enter any additional information. The information that you submit for one application is automatically copied to the other application screens.

Review, and if necessary, change or update the table information as instructed in Step 9a. Click **Submit** to enter any changes made on this screen. The system displays the **Module/Application Details** screen with a message about the status of your updates. If you make a mistake and want to start over, click **Clear Form**. The system clears all the fields that you changed since the last time you clicked **Submit**.

Step 10: Complete the feature information

Note:

Starting in RFA Release 9.0, the **Features** screen will contain a **Shared Features** column for multi-module Communication Manager systems. The **Shared Features** column does not exist on transactions prior to RFA Release 9.0.

Click the **Features** tab. The system displays the **Features Information** screen ([Figure 35](#)).

The **Keyword Description** column and the **Keyword** column can now be sorted alphabetically by clicking on the individual column heading. After clicking the column heading, the color changes from blue to purple. A help screen is provided by clicking the **Changing the Feature Sort** link on the top of each table type. Clicking on the column heading sorts the information in all the tables on the Feature screen.

Figure 35: RFA Release 9 Feature Information screen for Communication Manager

Type II Features		Changing the feature sort			
Notes	Keyword Description	Keyword	Setting	MIN	MAX
Notes	Offer Category	VALUE_OFFER	A		
Notes	G3 Version (running as release)	VALUE_VERSION	V14		
Notes	Location	VALUE_ILOCATION	2	1	2
Notes	Maximum Ports	VALUE_PORT	MAX		
Notes	Maximum XMOBILE Stations	VALUE_XMOB_NUM	10		
Notes	Maximum Off-PBX Telephones - EC500	VALUE_OPT_EC500	5		
Notes	Maximum Off-PBX Telephones OPS	VALUE_OPT_OPS	10		
Notes	Maximum Administered IP Trunks	VALUE_IP_TRK	12000		
Notes	Maximum Administered SIP Trunks?	VALUE_SIP_TRK	10		
Notes	Maximum Concurrent Reg IP Sta	VALUE_IP_STA	369		
Notes	Maximum # DS1 Brds Echo Cancel	VALUE_DS1_ECHO	400	0	400
Notes	Maximum VAL Boards	VALUE_VAL	MAX		
Notes	Maximum G700 VAL Sources	VALUE_MGA_SRC	250		
Notes	Feature Package Type	VALUE_PCKG	1		
Notes	Extensions Converted to Universal	VALUE_CONVT_EXT	271		
Notes	Maximum Stations	VALUE_STA	369		
Notes	TN2602 320-VoIP Channel Licenses	VALUE_2602_320VC	MAX		
Notes	TN2602 80-VoIP Channel Licenses	VALUE_2602_80VC	MAX		
Notes	CM EDI Software Release String	VALUE_EDI	R013x.00.0.340.2		
Notes	Maximum Off-PBX Telephones - PBFMC	VALUE_OPT_PBFMC	10		

If you are unfamiliar with the Features Information screen see [Understanding the Features tab](#) on page 30. If you are already familiar with the tables, continue with step 10a.

Step 10 has two parts:

- 1 [Step 10a: Make any necessary changes for the first module](#) on page 94
- 1 [Step 10b: Make any necessary changes for the next module](#) on page 94

Step 10a: Make any necessary changes for the first module

Verify that the tables in the **Feature Information** screen are correct. If not, make the necessary changes to the information.

You must click **Submit** if you make any changes to the feature information. Clicking **Submit** only saves the changes for the main module. It does not save the changes for other modules in the system. To make changes on other modules in the system, see [Step 10b: Make any necessary changes for the next module](#) on page 94. After you click **Submit** the system displays the **Feature Information** screen with the status of the updates.

Note:

Feature dependency is validated when a change is made on the feature screen and before a transaction is completed. Validation ensures that the features are set correctly before you install a license file.

Step 10b: Make any necessary changes for the next module

If this system contains more than one module, use the drop-down menu under the Feature Information heading to select another module. Then make any necessary changes to the feature information for the next module in the list. Click **Submit** after you make any changes.

Note:

Clicking Submit only saves the changes you made on the module you are viewing.

Repeat these steps until you change and submit the feature information for all the modules in this system.

After you enter the information for each module and click **Submit**, the system displays the **Feature Information** screen with information on the status of the updates.

Step 11: Complete the transaction

Click the **Complete Transaction** tab. The system displays the **Complete Transaction** screen (Figure 36).

Figure 36: Complete Transaction screen

Complete Transaction

Please be sure you have read through the feature settings on all feature screens to ensure they are correct, then click on the check box below.

☐ I have reviewed the feature settings on all modules and agree that they are correct.

User ID:

You have selected to complete the transaction number: 84124.

Submit

Before you can complete the transaction, you must verify that you reviewed the feature settings on all the modules and that you agree that the settings are correct. Verify that you reviewed the feature settings, select the box next to the statement and click **Submit** to complete the transaction.

If you are not ready to complete the transaction you can leave the screen by clicking on one of the following:

- 1 A different tab
- 1 A different item on the RFA Application Main Menu

 Important:

Until you complete the transaction, you have the option to delete the transaction. Once you complete the transaction the transaction becomes a permanent system record. You cannot delete a system record from RFA.

Step 12: Record the SID and version number

After you click **Submit** on the **Complete Transaction** screen, the system displays a window asking if you want to complete the transaction. If you want to continue, click **Ok**. The system displays the **System Identification** screen ([Figure 37](#)).

Figure 37: System Identification screen

SID Status

SID: 51100 SID Version: 1

Serial Number	Status	Message	Module ID	Status	Message
01DR08198735	COMPLETE		1	COMPLETE	

Record the SID and the version number. The SID is a pointer to the system record in the RFA database. You need the SID to obtain the license file from RFA.

Click **OK** to close the window or click **Print** to print the window. After you click **OK**, the system displays the RFA Application Main Menu.

Step 13: Deliver the license file

You must deliver the license file from RFA to the Avaya server or to a computer. For more information on delivering a license file see [Chapter 6: Delivering A File From RFA](#) on page 153.

Chapter 5: Updates and Upgrades

About this chapter

Note:

For instructions on Upgrade from R10+, see [Additions, Upgrades R10+, and Migrations R10+](#) on page 197 of the Communication Manager chapter.

This chapter contains the following information:

- 1 [Procedure for a Support Upgrade from a pre Release 10 and upgrade from a pre Release 10](#) on page 98)
- 1 [Switch Updates from a pre R10](#) on page 112
- 1 [Support Upgrade from R10+](#) on page 125
- 1 [Switch update from R10+](#) on page 141

Note:

Updates and upgrades do not apply to the Security Gateway, Contact Center, and Enterprise Communication Manager product families.



Tip:

This chapter contains steps that were in previous chapters. The steps are repeated so that the updates and upgrades procedure is complete and can be downloaded or printed separately from the rest of this document.

Introduction

This section contains information that you will need to know before you create a license file for an update or an upgrade.

What is the difference between an update and an upgrade?

Perform an update as part of a maintenance solution for a customer that is under warranty or has a Avaya maintenance contract.

Perform an upgrade when a customer purchases a new release with new or enhanced capabilities.

What is a Support Upgrade?

A Support Upgrade provides protection for systems that are under warranty, or for customers who purchased an Avaya maintenance contract. A Support Upgrade is issued when product functionally deviates in any material respect from Avaya product documentation. Deviations fall in to three different severity levels. Severity levels are used to determine appropriate action and to guide service providers, re-sellers, and customers with appropriate implementation plans.

Procedure for a Support Upgrade from a pre Release 10 and upgrade from a pre Release 10

Note:

Ensure that you are logged in to the correct product family before you start. If you do not select the correct product family, you receive unexpected errors and cannot complete the transaction

This section explains how to perform a update or an upgrade from a pre Release 10 system to another release of Communication Manager.

There is a difference between performing an upgrade and performing an update. Updates are performed as part of a maintenance solution for customers who are under warranty or have a Avaya maintenance contract. Upgrades are performed if the customer purchases a new Communication Manager release with new or enhanced capabilities.

Support Upgrade from a pre R10 and upgrade from a pre R10 procedure

The Support Upgrade and upgrade procedure creates a license file that is being updated or upgraded from a software release that does not use an RFA license file (pre Release 10) to a software release that does use an RFA license file (Release 10 or later).

Note:

S8100 Servers that are running pre Release 10 Communication Manager software have a license file, but the license file was not obtained from RFA. You must obtain an RFA license file for updates or upgrades of an S8100 Server to Release 10 or later.

To create a license file for a Support Upgrade from pre Release 10 or an upgrade from pre Release 10, you must combine the information from the new SAP order with the information about what release, category, features, and capacities are already installed on the Avaya system.

Because a pre Release 10 system does not have a license file, you cannot retrieve information about the current configuration from an RFA system record. To obtain the current configuration you can use the FET or upload the configuration using the upload Direct Connection option (DEFINITY release 8 or later only). If the FET is used you must manually upload the FET file to RFA.

Before you start

You need the following information before you start the Support Upgrade or the upgrade:

- 1 The SAP order number that contains the material codes that update the system from one release to another.
- 1 The GAI for any BusinessPartner who needs access to the system record.
- 1 The name, the address, the telephone number, and the contact name for the Tier I BusinessPartner, the Tier II BusinessPartner, and the Customer.
- 1 The IP address or the telephone number for the Avaya system or the e-mail address of the person who delivers the license file.
- 1 The switch configuration:
 - For the Direct Connection option, you need the dial-in telephone number.
 - For the FET option, you need the most current FET software and the FET documentation. For the FET software and the FET documentation, see the RFA Information page at <http://rfa.avaya.com>.

Note:

Before you use the FET, check the RFA Information page for the latest version.

High-level steps

The following list is a summary of the steps that you must perform to create a license file for a Support Upgrade pre R10 or an upgrade pre R10:

- 1 [Step 1: Start from the RFA Application Main Menu](#) on page 100
- 1 [Step 2: Enter the SAP order number](#) on page 100
- 1 [Step 3: Verify that the SAP order data is correct](#) on page 102
- 1 [Step 4: Record the transaction number](#) on page 102
- 1 [Step 5: Complete the Customer and General System Information](#) on page 103

- 1 [Step 6: Complete the Module and Application Details information](#) on page 105
- 1 [Step 7: Complete the feature information](#) on page 108
- 1 [Step 8: Complete the transaction](#) on page 110
- 1 [Step 9: Record the SID and version number](#) on page 111
- 1 [Step 10: Deliver the license file](#) on page 111

The following section provides the detailed instructions for each of these steps.

Detailed steps

Use the following detailed steps to create the license file for the Support Upgrade from Pre R10.

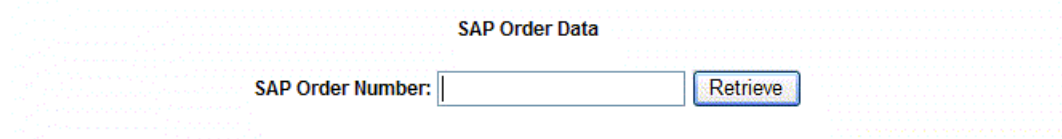
Step 1: Start from the RFA Application Main Menu

To create a license file for a Support Upgrade, start from the RFA Application Main Menu:

1. From the RFA Application Main Menu:
 - 1 For a Support Upgrade: Click **Maintenance** and then click **Support Upgrade from pre R10**

The system displays the **SAP order number** screen ([Figure 38](#)).

Figure 38: SAP order number screen



The screenshot shows a window titled "SAP Order Data". Inside the window, there is a label "SAP Order Number:" followed by a text input field. To the right of the input field is a button labeled "Retrieve".

Step 2: Enter the SAP order number

Type the SAP order number in the text field and click **Retrieve**. The SAP order number must be between 1 and 10 digits.



Important:

Use the SAP order number that includes the software right to use (RTU) material codes and the hardware material codes that are used for duplication. Do not use the SAP order number that includes hardware material codes only.

If software codes exist on more than one SAP order, use the SAP order number that contains the main serving vehicle to create the system record. Then use the subsequent SAP order numbers and follow the process for each SAP order. In this situation, you first create and then modify the system record.

You can use a single SAP order number multiple times, as long as you apply the number to different product families. For example, when you install a Converged Communications Server and a Communication Manager server, you can use a single SAP order number to generate both license files for the Communication Manager server and the Converged Communications Server.

If the SAP order number is valid, the system displays the **SAP Order Data** screen. If the SAP order number is not valid or if other problems exists, the system displays an error message. See [Table 11](#) for information on SAP error messages.

Table 11: SAP error messages

Error messages	Description	Action
The SAP order number is invalid.	The SAP order number does not contain the material codes for the licensing of the product family for which you are building the license.	Ensure that you have logged in to the correct product family and that you have the correct material codes. If the product family and the material codes are correct, contact the RFA Helpdesk.
The SAP order number does not contain any software material codes.	The SAP order number does not contain the material codes that you need to license the product.	Contact the ordering team.
You do not have permission to access the SAP order information.	This error message might appear to BusinessPartners who try to access a system record that does not contain their GUI.	For more information see Group Authorization Identification (GAI) on page 26.
The SAP order number that you enter is already in use for this product family. You can continue to work on the transaction record but cannot use this SAP order number to generate a new license file.	The SAP order number is already in use in RFA to generate a license for this product family.	Ensure that you are logged in to the right product family for the material codes on your SAP order. If the product family is correct, a new SAP order number must be created to generate a license. Contact the ordering team.

Step 3: Verify that the SAP order data is correct

After you click **Retrieve**, the system displays the **SAP Order Data** screen.

The product you are working on may rely on features that must be enabled on other product families. For a list of product feature dependencies, click the **Licensing Dependency Table** link at the top of the screen. It is recommended that you use the information in this chart to ensure that you have all the features enabled that integrate with the product family you are working on.

Review the SAP order data to ensure that the following information is correct:

- 1 Sold To Customer Information
- 1 The quantity, the material code, and the description Information

Note:

The information in the SAP Order screen only shows the material codes for the items that must be included in the license file such as the release, the category, the features, and the capacities. This screen might not show everything that was ordered.

If all the SAP Order Data is correct, click **Accept**. Click **Back** if the SAP order data on this screen is for the wrong customer, or does not include the software RTU material codes and the hardware material codes for duplication.



Important:

If the SAP Order Data shows the information for the correct customer, but either the customer information or the material code is incorrect, do not continue. Contact the account team immediately. The SAP order information must be correct before you create and deliver the license file.

After you click **Accept**, the system displays a transaction number ([Figure 39](#)).

Figure 39: Transaction Number screen

This Transaction has been submitted successfully.

Transaction Number: 84124

Please make a note of the Transaction Number.

Continue

Step 4: Record the transaction number

Record the transaction number that appears in the screen. You will need this number later. After you record the transaction number, click **Continue**.

Step 5: Complete the Customer and General System Information

Step 5 has two parts:

- 1 [Step 5a Complete the GAI table](#) on page 103
- 1 [Step 5b: Complete the BusinessPartner and Customer information](#) on page 104

Step 5a Complete the GAI table

Complete the GAI fields as appropriate:

- 1 If you are an Avaya associate, do not add a GAI in the list unless you are starting a transaction that will be completed by a BusinessPartner. You must add the GAI for any BusinessPartners who needs access to this record.
- 1 If you are a Tier I BusinessPartner, your GAI is already on this list from the SAP order. You must add the GAI for any Tier II BusinessPartner who needs access to this record.



CAUTION:

If you make changes on this screen you must click **Submit** before you go to another screen. If you do not click **Submit** your changes are lost.

Figure 40: Customer and General System Information screen

General System Information	
SID: SID Version: Status: PENDING SAP Order Number: 1004037	Maintenance Trouble Ticket Number: Transaction Creation Date: May 05, 2005 18:34:32 GMT Transaction Number: 175835

Sold To Customer Information	Group Authorization Identifiers																								
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Name:</td><td>AUSTIN CITY OF</td></tr> <tr><td>Street:</td><td>715 E. 8TH ST. 4TH FLR COMP RM</td></tr> <tr><td>PO Box:</td><td></td></tr> <tr><td>City:</td><td>AUSTIN</td></tr> <tr><td>State/Region:</td><td>TX</td></tr> <tr><td>Zip/Postal Code:</td><td>78701</td></tr> <tr><td>Country:</td><td>US</td></tr> <tr><td>Telephone Number:</td><td>5124785662</td></tr> <tr><td>Fax Number:</td><td></td></tr> <tr><td>Point of Contact's Name:</td><td></td></tr> <tr><td>Email Address:</td><td></td></tr> </table>	Name:	AUSTIN CITY OF	Street:	715 E. 8TH ST. 4TH FLR COMP RM	PO Box:		City:	AUSTIN	State/Region:	TX	Zip/Postal Code:	78701	Country:	US	Telephone Number:	5124785662	Fax Number:		Point of Contact's Name:		Email Address:		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%; height: 150px;"></td> <td style="width: 30%; vertical-align: top;"> To add GAIs, place the cursor in the Group Authorization Identifiers field and enter a GAI, then press the [Enter] key on your keyboard to add the GAI to the list. Continue entering as many GAIs as you wish. Warning! Be sure to press the [Enter] key after you have entered the last GAI or it will be dropped. To delete GAIs, click on the check box to the left of the GAI. If the GAI does not have a check box, you may not delete that GAI. </td> </tr> </table>		To add GAIs, place the cursor in the Group Authorization Identifiers field and enter a GAI, then press the [Enter] key on your keyboard to add the GAI to the list. Continue entering as many GAIs as you wish. Warning! Be sure to press the [Enter] key after you have entered the last GAI or it will be dropped. To delete GAIs, click on the check box to the left of the GAI. If the GAI does not have a check box, you may not delete that GAI.
Name:	AUSTIN CITY OF																								
Street:	715 E. 8TH ST. 4TH FLR COMP RM																								
PO Box:																									
City:	AUSTIN																								
State/Region:	TX																								
Zip/Postal Code:	78701																								
Country:	US																								
Telephone Number:	5124785662																								
Fax Number:																									
Point of Contact's Name:																									
Email Address:																									
	To add GAIs, place the cursor in the Group Authorization Identifiers field and enter a GAI, then press the [Enter] key on your keyboard to add the GAI to the list. Continue entering as many GAIs as you wish. Warning! Be sure to press the [Enter] key after you have entered the last GAI or it will be dropped. To delete GAIs, click on the check box to the left of the GAI. If the GAI does not have a check box, you may not delete that GAI.																								

Click on the [Submit] button at the bottom of this screen for the changes to take affect.

Step 5b: Complete the BusinessPartner and Customer information

Complete the Tier I BusinessPartner Information, Tier II BusinessPartner Information, and End User Customer Information fields as appropriate:

- 1 If this is a direct order, you only need to complete the **End User Customer Information** fields. Click **Same As Sold To** above the **End User Customer Information** fields to copy the SAP Sold to Customer Information from the top of the screen. Then complete any empty fields.
- 1 If this is a BusinessPartner order, complete all three columns. Since the Tier I BusinessPartner is probably also the Sold To Customer, click **Same As Sold To** above that column to copy the SAP Sold To Customer Information. Then manually enter the necessary information for the Tier II BusinessPartner and the Customer.

Figure 41: Customer Information Screen Tier I, Tier II and Customer information

	Tier I BusinessPartner Information	Tier II BusinessPartner Information	End User Customer Information
	Same As Sold To	Same As Sold To	Same As Sold To
Name:	AUSTIN CITY OF		
Street:	715 E. 8TH ST. 4TH FLR		
PO Box:			
City:	AUSTIN		
State/Region:	TX		
Zip/Postal Code:	78701		
Country:	US		
Telephone Number:	5124765662		
Fax Number:			
Point of Contact's Name:			
Email Address:			

Note:

You must enter a name in the Point of Contact's Name field before you can complete the transaction.

On the bottom of the Customer Information screen:

- 1 Click **Submit** if you have correctly filled out all the necessary fields
- 1 Click **Clear Form** to clear the fields and start again
- 1 Click **SAP Order Data** to view the SAP data that is associated with this license file

After you click **Submit**, the system displays a window and asks if you want to continue. Click **OK** to continue. The system displays the **Customer and General System Information** screen with a message containing the status of your updates.

Step 6: Complete the Module and Application Details information

Click the **Module/App Details** tab. The system displays the **Module and Applications Details** screen ([Figure 42](#)). See [Figure 43](#) for an example of the **Host ID Information** table.

Figure 42: Module/Apps Details screen for Communication Manager

Module/Application Details

1 Main Server Communication Manager ▼

Module Information		Module Serial Number Information	
Module ID:	1	Serial Number:	
Module Type:	Main Server	Confirm Serial Number:	
Platform Type:	S8500 Media Server	Status:	
Module Description:		Error Message:	
Module Location:			
Platform PID:	0		
Module Status:	PENDING		
Module Error Message:			
IP Address:			
Dial In Telephone Number:	Help on TN format		
Email Address:			
		Application Information	
		Application:	Communication Manager
		Expiration Date:	No Expiration Date
		Application PID:	
		Release Version:	R012

Figure 43: Module/Apps Details screen: Host ID Information table

Host ID Information	
Host ID:	
Confirm Host Id:	
Status:	

Step 6 has two parts:

- 1 [Step 6a: Review and change \(if needed\) the table information](#) on page 106
- 1 [Step 6b: Select any additional modules from the drop-down menu](#) on page 107

Step 6a: Review and change (if needed) the table information

If needed, change or update the appropriate tables in the **Module and Applications Details** screen.

Note:

Fields in the Module Information Table change slightly depending on the product family.

The Module Information table: - The following list describes each field in the Module Information table:

- 1 **Module ID** - This field contains the module ID number for this product or application. The Module ID is always 1 if:
 - This is the main server for Communication Manager.
 - This order does not contain multiple modules.
 - The product family does not support multiple modules.
- 1 **Module Type** - This field contains a description of the module type.
- 1 **Platform Type** - The platform type identifies the type of hardware that this product uses.
- 1 **Module Description** (optional but recommended) - Enter a name or a description to help identify this module such as "South Campus".
- 1 **Module Location** (optional but recommended) - Enter a location to help identify this module such as "Room B2H10".
- 1 **IP Address** (Communication Manager only) - Enter the Internet Protocol (IP) Address for this module if you want RFA to deliver the license file over a local area network (LAN).
- 1 **Dial-in Telephone Number** (Avaya DEFINITY servers only) - Enter the telephone number for this module if you want to use the RFA Direct Connection option over the INADS port to deliver the license file. Information that you enter in this field automatically appears in the dial-in telephone field when you request delivery of a file by way of the Direct Connection option. You must enter the telephone numbers in one of the following formats:
 - For the United States and Canada; +1 XXX XXX XXXX
 - For all other countries; +Country Code CityCode LocalPhoneNumber, Extension. Commas and extensions are optional.

Note:

Although you cannot use the Direct Connection option with the Avaya S8000 series servers, you can enter the S8000 series dial-in telephone number in this field. You can use the S8000 series dial-in telephone number with the search functionality to find transaction or system records.

- 1 **E-mail Address** - Enter the e-mail address if you want RFA to use e-mail to deliver the license file. Information that you enter in this field automatically appears in the e-mail address field when you request the download of a file by way of e-mail.

- 1 **Delivery Instructions** - Enter notes on how you want the license file for this module to be delivered. RFA does not use this information. This information is for the use of people who complete the transaction or deliver the file. For more information on how to deliver a license file see [Chapter 6: Delivering A File From RFA](#) on page 153.

Serial Number or Host ID Information table: - The Serial Number or Host ID Information Table contains the serial number or Host ID for the hardware for this Avaya system. This data is pre-populated and cannot be changed.

Application Information Table - You do not need to complete the fields in the Application Information Table.

- 1 **Application:** Contains the name of the product or application you are installing. This field is pre-populated using the information on the SAP order.
- 1 **Expiration Date:** This field is reserved for future enhancements and is not being used at this time.
- 1 **Application PID** (Communication Manager only): This number is assigned when registering the system for alarming. This field is not required to create a license file.
- 1 **Release Version** (Communication Manager only): Identifies the Communication Manager release. This field is pre-populated using the information on the SAP order.

To enter any changes that you made on this screen, click **Submit**. The system displays the **Module/Application Details** screen with the status of the updates. If you make a mistake and want to start over, click **Clear Form**. The system clears all the fields that you changed since the last time you clicked **Submit**.

Step 6b: Select any additional modules from the drop-down menu

Some Avaya systems contain more than one module or application. Use the drop-down menu that is below the tab bar to view and select additional modules or applications. If this is a Communication Manager installation with multiple modules, you must enter the serial number information for each module that you select. For Unified Communications Center (UCC), the information that you submit for one application is automatically copied to the other application screens. You do not need to enter any additional information.

Review, and if necessary, change or update the table information as instructed in 8a. Click **Submit** to enter any changes made on this screen. The system displays the **Module/Application Details** screen. If you make a mistake and want to start over, click **Clear Form**. The system clears all the fields that you changed since the last time you clicked **Submit**.

Step 7: Complete the feature information

Note:

Starting in RFA Release 9, the Features screen will contain a Shared Features column for multi-module Communication Manager systems. You will not see the Shared Features column on transactions prior to RFA Release 9.

Click the **Features** tab. The system displays the **Features Information** screen ([Figure 44](#)).

The **Keyword Description** column and the **Keyword** column can now be sorted alphabetically by clicking on the individual column heading. After clicking the column heading, the color changes from blue to purple. A help screen is provided by clicking the **Changing the Feature Sort** link on the top of each table type. Clicking on the column heading sorts the information in all the tables on the Feature screen.

Figure 44: Feature Information screen

Type II Features		Changing the feature sort			
Notes	Keyword Description	Keyword	Setting	MIN	MAX
Notes	Offer Category	VALUE_OFFER	A		
Notes	G3 Version (running as release)	VALUE_VERSION	V14		
Notes	Location	VALUE_ILOCATION	2	1	2
Notes	Maximum Ports	VALUE_PORT	MAX		
Notes	Maximum XMOBILE Stations	VALUE_XMOB_NUM	10		
Notes	Maximum Off-PBX Telephones - EC500	VALUE_OPT_EC500	5		
Notes	Maximum Off-PBX Telephones OPS	VALUE_OPT_OPS	10		
Notes	Maximum Administered IP Trunks	VALUE_IP_TRK	12000		
Notes	Maximum Administered SIP Trunks?	VALUE_SIP_TRK	10		
Notes	Maximum Concurrent Reg IP Sta	VALUE_IP_STA	369		
Notes	Maximum # DS1 Brds Echo Cancel	VALUE_DS1_ECHO	400	0	400
Notes	Maximum VAL Boards	VALUE_VAL	MAX		
Notes	Maximum G700 VAL Sources	VALUE_MGA_SRC	250		
Notes	Feature Package Type	VALUE_PCKG	1		
Notes	Extensions Converted to Universal	VALUE_CONVT_EXT	271		
Notes	Maximum Stations	VALUE_STA	369		
Notes	TN2602 320-VoIP Channel Licenses	VALUE_2602_320VC	MAX		
Notes	TN2602 80-VoIP Channel Licenses	VALUE_2602_80VC	MAX		
Notes	CM EDI Software Release String	VALUE_EDI	R013x.00.0.340.2		
Notes	Maximum Off-PBX Telephones - PBFMC	VALUE_OPT_PBFMC	10		

If you are unfamiliar with the Features Information screen see [Understanding the Features tab](#) on page 30. If you are already familiar with the tables, continue with step 7a.

Step 7 has two parts:

- 1 [Step 7a: Make any necessary changes for the first module](#) on page 110

- 1 [Step 7b: Make any necessary changes for the next module](#) on page 110

Step 7a: Make any necessary changes for the first module

Verify that the tables in the **Feature Information** screen are correct. If not, make the necessary changes to the information.

You must click **Submit** if you make any changes to the feature information. Clicking Submit only saves the changes for the main module. It does not save the changes for other modules in the system. To make changes on other modules in the system, see [Step 7b: Make any necessary changes for the next module](#) on page 110. After you click **Submit** the system displays the **Feature Information** screen with the status of the updates.

Note:

Feature dependency is validated when a change is made on the feature screen and before a transaction is completed. Validation ensures that the features are set correctly before you install a license file.

Step 7b: Make any necessary changes for the next module

If this system contains more than one module, use the drop-down menu under the Feature Information heading to select another module. Then make any necessary changes to the feature information for the next module in the list. Click **Submit** after you make any changes.

Note:

Clicking Submit only saves the changes you made on the module you are viewing.

Repeat these steps until you change and submit the feature information for all the modules in this system.

Step 8: Complete the transaction

Click the **Complete Transaction** tab. The system displays the **Complete Transaction** screen ([Figure 45](#)).

Figure 45: Complete Transaction screen

Complete Transaction

Please be sure you have read through the feature settings on all feature screens to ensure they are correct, then click on the check box below.

☐ I have reviewed the feature settings on all modules and agree that they are correct.

User ID:

You have selected to complete the transaction number: 84124.

Before you can complete the transaction, you must verify that you reviewed the feature settings on all the modules and agree that the settings are correct. Verify that you reviewed the feature settings by selecting the box next to the statement. Click **Submit** to complete the transaction.

If you are not ready to complete the transaction you can leave the screen by clicking either of the following:

- 1 A different tab
- 1 A different item on the RFA Application Main Menu



Important:

Until you complete the transaction, you have the option to delete the transaction. Once you complete the transaction the transaction becomes a permanent system record. You cannot delete a system record from RFA.

Step 9: Record the SID and version number

After you click **Submit** on the **Complete Transaction** screen, the system displays a window asking if you want to complete the transaction. If you want to continue, click **Ok**. The system displays a **System Identification** screen ([Figure 46](#)).

Figure 46: System Identification screen

SID Status

SID: 51100 SID Version: 1

Serial Number	Status	Message	Module ID	Status	Message
01DR08198735	COMPLETE		1	COMPLETE	

Record the SID and the version number. The SID is a pointer to the system record in the RFA database. You need the SID to obtain the license file from RFA.

Click **OK** to close the window or click **Print** to print the window. After you click **OK**, the system displays the RFA Application Main Menu.

Step 10: Deliver the license file

You must deliver the license file from RFA to the Avaya server or to a computer. For more information on delivering a license file see [Chapter 6: Delivering A File From RFA](#) on page 153.

Switch Updates from a pre R10

Note:

This section only pertains to the Communication Manager product family.

Use this procedure to create a license file for pre Release 10 system update or upgrade that does not use an RFA license file, to a software release that does use RFA license files.

To create a license file for a Switch Update from pre Release 10, you must obtain the feature information from the switch and upload the configuration file in to RFA.

Before you start

You need the following information before you start the switch update from pre Release 10:

- 1 The Maestro trouble ticket number.
- 1 The GAI for any BusinessPartner who might need access to the system record.
- 1 The name, address, telephone number, and contact name for the Tier I BusinessPartner, the Tier II BusinessPartner, and the Customer.
- 1 The IP address or the telephone number for the Avaya system or the e-mail address of the person who will deliver the license file.
- 1 The switch configuration:
 - For the upload Direct Connection option, you need the dial-in telephone number.
 - For the FET option, you need the most current FET software and the FET documentation. Both the FET software and the FET documentation can found on the RFA Information page at <http://rfa.avaya.com>.

Note:

Always check the RFA Information page for the latest version before you use the FET.

High-level steps

The following list summarizes the steps that you must perform to update a switch from a pre Release 10 system:

- 1 [Step 1: Identify the switch](#) on page 113
- 1 [Step 2: Record the transaction number](#) on page 114
- 1 [Step 3: Obtain the switch configuration file](#) on page 114
- 1 [Step 4: Assign the sub-modules](#) on page 115
- 1 [Step 5: Complete the Customer and General System information](#) on page 116

- 1 [Step 6: Complete the Module and Application Details information](#) on page 118
- 1 [Step 7: Complete the feature information](#) on page 122
- 1 [Step 8: Complete the transaction](#) on page 123

The following section provides the detailed instructions for each of these steps.

Detailed steps

This section contains the detailed steps that you need to perform a switch update from a pre Release 10 system.

Step 1: Identify the switch

Use the following steps to perform a Switch Update from pre Release 10:

1. On the RFA Application Main Menu, click **Additions, Upgrades and Migrations > Upgrade from Pre R10**.

The system displays the **Identify Switch** screen ([Figure 47](#)).

Figure 47: Switch Update Pre R10

Identify Switch	Upload Switch Config	Assign Subs	General Customer Info	Module/App Details	Features	Delete Tran																																				
Update Pre R10 Identify Switch Maestro Trouble Ticket Number: (*) <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 40%;"></th> <th style="width: 30%; text-align: left;">Sold To Customer Information</th> <th style="width: 30%; text-align: left;">Group Authorization Identifiers</th> </tr> </thead> <tbody> <tr> <td>Name: (*)</td> <td> </td> <td>1 </td> </tr> <tr> <td>Street Address: (*)</td> <td> </td> <td>2 </td> </tr> <tr> <td>PO Box:</td> <td> </td> <td>3 </td> </tr> <tr> <td>City: (*)</td> <td> </td> <td>4 </td> </tr> <tr> <td>State/Region: (*)</td> <td> </td> <td>5 </td> </tr> <tr> <td>Zip/Postal Code: (*)</td> <td> </td> <td></td> </tr> <tr> <td>Country: (*)</td> <td> </td> <td></td> </tr> <tr> <td>Telephone Number:</td> <td> </td> <td></td> </tr> <tr> <td>Fax Number:</td> <td> </td> <td></td> </tr> <tr> <td>Point Of Contact's Name:</td> <td> </td> <td></td> </tr> <tr> <td>Email Address:</td> <td> </td> <td></td> </tr> </tbody> </table>								Sold To Customer Information	Group Authorization Identifiers	Name: (*)		1	Street Address: (*)		2	PO Box:		3	City: (*)		4	State/Region: (*)		5	Zip/Postal Code: (*)			Country: (*)			Telephone Number:			Fax Number:			Point Of Contact's Name:			Email Address:		
	Sold To Customer Information	Group Authorization Identifiers																																								
Name: (*)		1																																								
Street Address: (*)		2																																								
PO Box:		3																																								
City: (*)		4																																								
State/Region: (*)		5																																								
Zip/Postal Code: (*)																																										
Country: (*)																																										
Telephone Number:																																										
Fax Number:																																										
Point Of Contact's Name:																																										
Email Address:																																										

2. Enter the following required customer information and click **Submit**.

- 1 Maestro trouble ticket number
- 1 Customer name
- 1 Street address
- 1 City
- 1 State or region
- 1 Postal code
- 1 Country
- 1 For each module enter:
 - Module type
 - Platform type
 - Application
 - Software release

Step 2: Record the transaction number

After you click **Submit** the system displays the RFA transaction number. Record the transaction number. You must enter the transaction number in the FET before you can extract the switch information.

Step 3: Obtain the switch configuration file

Use the following steps to obtain a switch configuration file:

- 1 Use the FET and follow the procedure in the FET documentation. You might want to exit RFA while you obtain the file. You can restart RFA after you successfully upload the file to your computer. The FET application and the FET documentation can be found at <http://rfa.avaya.com>.
- 1 Use the Direct Connection option:
 - a. Click **Continue**.

The system displays the Upload Switch Configuration File ([Figure 48](#)).

Figure 48: Upload Switch Configuration screen

Identify Switch	Upload Switch Config	Assign Subs	General Customer Info	Module/App Details	Features	Delete Transaction
-----------------	-----------------------------	-------------	-----------------------	--------------------	----------	--------------------

Update Pre R10

Upload Switch Configuration File

Select a method to upload by clicking on a button below.

Note: If you used the FET tool to create a file on your PC, you may use the "Upload from My PC" option, otherwise use the "Upload Using Direct Connection" option.

b. Click **Upload Using Direct Connection**.

The system displays the **Upload Using Direct Connection** screen ([Figure 49](#)).

Figure 49: Upload Using Direct Connection screen

Identify Switch	Upload Switch Config	Assign Subs	General Customer Info	Module/App Details	Features	Delete Transaction
-----------------	-----------------------------	-------------	-----------------------	--------------------	----------	--------------------

Update Pre R10

Upload Using Direct Connection

This upload process will only work if the software currently running on the switch is release 8 or higher and a release that's Pre R10. If this is not the case, click on the [Back] button to go back to the previous screen and select the [Upload from My PC] Option.

Note: Information entered here will not update the system record.

Dial In Telephone Number: [Help on TN format](#)

Is this switch currently running Release 9.5? ☐ Yes ☐ No

c. If the switch meets the requirement that is specified on the window, enter the dial-in telephone number and click **Yes**. To begin the upload, click **Upload Using Direct Connection**.

Step 4: Assign the sub-modules

In the Assign Subs screen, enter the information for all sub-modules that will be updated and click Submit.

Step 5: Complete the Customer and General System information

Step 5 has two parts:

- 1 [Step 5a Complete the GAI table](#) on page 116
- 1 [Step 5b: Complete the BusinessPartner and End User Customer information](#) on page 117

Step 5a Complete the GAI table

Complete the GAI fields as appropriate:

- 1 If you are an Avaya associate, do not add a GAI in the list unless you are starting a transaction that a BusinessPartner will complete. You must add the GAI for any BusinessPartner who needs access to this record.
- 1 If you are a Tier I BusinessPartner, your GAI is already on this list from the SAP order. You must add the GAI for any Tier II BusinessPartner who needs access to this record.



CAUTION:

If you make changes on this screen you must click **Submit** before you go to another screen. If you do not click **Submit** your changes are lost.

Figure 50: Customer and General System Information

General System Information	
SID: SID Version: Status: PENDING SAP Order Number: 1004037	Maintenance Trouble Ticket Number: Transaction Creation Date: May 05, 2005 18:34:32 GMT Transaction Number: 175835

Sold To Customer Information	Group Authorization Identifiers																								
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Name:</td><td>AUSTIN CITY OF</td></tr> <tr><td>Street:</td><td>715 E. 8TH ST. 4TH FLR COMP RM</td></tr> <tr><td>PO Box:</td><td></td></tr> <tr><td>City:</td><td>AUSTIN</td></tr> <tr><td>State/Region:</td><td>TX</td></tr> <tr><td>Zip/Postal Code:</td><td>78701</td></tr> <tr><td>Country:</td><td>US</td></tr> <tr><td>Telephone Number:</td><td>5124785662</td></tr> <tr><td>Fax Number:</td><td></td></tr> <tr><td>Point of Contact's Name:</td><td></td></tr> <tr><td>Email Address:</td><td></td></tr> </table>	Name:	AUSTIN CITY OF	Street:	715 E. 8TH ST. 4TH FLR COMP RM	PO Box:		City:	AUSTIN	State/Region:	TX	Zip/Postal Code:	78701	Country:	US	Telephone Number:	5124785662	Fax Number:		Point of Contact's Name:		Email Address:		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%; height: 150px;"></td> <td style="width: 30%; vertical-align: top;"> To add GAIs, place the cursor in the Group Authorization Identifiers field and enter a GAI, then press the [Enter] key on your keyboard to add the GAI to the list. Continue entering as many GAIs as you wish. Warning! Be sure to press the [Enter] key after you have entered the last GAI or it will be dropped. To delete GAIs, click on the check box to the left of the GAI. If the GAI does not have a check box, you may not delete that GAI. </td> </tr> </table>		To add GAIs, place the cursor in the Group Authorization Identifiers field and enter a GAI, then press the [Enter] key on your keyboard to add the GAI to the list. Continue entering as many GAIs as you wish. Warning! Be sure to press the [Enter] key after you have entered the last GAI or it will be dropped. To delete GAIs, click on the check box to the left of the GAI. If the GAI does not have a check box, you may not delete that GAI.
Name:	AUSTIN CITY OF																								
Street:	715 E. 8TH ST. 4TH FLR COMP RM																								
PO Box:																									
City:	AUSTIN																								
State/Region:	TX																								
Zip/Postal Code:	78701																								
Country:	US																								
Telephone Number:	5124785662																								
Fax Number:																									
Point of Contact's Name:																									
Email Address:																									
	To add GAIs, place the cursor in the Group Authorization Identifiers field and enter a GAI, then press the [Enter] key on your keyboard to add the GAI to the list. Continue entering as many GAIs as you wish. Warning! Be sure to press the [Enter] key after you have entered the last GAI or it will be dropped. To delete GAIs, click on the check box to the left of the GAI. If the GAI does not have a check box, you may not delete that GAI.																								

Click on the [Submit] button at the bottom of this screen for the changes to take affect.

Step 5b: Complete the BusinessPartner and End User Customer information

Complete the Tier I BusinessPartner Information, Tier II BusinessPartner Information, and End User Customer Information fields as appropriate:

- 1 If this is a direct order, complete only the End User Customer Information fields. Click **Same As Sold To** above the End User Customer Information fields to copy the SAP Sold to Customer Information from the top of the screen. Then complete any empty fields.
- 1 If this is a BusinessPartner order, complete all three columns. Since the Tier I BusinessPartner is probably also the Sold To Customer, click **Same As Sold To** above that column to copy the SAP Sold To Customer Information. Then manually enter the necessary information for the Tier II BusinessPartner and the customer.

Figure 51: Customer Information Screen Tier I, Tier II and End User Information

	Tier I BusinessPartner Information	Tier II BusinessPartner Information	End User Customer Information
	Same As Sold To	Same As Sold To	Same As Sold To
Name:	AUSTIN CITY OF		
Street:	715 E. 8TH ST. 4TH FLR		
PO Box:			
City:	AUSTIN		
State/Region:	TX		
Zip/Postal Code:	78701		
Country:	US		
Telephone Number:	5124765662		
Fax Number:			
Point of Contact's Name:			
Email Address:			

Note:

You must enter a name in the Point of Contact's Name field before you can complete the transaction.

On the bottom of the Customer Information screen:

- 1 Click **Submit** if you have correctly filled out all the necessary fields
- 1 Click **Clear Form** to clear the fields and start again
- 1 Click **SAP Order Data** to view the SAP data that is associated with this license file

After you click **Submit**, the system displays a window and asks if you want to continue. Click **OK** to continue. The system displays a **Customer and General System Information** screen with a message containing the status of your updates.

Step 6: Complete the Module and Application Details information

Click the **Module/App Details** tab. The system displays the **Module and Applications Details** screen ([Figure 52](#)). See [Figure 53](#) for an example of the Host ID Information table.

Figure 52: Module/Apps Details screen for Communication Manager

Module/Application Details

1 Main Server Communication Manager

Module Information

Module ID:1

Module Type:Main Server

Platform Type:S8500 Media Server

Module Description:

Module Location:

Platform PID:0

Module Status:PENDING

Module Error Message:

IP Address:

Dial In Telephone Number:

Email Address:

Module Serial Number Information

Serial Number:

Confirm Serial Number:

Status:

Error Message:

Application Information

Application:Communication Manager

Expiration Date:No Expiration Date

Application PID:

Release Version:R012

Figure 53: Host ID Information Table on the Module/Apps Details screen

Host ID Information

Host ID:

Confirm Host Id:

Status:

Step 6 has two parts:

- 1 [Step 6a: Review and change \(if needed\) the table information](#) on page 119
- 1 [Step 6b: Select any additional modules from the drop-down menu](#) on page 121

Step 6a: Review and change (if needed) the table information

If needed, change or update the appropriate tables in the Module and Applications Details screen.

Note:

Fields in the Module Information table change slightly depending on the product family.

The following list describes each field in the Module Information table:

- 1 **Module ID** - This field contains the module ID number for this product or application. The Module ID is always 1 if:
 - This is the Main server for Communication Manager.
 - This order does not contain multiple modules.
 - The product family does not support multiple modules.
- 1 **Module Type** - This field contains a description of the module type.
- 1 **Platform Type** - The platform type identifies the type of hardware that this product uses.
- 1 **Module Description** (optional but recommended) - Enter a name or a description to help identify this module such as "South Campus".
- 1 **Module Location** (optional but recommended) - Enter a location to help identify this module such as "Room B2H10".
- 1 **IP Address** (Communication Manager only) - Enter the Internet Protocol (IP) Address for this module if you want RFA to deliver the license file over a local area network (LAN).
- 1 **Dial-in Telephone Number** (Avaya DEFINITY servers only) - Enter the telephone number for this module if you want to use the RFA Direct Connection option over the INADS port to deliver the license file. Information that you enter in this field automatically appears in the dial-in telephone field when you request delivery of a file by way of the Direct Connection option. You must enter the telephone numbers in one of the following formats:
 - For the United States and Canada; +1 XXX XXX XXXX
 - For all other countries; +Country Code CityCode LocalPhoneNumber, Extension. Commas and extensions are optional.

Note:

Although you cannot use the Direct Connection option with the Avaya S8000 series servers, you can enter the S8000 series dial-in telephone number in this field. You can use the S8000 series dial-in telephone number with the search functionality to find transaction or system records.

- 1 **E-mail Address** - Enter the e-mail address if you want RFA to use e-mail to deliver the license file. Information that you enter in this field automatically appears in the e-mail address field when you request the download of a file by way of e-mail.

- 1 **Delivery Instructions** - Enter notes on how you want the license file for this module to be delivered. RFA does not use this information. This information is for the use of people who complete the transaction or deliver the file. For more information on how to deliver a license file see [Chapter 6: Delivering A File From RFA](#) on page 153.

Click **Submit** to save the information. If you enter information without completing the serial number or Host ID Information table, the system displays a message that the non Host ID (or serial number) updates are successful.

Serial Number or Host ID Information Table - Depending on the product family, a Serial Number Information table or a Host ID Information table appears in the **Module/Applications** screen. You must enter the correct serial number or Host ID for the Avaya server where the license file is to be installed. The license file can't operate on a system that does not contain the correct serial number or Host ID.

Type the following data in either the Serial Number Information table or the Host ID Information table:

- 1 Enter the serial number or the Host ID.
- 1 Confirm the serial number or Host ID: The serial number or the Host ID must match the data that you entered in the serial number or Host ID fields.

Note:

When you use duplication for DEFINITY, the system prompts for serial numbers of both the A and the B SPE.

Retrieve SN - If you are working on an Avaya DEFINITY server you have the option to have RFA retrieve the serial number from the processor board. To use this option, the software on the DEFINITY server must be Release 9 or later, and you must have dial-up connectivity.

Use the following steps to enter data in the **Retrieve SN** field:

1. Next to the serial number field, click **Retrieve SN**.
2. In the **Dial-in Telephone Number** field, enter the dial-in telephone for the system. If a dial-in telephone number exists in the Module Information table, that number automatically appears in the **Dial-in Telephone Number** field.
3. Click **Submit** to connect to the system and retrieve the serial number.



WARNING:

The retrieve serial number process can take up to six minutes to complete. You can click **Cancel this Request** at any time to return to the Module/Application Details screen from where you can enter the serial number manually.

4. Once approved, the serial number is entered in the **Serial Number** field in the Serial Number table.

Application Information Table - You do not need to complete the fields in the Application Information table.

- 1 **Application** - Contains the name of the product or application that you are installing. This field is pre populated using the information on the SAP order.
- 1 **Expiration Date** - This field is reserved for future enhancements.
- 1 **Application PID** (Communication Manager only) - This number is assigned when registering the system for alarming. This field is not required to create a license file.
- 1 **Release Version** - This field identifies the version of the software. This field is pre populated with the information on the SAP order.

To enter any changes that you made on this screen, click **Submit**. The system displays the **Module/Application Details** screen with the status of the updates. If you make a mistake and want to start over, click **Clear Form**. The system clears all the fields that you changed since the last time you clicked **Submit**.

Step 6b: Select any additional modules from the drop-down menu

Some Avaya systems contain more than one module or application. Use the drop-down menu that is below the tab bar to view and select additional modules or applications. If this is a Communication Manager installation with multiple modules, you must enter a serial number for each new module that you select. For Unified Communications Center (UCC), you do not need to enter any additional information. The information that you submit for one application is automatically copied to the other application screens.

Review, and if necessary, change or update the table information as instructed in Step 9a. Click **Submit** to enter any changes made on this screen. The system displays the **Module/Application Details** screen with a message about the status of your updates. If you make a mistake and want to start over, click **Clear Form**. The system clears all the fields that you changed since the last time you clicked **Submit**.

Step 7: Complete the feature information

Click the **Features** tab. The system displays the **Features Information** screen ([Figure 54](#)).

Figure 54: Feature Information screen

Feature Information

1 Main Server Communication Manager

Transaction Number: 142448
 SID: 5539
 SID Version: 4

Module ID: 1
 Module Type: Main Server
 Application: Communication Manager

Shared Features (and settings) are features that are common between Main and Sub-Modules and cannot be independently controlled at the module level.

Shared features are displayed on the main module screen only.

If a feature is a shared feature a "Yes" will be populated in the Shared Feature column.

Notes	Keyword Description	Keyword	Setting	MIN	MAX	Shared Features
Notes	Offer Category	VALUE_OFFER	A			Yes
Notes	G3 Version (running as release)	VALUE_VERSION	V10			No
Notes	Location	VALUE_LOCATION	2	1	2	Yes
Notes	Maximum Ports	VALUE_PORT	300			No
Notes	Maximum Concurrent Reg IP Sta	VALUE_IP_STA	10			No
Notes	Call Center Release	VALUE_CCRELEASE	9.1			Yes
Notes	Logged-In ACD Basic Agents	VALUE_LOGGIN	5200	0	5200	No
Notes	Logged-In ACD Deluxe Agents	VALUE_LOGGIN_DLX	50			Yes

If you are unfamiliar with the Features Information screen see [Understanding the Features tab](#) on page 30. If you are already familiar with the tables, continue with step 7a.

Step 7 has two parts:

- 1 [Step 7a: Make any necessary changes for the first module](#) on page 122
- 1 [Step 7b: Make any necessary changes for the next module](#) on page 123

Step 7a: Make any necessary changes for the first module

Verify that the tables in the Feature Information screen are correct. If not, make the necessary changes to the information.

You must click **Submit** if you make any changes to the feature information. Clicking Submit only saves the changes for the main module. It does not save the changes for other modules in the system. To make changes on other modules in the system, see [Step 7b: Make any necessary changes for the next module](#) on page 123. After you click **Submit** the system displays the **Feature Information** screen with the status of the updates.

Note:

Feature dependency is validated when a change is made on the feature screen and before a transaction is completed. Validation ensures that the features are set correctly before you install a license file.

Step 7b: Make any necessary changes for the next module

If this system contains more than one module, use the drop-down menu under the Feature Information heading to select another module. Then make any necessary changes to the feature information for the next module in the list. Click **Submit** after you make any changes.

Note:

Clicking Submit only saves the changes you made on the module you are viewing.

Repeat these steps until you change and submit the feature information for all the modules in this system.

After you enter the information for each module and click **Submit**, the system displays the **Feature Information** screen with information on the status of the updates.

Step 8: Complete the transaction

Click the **Complete Transaction** tab. The system displays the **Complete Transaction** screen ([Figure 55](#)).

Figure 55: Complete Transaction screen

Complete Transaction

Please be sure you have read through the feature settings on all feature screens to ensure they are correct, then click on the check box below.

☐ I have reviewed the feature settings on all modules and agree that they are correct.

User ID:

You have selected to complete the transaction number: 84124.

Before you can complete the transaction, you must verify that you reviewed the feature settings on all the modules and that you agree that the settings are correct. Verify that you reviewed the feature settings, select the box next to the statement and click **Submit** to complete the transaction.

If you are not ready to complete the transaction you can leave the screen by clicking on one of the following:

- 1 A different tab
- 1 A different item on the RFA Application Main Menu



Important:

Until you complete the transaction, you have the option to delete the transaction. Once you complete the transaction the transaction becomes a permanent system record. You cannot delete a system record from RFA.

Step 9: Record the SID and version number

After you click **Submit** on the **Complete Transaction** screen, the system displays a window asking if you want to complete the transaction. If you want to continue, click **Ok**. The system displays the **System Identification** screen ([Figure 56](#)).

Figure 56: System Identification screen

SID Status		
SID: 51100 SID Version: 1		
Serial Number	Status	Message
01DR08198735	COMPLETE	

Module ID	Status	Message
1	COMPLETE	

OK Print

Record the SID and the version number. The SID is a pointer to the system record in the RFA database. You need the SID to obtain the license file from RFA.

Click **OK** to close the window or click **Print** to print the window. After you click **OK**, the system displays the RFA Application Main Menu.

Step 10: Deliver the license file

You must deliver the license file from RFA to the Avaya server or to a computer. For more information on delivering a license file see [Chapter 6: Delivering A File From RFA](#) on page 153.

Support Upgrade from R10+

This section explains how to obtain a license file for a Support Upgrade from a Release 10 or later system.

High-level steps

The following list summarizes the steps that you must perform to create a license file for a Support Upgrade from a R10+ system.

- 1 [Step 1: Enter the SAP order number](#) on page 125
- 1 [Step 2: Verify that the SAP order data is correct](#) on page 127
- 1 [Step 3: Record the transaction number](#) on page 127
- 1 [Step 4: Enter the SID](#) on page 127
- 1 [Step 5: Verify the SID information](#) on page 128
- 1 [Step 6: Complete the Assign Platforms, Releases, and Add Modules screen](#) on page 128
- 1 [Step 7: Complete the Customer and General System information](#) on page 131
- 1 [Step 8: Complete the Module and Application Details information](#) on page 133
- 1 [Step 9: Complete the feature information](#) on page 138
- 1 [Step 10: Complete the transaction](#) on page 139
- 1 [Step 11: Record the SID and version number](#) on page 140
- 1 [Step 12: Deliver the license file](#) on page 140

The following section provides detailed instructions for each of these steps.

Detailed steps

Use the following detailed steps to perform an update for a R10+ system.

Step 1: Enter the SAP order number

Type the SAP order number in the text field and click **Retrieve**. The SAP order number must be between 1 and 10 digits.



Important:

Use the SAP order number that includes the software right to use (RTU) material codes and the hardware material codes that are used for duplication. Do not use the SAP order number that includes hardware material codes only.

If software codes exist on more than one SAP order, use the SAP order number that contains the main serving vehicle to create the system record. Then use the subsequent SAP order numbers and follow the process for each SAP order. In this situation, you first create and then modify the system record.

You can use a single SAP order number multiple times, as long as you apply the number to different product families. For example, when you install a Converged Communications Server and a Communication Manager server, you can use a single SAP order number to generate both license files for the Communication Manager server and the Converged Communications Server.

If the SAP order number is valid, the system displays the **SAP Order Data** screen. If the SAP order number is not valid or if other problems exist, the system displays an error message. See [Table 12](#) for information on SAP error messages.

Table 12: SAP error messages

Error messages	Description	Action
The SAP order number is invalid.	The SAP order number does not contain the material codes for the licensing of the product family for which you are building the license.	Ensure that you have logged in to the correct product family and that you have the correct material codes. If the product family and the material codes are correct, contact the RFA Helpdesk.
The SAP order number does not contain any software material codes.	The SAP order number does not contain the material codes that you need to license the product.	Contact the ordering team.
You do not have permission to access the SAP order information.	This error message might appear to BusinessPartners who try to access a system record that does not contain their GUI.	For more information see Group Authorization Identification (GAI) on page 26.
The SAP order number that you enter is already in use for this product family. You can continue to work on the transaction record but cannot use this SAP order number to generate a new license file.	The SAP order number is already in use in RFA to generate a license for this product family.	Ensure that you are logged in to the right product family for the material codes on your SAP order. If the product family is correct, a new SAP order number must be created to generate a license. Contact the ordering team.

Step 2: Verify that the SAP order data is correct

After you click **Retrieve**, the system displays the **SAP Order Data** screen.

The product you are working on may rely on features that must be enabled on other product families. For a list of product feature dependencies, click the **Licensing Dependency Table** link at the top of the screen. It is recommended that you use the information in this chart to ensure that you have all the features enabled that integrate with the product family you are working on.

Review the SAP order data to ensure that the following information is correct:

- 1 Sold To Customer Information
- 1 The quantity, the material code, and the description Information

Note:

The information in the SAP Order screen only shows the material codes for the items that must be included in the license file such as the release, the category, the features, and the capacities. This screen might not show everything that was ordered.

If all the SAP Order Data is correct, click **Accept**. Click **Back** if the SAP order data on this screen is for the wrong customer, or does not include the software RTU material codes and the hardware material codes for duplication.



Important:

If the SAP Order Data shows the information for the correct customer, but either the customer information or the material code is incorrect, do not continue. Contact the account team immediately. The SAP order information must be correct before you create and deliver the license file.

Step 3: Record the transaction number

Record the transaction number that appears in the screen. You will need this number later. After you record the transaction number, click **Continue**.

The system displays the **Customer and General System Information** screen.

Step 4: Enter the SID

Enter the SID for this Avaya system and click **Retrieve**. After clicking **Retrieve**, the system displays the SID Information screen ([Figure 57](#)).

Figure 57: System Information (SID) screen

System Information (SID)

SID:	66433	Maintenance Trouble Ticket Number:	
SID Version:	1	SID Creation Date:	May 06, 2005 16:48:40 GMT
Status:	COMPLETE	SID Transaction Number:	175835
SAP Order Number:	1004037	SID Transaction Type:	New Install

	SAP - Sold To Information	SID - Sold to Information
Name:	AUSTIN CITY OF	AUSTIN CITY OF
Street:	715 E. 8TH ST. 4TH FLR COMP RM	715 E. 8TH ST. 4TH FLR COMP RM
PO Box:		
City:	AUSTIN	AUSTIN
State/Region:	TX	TX
Zip/Postal Code:	78701	78701
Country:	US	US
Telephone Number:	5124765662	5124765662
Fax Number:		
Point of Contact's Name:		
Email Address:		

Step 5: Verify the SID information

Ensure that the information on the **System Information** screen is correct. Click **Accept** if the information on the screen is correct. Click **Back** to enter another SID.

After you click **Accept**, the system displays the **SID Accept Results** screen. Click **Continue** to continue with the transaction.

Step 6: Complete the Assign Platforms, Releases, and Add Modules screen

Assign Platforms, Releases, and Add Modules screen overview

RFA considers an upgrade to be a change in the release version of applications for modules. An upgrade can be partial or full. In a partial upgrade only some of the modules within a system are upgraded. In a full upgrade all modules within a system are upgraded.

For a partial upgrade where there is only one possible selection, RFA automatically assigns the operation to the module. For operations where there is more than one possible selection, RFA allows the user to select the module or applications that will be upgraded using the **Assign Platforms, Releases, and Add Modules** screen.

For a full upgrade, RFA tries to determine the modules to upgrade and the releases to use for the upgrade. If RFA cannot make an absolute determination of the modules to upgrade based on the SAP order, RFA allows the user to select the module and applications for the upgrade using the **Assign Platforms, Releases, and Add Modules** screen. RFA validates the upgrade based on the following rules:

- 1 The Communication Manager release for an LSP must be equal to or greater than the main module.
- 1 The Communication Manager release for an ESS server must be equal to or greater than the main module.

When a upgrade operation is selected from the **SAP Order Details** section, the system displays a **New Release** check box in each of the modules in the **Existing Order Details** section that meets the following criteria:

- 1 The **Module Type** field for the operation in the **SAP Order Details** section contains the same module type as the module in the **Existing Module Details** section.
- 1 The **Release** field for the module in the **Existing Module Details** section is different than the release in the **SAP Order Details** section for the operation.
- 1 The **New Release** field for the module has not already been populated by a different operation.

Note:

If RFA automatically assigned all the operations to the appropriate modules, you cannot make any selections in the **Existing Module Details** section. Click **Finish** to save the information and continue the transaction.

Figure 58: The Assign Platforms, Releases, and Add Modules for upgrades

Assign Order Items

Assign Platforms, Releases, and Add Modules

SAP Order Details

Select an Operation by clicking the radio button to it's left. Follow the Instructions in the column to the right. For more instructions, click on the [Help] button.

Select	Seq#	Operation	Instructions	Module Type	Platform Type	Application	Release on Order	Quantity Ordered	Quantity Remaining
☐	1	Platform Migration	No action necessary	Main Server	S8300 in G700	Communication Manager	R012	1	0
☐	2	Add Module	No action necessary	LSP	S8300 in G700	Communication Manager	R013	4	0
☐	3	Platform Migration and/or Add Module	You may add modules and/or select a 'New Platform Type' for a module.	LSP	S8300 in G700	Communication Manager	R013	10	5
☒	4	Platform Migration and Upgrade	You may select a 'New Platform Type and Release' for a module.	ESS	S8710	Communication Manager	R013	1	0
☐	5	Upgrade and/or Add Module	You may add modules and/or select a 'New Release' for a module.	ESS	S8300 in G250	Communication Manager	R013	5	5

Be sure to click on the [Submit] button to submit your changes before you go to another tab or leave this transaction. When all remaining quantities are zero, the [Finish] button will appear at the bottom of the page next to the [Clear] button. You must then click the [Finish] button to complete the platform and release assignments. When all validations have passed, the General Customer Info tab will be displayed.

Existing Module Details appear in black lettering. SAP Order selections appear in red lettering.

Module ID: 4
Module Description: ESS west
Module Location: western region

Module Type: ESS
Platform Type: S8500
Application: Communication Manager
IP Address:
Serial Number: 123123123456

SAP Order Details
Seq# 4
New Platform Type: S8710
Releases: R012 **New Releases:** R013

☒ **New Platform&Release**

Module ID: 5
Module Description: ESS east
Application:

Module Type: ESS
Platform Type: Communication Manager
IP Address:
Serial Number:

SAP Order Details
Seq# -
New Platform Type:
Release: R012 **New Release:**

☐ **New Platform&Release**

The following occurs when you mark a check in the **New Release** check box:

- 1 A red **New Release** field appears displaying the release from the selected operation.
- 1 A red sequence number appears.
- 1 The **Quantity Remaining** field in the **SAP Order Details** section is decremented for the selected operation.

High-level steps

Use the following high-level steps to assign an upgrade operation to a module:

1. In the **SAP Order Details** section, select the radio button next to the SAP segment number for the operation you want to assign.
2. In the **Existing Module Details** section, click the **New Release** check box for the module that you want to associate with the operation. The sequence number and new release appears in red in the module box.

3. If the quantity remaining for the operation is zero and there are additional operations on the order, select another operation by clicking the radio button next to the segment number for that operation. If all the operations have been assigned, and the quantity for the operations are zero, a **Finish** button appears at the bottom of the screen. Click **Finish** to submit the data and continue the transaction.

For more information on how to use the Assign Platform, Releases, and Add Modules screen, see [The Assign Platforms, Releases, and Add Modules screen](#) on page 266.

Step 7: Complete the Customer and General System information

Step 7 has two parts:

- 1 [Step 7a Complete the GAI table](#) on page 131
- 1 [Step 7b: Complete the BusinessPartner and End User Customer information](#) on page 132

Step 7a Complete the GAI table

Complete the GAI fields as appropriate:

- 1 If you are an Avaya associate, do not add a GAI in the list unless you are starting a transaction that a BusinessPartner will complete. You must add the GAI for any BusinessPartner who needs access to this record.
- 1 If you are a Tier I BusinessPartner, your GAI is already on this list from the SAP order. You must add the GAI for any Tier II BusinessPartner who needs access to this record.



CAUTION:

If you make changes on this screen you must click **Submit** before you go to another screen. If you do not click **Submit** your changes are lost.

Figure 59: Customer and General System Information

General System Information	
SID: SID Version: Status: PENDING SAP Order Number: 1004037	Maintenance Trouble Ticket Number: Transaction Creation Date: May 05, 2005 18:34:32 GMT Transaction Number: 175835

Sold To Customer Information	Group Authorization Identifiers																								
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Name:</td><td>AUSTIN CITY OF</td></tr> <tr><td>Street:</td><td>715 E. 8TH ST. 4TH FLR COMP RM</td></tr> <tr><td>PO Box:</td><td></td></tr> <tr><td>City:</td><td>AUSTIN</td></tr> <tr><td>State/Region:</td><td>TX</td></tr> <tr><td>Zip/Postal Code:</td><td>78701</td></tr> <tr><td>Country:</td><td>US</td></tr> <tr><td>Telephone Number:</td><td>5124765662</td></tr> <tr><td>Fax Number:</td><td></td></tr> <tr><td>Point of Contact's Name:</td><td></td></tr> <tr><td>Email Address:</td><td></td></tr> </table>	Name:	AUSTIN CITY OF	Street:	715 E. 8TH ST. 4TH FLR COMP RM	PO Box:		City:	AUSTIN	State/Region:	TX	Zip/Postal Code:	78701	Country:	US	Telephone Number:	5124765662	Fax Number:		Point of Contact's Name:		Email Address:		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%; height: 150px;"></td> <td style="width: 20%; vertical-align: top;"> To add GAIs, place the cursor in the Group Authorization Identifiers field and enter a GAI, then press the [Enter] key on your keyboard to add the GAI to the list. Continue entering as many GAIs as you wish. Warning! Be sure to press the [Enter] key after you have entered the last GAI or it will be dropped. To delete GAIs, click on the check box to the left of the GAI. If the GAI does not have a check box, you may not delete that GAI. </td> </tr> </table> <i>Click on the [Submit] button at the bottom of this screen for the changes to take affect.</i>		To add GAIs, place the cursor in the Group Authorization Identifiers field and enter a GAI, then press the [Enter] key on your keyboard to add the GAI to the list. Continue entering as many GAIs as you wish. Warning! Be sure to press the [Enter] key after you have entered the last GAI or it will be dropped. To delete GAIs, click on the check box to the left of the GAI. If the GAI does not have a check box, you may not delete that GAI.
Name:	AUSTIN CITY OF																								
Street:	715 E. 8TH ST. 4TH FLR COMP RM																								
PO Box:																									
City:	AUSTIN																								
State/Region:	TX																								
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Country:	US																								
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Fax Number:																									
Point of Contact's Name:																									
Email Address:																									
	To add GAIs, place the cursor in the Group Authorization Identifiers field and enter a GAI, then press the [Enter] key on your keyboard to add the GAI to the list. Continue entering as many GAIs as you wish. Warning! Be sure to press the [Enter] key after you have entered the last GAI or it will be dropped. To delete GAIs, click on the check box to the left of the GAI. If the GAI does not have a check box, you may not delete that GAI.																								

Step 7b: Complete the BusinessPartner and End User Customer information

Complete the Tier I BusinessPartner Information, Tier II BusinessPartner Information, and End User Customer Information fields as appropriate:

- 1 If this is a direct order, complete only the End User Customer Information fields. Click **Same As Sold To** above the End User Customer Information fields to copy the SAP Sold to Customer Information from the top of the screen. Then complete any empty fields.
- 1 If this is a BusinessPartner order, complete all three columns. Since the Tier I BusinessPartner is probably also the Sold To Customer, click **Same As Sold To** above that column to copy the SAP Sold To Customer Information. Then manually enter the necessary information for the Tier II BusinessPartner and the customer.

Figure 60: Customer Information Screen Tier I, Tier II and End User Information

	Tier I BusinessPartner Information	Tier II BusinessPartner Information	End User Customer Information
	Same As Sold To	Same As Sold To	Same As Sold To
Name:	AUSTIN CITY OF		
Street:	715 E. 8TH ST. 4TH FLR		
P.O. Box:			
City:	AUSTIN		
State/Region:	TX		
Zip/Postal Code:	78701		
Country:	US		
Telephone Number:	5124765662		
Fax Number:			
Point of Contact's Name:			
Email Address:			

Note:

You must enter a name in the Point of Contact's Name field before you can complete the transaction.

On the bottom of the Customer Information screen:

- 1 Click **Submit** if you have correctly filled out all the necessary fields
- 1 Click **Clear Form** to clear the fields and start again
- 1 Click **SAP Order Data** to view the SAP data that is associated with this license file

After you click **Submit**, the system displays a window and asks if you want to continue. Click **OK** to continue. The system displays a **Customer and General System Information** screen with a message containing the status of your updates.

Step 8: Complete the Module and Application Details information

Click the **Module/App Details** tab. The system displays the **Module and Applications Details** screen ([Figure 61](#)). See [Figure 62](#) for an example of the Host ID Information table.

Figure 61: Module/Apps Details screen for Communication Manager

Module/Application Details

1 Main Server Communication Manager

Module Information

Module ID:1

Module Type:Main Server

Platform Type:S8500 Media Server

Module Description:

Module Location:

Platform PID:0

Module Status:PENDING

Module Error Message:

IP Address:

Dial In Telephone Number:Help on TN format

Email Address:

Module Serial Number Information

Serial Number:

Confirm Serial Number:

Status:

Error Message:

Application Information

Application:Communication Manager

Expiration Date:No Expiration Date

Application PID:

Release Version:R012

Figure 62: Host ID Information Table on the Module/Apps Details screen

Host ID Information

Host ID:

Confirm Host Id:

Status:

Step 8 has two parts:

- 1 [Step 8a: Review and change \(if needed\) the table information](#) on page 135
- 1 [Step 8b: Select any additional modules from the drop-down menu](#) on page 137

Step 8a: Review and change (if needed) the table information

If needed, change or update the appropriate tables in the Module and Applications Details screen.

Note:

Fields in the Module Information table change slightly depending on the product family.

The following list describes each field in the Module Information table:

- 1 **Module ID** - This field contains the module ID number for this product or application. The Module ID is always 1 if:
 - This is the Main server for Communication Manager.
 - This order does not contain multiple modules.
 - The product family does not support multiple modules.
- 1 **Module Type** - This field contains a description of the module type.
- 1 **Platform Type** - The platform type identifies the type of hardware that this product uses.
- 1 **Module Description** (optional but recommended) - Enter a name or a description to help identify this module such as "South Campus".
- 1 **Module Location** (optional but recommended) - Enter a location to help identify this module such as "Room B2H10".
- 1 **IP Address** (Communication Manager only) - Enter the Internet Protocol (IP) Address for this module if you want RFA to deliver the license file over a local area network (LAN).
- 1 **Dial-in Telephone Number** (Avaya DEFINITY servers only) - Enter the telephone number for this module if you want to use the RFA Direct Connection option over the INADS port to deliver the license file. Information that you enter in this field automatically appears in the dial-in telephone field when you request delivery of a file by way of the Direct Connection option. You must enter the telephone numbers in one of the following formats:
 - For the United States and Canada; +1 XXX XXX XXXX
 - For all other countries; +Country Code CityCode LocalPhoneNumber, Extension. Commas and extensions are optional.

Note:

Although you cannot use the Direct Connection option with the Avaya S8000 series servers, you can enter the S8000 series dial-in telephone number in this field. You can use the S8000 series dial-in telephone number with the search functionality to find transaction or system records.

- 1 **E-mail Address** - Enter the e-mail address if you want RFA to use e-mail to deliver the license file. Information that you enter in this field automatically appears in the e-mail address field when you request the download of a file by way of e-mail.

- 1 **Delivery Instructions** - Enter notes on how you want the license file for this module to be delivered. RFA does not use this information. This information is for the use of people who complete the transaction or deliver the file. For more information on how to deliver a license file see [Chapter 6: Delivering A File From RFA](#) on page 153.

Click **Submit** to save the information. If you enter information without completing the serial number or Host ID Information table, the system displays a message that the non Host ID (or serial number) updates are successful.

Serial Number or Host ID Information Table - Depending on the product family, a Serial Number Information table or a Host ID Information table appears in the **Module/Applications** screen. You must enter the correct serial number or Host ID for the Avaya server where the license file is to be installed. The license file can't operate on a system that does not contain the correct serial number or Host ID.

Type the following data in either the Serial Number Information table or the Host ID Information table:

- 1 Enter the serial number or the Host ID.
- 1 Confirm the serial number or Host ID: The serial number or the Host ID must match the data that you entered in the serial number or Host ID fields.

Note:

When you use duplication for DEFINITY, the system prompts for serial numbers of both the A and the B SPE.

Retrieve SN - If you are working on an Avaya DEFINITY server you have the option to have RFA retrieve the serial number from the processor board. To use this option, the software on the DEFINITY server must be Release 9 or later, and you must have dial-up connectivity.

Use the following steps to enter data in the **Retrieve SN** field:

1. Next to the serial number field, click **Retrieve SN**.
2. In the **Dial-in Telephone Number** field, enter the dial-in telephone for the system. If a dial-in telephone number exists in the Module Information table, that number automatically appears in the **Dial-in Telephone Number** field.
3. Click **Submit** to connect to the system and retrieve the serial number.



WARNING:

The retrieve serial number process can take up to six minutes to complete. You can click **Cancel this Request** at any time to return to the Module/Application Details screen from where you can enter the serial number manually.

4. Once approved, the serial number is entered in the **Serial Number** field in the Serial Number table.

Application Information Table - You do not need to complete the fields in the Application Information table.

- 1 **Application** - Contains the name of the product or application that you are installing. This field is pre populated using the information on the SAP order.
- 1 **Expiration Date** - This field is reserved for future enhancements.
- 1 **Application PID** (Communication Manager only) - This number is assigned when registering the system for alarming. This field is not required to create a license file.
- 1 **Release Version** - This field identifies the version of the software. This field is pre populated with the information on the SAP order.

To enter any changes that you made on this screen, click **Submit**. The system displays the **Module/Application Details** screen with the status of the updates. If you make a mistake and want to start over, click **Clear Form**. The system clears all the fields that you changed since the last time you clicked **Submit**.

Step 8b: Select any additional modules from the drop-down menu

Some Avaya systems contain more than one module or application. Use the drop-down menu that is below the tab bar to view and select additional modules or applications. If this is a Communication Manager installation with multiple modules, you must enter a serial number for each new module that you select. For Unified Communications Center (UCC), you do not need to enter any additional information. The information that you submit for one application is automatically copied to the other application screens.

Review, and if necessary, change or update the table information as instructed in Step 9a. Click **Submit** to enter any changes made on this screen. The system displays the **Module/Application Details** screen with a message about the status of your updates. If you make a mistake and want to start over, click **Clear Form**. The system clears all the fields that you changed since the last time you clicked **Submit**.

Step 9: Complete the feature information

Click the **Features** tab. The system displays the **Features Information** screen ([Figure 63](#)).

Figure 63: Feature Information screen

The screenshot shows the 'Feature Information' screen. At the top, there is a dropdown menu showing '1 Main Server Communication Manager'. Below this, there are input fields for 'Transaction Number: 142448', 'SID: 5539', and 'SID Version: 4'. To the right of these fields, there are labels for 'Module ID: 1', 'Module Type: Main Server', and 'Application: Communication Manager'. Below the input fields, there is a table titled 'Type II Features'.

Notes	Keyword Description	Keyword	Setting	MIN	MAX	Shared Features
Notes	Offer Category	VALUE_OFFER	A			Yes
Notes	G3 Version (running as release)	VALUE_VERSION	V10			No
Notes	Location	VALUE_ILLOCATION	2	1	2	Yes
Notes	Maximum Ports	VALUE_PORT	300			No
Notes	Maximum Concurrent Reg IP Sta	VALUE_IP_STA	10			No
Notes	Call Center Release	VALUE_CCRELEASE	9.1			Yes
Notes	Logged-In ACD Basic Agents	VALUE_LOGIN	5200	0	5200	No
Notes	Logged-In ACD Deluxe Agents	VALUE_LOGIN_DLX	50			Yes

Shared Features (and settings) are features that are common between Main and Sub-Modules and cannot be independently controlled at the module level.

Shared features are displayed on the main module screen only.

If a feature is a shared feature a 'Yes' will be populated in the Shared Feature column.

If you are unfamiliar with the Features Information screen see [Understanding the Features tab](#) on page 30. If you are already familiar with the tables, continue with step 9a.

Step 9 has two parts:

- 1 [Step 9a: Make any necessary changes for the first module](#) on page 138
- 1 [Step 9b: Make any necessary changes for the next module](#) on page 139

Step 9a: Make any necessary changes for the first module

Verify that the tables in the Feature Information screen are correct. If not, make the necessary changes to the information.

You must click **Submit** if you make any changes to the feature information. Clicking Submit only saves the changes for the main module. It does not save the changes for other modules in the system. To make changes on other modules in the system, see [Step 9b: Make any necessary changes for the next module](#) on page 139. After you click **Submit** the system displays the **Feature Information** screen with the status of the updates.

Note:

Feature dependency is validated when a change is made on the feature screen and before a transaction is completed. Validation ensures that the features are set correctly before you install a license file.

Step 9b: Make any necessary changes for the next module

If this system contains more than one module, use the drop-down menu under the Feature Information heading to select another module. Then make any necessary changes to the feature information for the next module in the list. Click **Submit** after you make any changes.

Note:

Clicking Submit only saves the changes you made on the module you are viewing.

Repeat these steps until you change and submit the feature information for all the modules in this system.

After you enter the information for each module and click **Submit**, the system displays the **Feature Information** screen with information on the status of the updates.

Step 10: Complete the transaction

Click the **Complete Transaction** tab. The system displays the **Complete Transaction** screen ([Figure 64](#)).

Figure 64: Complete Transaction screen

Complete Transaction

Please be sure you have read through the feature settings on all feature screens to ensure they are correct, then click on the check box below.

☐ I have reviewed the feature settings on all modules and agree that they are correct.

User ID:

You have selected to complete the transaction number: 84124.

Before you can complete the transaction, you must verify that you reviewed the feature settings on all the modules and that you agree that the settings are correct. Verify that you reviewed the feature settings, select the box next to the statement and click **Submit** to complete the transaction.

If you are not ready to complete the transaction you can leave the screen by clicking on one of the following:

- 1 A different tab
- 1 A different item on the RFA Application Main Menu



Important:

Until you complete the transaction, you have the option to delete the transaction. Once you complete the transaction the transaction becomes a permanent system record. You cannot delete a system record from RFA.

Step 11: Record the SID and version number

After you click **Submit** on the **Complete Transaction** screen, the system displays a window asking if you want to complete the transaction. If you want to continue, click **Ok**. The system displays the **System Identification** screen ([Figure 65](#)).

Figure 65: System Identification screen

SID Status

SID: 51100SID Version: 1

Serial Number	Status	Message	Module ID	Status	Message
01DR08198735	COMPLETE		1	COMPLETE	

OK

Print

Record the SID and the version number. The SID is a pointer to the system record in the RFA database. You need the SID to obtain the license file from RFA.

Click **OK** to close the window or click **Print** to print the window. After you click **OK**, the system displays the RFA Application Main Menu.

Step 12: Deliver the license file

You must deliver the license file from RFA to the Avaya server or to a computer. For more information on delivering a license file see [Chapter 6: Delivering A File From RFA](#) on page 153.

Switch update from R10+

This section explains how to create a license file for a switch update from R10+.

High-level steps

The following list summarizes the steps you must perform to obtain a license file for a switch update from R10+.

- 1 [Step 1: Enter the SID and the Maestro trouble ticket number](#) on page 141
- 1 [Step 2: Verify the SID information](#) on page 142
- 1 [Step 3: Enter the software release](#) on page 142
- 1 [Step 4: Complete the Customer and General System information](#) on page 142
- 1 [Step 5: Complete the Module and Application Details information](#) on page 144
- 1 [Step 6: Complete the feature information](#) on page 149
- 1 [Step 7: Complete the transaction](#) on page 150
- 1 [Step 8: Record the SID and version number](#) on page 151
- 1 [Step 9: Deliver the license file](#) on page 151

The following section provides detailed instructions for each step.

Detailed steps

Use the following steps to create a license file for a switch update R10+.

Step 1: Enter the SID and the Maestro trouble ticket number

Enter the SID for this Avaya system and click **Retrieve**. After clicking **Retrieve**, the system displays the **SID Information** screen ([Figure 66](#)).

Figure 66: System Information (SID) screen

System Info(SID) | Software Release | General Customer Info | Module/App Details | Features | Delete Transaction | Complete Transaction

Update From R10+

System Information (SID)

System ID (SID):

Maestro Trouble Ticket Number:

Step 2: Verify the SID information

Verify that the information in the **System Information** screen is correct. Click **Accept** if the information on the screen is correct. Click **Back** to enter another SID.

After you click **Accept**, the system displays the **SID Accept Results** screen. Click **Continue** to proceed with the transaction.

Step 3: Enter the software release

Enter the software release for this system and click Submit.

Step 4: Complete the Customer and General System information

Step 4 has two parts:

- 1 [Step 4a Complete the GAI table](#) on page 142
- 1 [Step 4b: Complete the BusinessPartner and End User Customer information](#) on page 143

Step 4a Complete the GAI table

Complete the GAI fields as appropriate:

- 1 If you are an Avaya associate, do not add a GAI in the list unless you are starting a transaction that a BusinessPartner will complete. You must add the GAI for any BusinessPartner who needs access to this record.
- 1 If you are a Tier I BusinessPartner, your GAI is already on this list from the SAP order. You must add the GAI for any Tier II BusinessPartner who needs access to this record.

**CAUTION:**

If you make changes on this screen you must click **Submit** before you go to another screen. If you do not click **Submit** your changes are lost.

Figure 67: Customer and General System Information

General System Information	
SID: SID Version: Status: PENDING SAP Order Number: 1004037	Maintenance Trouble Ticket Number: Transaction Creation Date: May 05, 2005 18:34:32 GMT Transaction Number: 175835

Sold To Customer Information	Group Authorization Identifiers																						
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Name:</td><td>AUSTIN CITY OF</td></tr> <tr><td>Street:</td><td>715 E. 8TH ST. 4TH FLR COMP RM</td></tr> <tr><td>PO Box:</td><td></td></tr> <tr><td>City:</td><td>AUSTIN</td></tr> <tr><td>State/Region:</td><td>TX</td></tr> <tr><td>Zip/Postal Code:</td><td>78701</td></tr> <tr><td>Country:</td><td>US</td></tr> <tr><td>Telephone Number:</td><td>5124765662</td></tr> <tr><td>Fax Number:</td><td></td></tr> <tr><td>Point of Contact's Name:</td><td></td></tr> <tr><td>Email Address:</td><td></td></tr> </table>	Name:	AUSTIN CITY OF	Street:	715 E. 8TH ST. 4TH FLR COMP RM	PO Box:		City:	AUSTIN	State/Region:	TX	Zip/Postal Code:	78701	Country:	US	Telephone Number:	5124765662	Fax Number:		Point of Contact's Name:		Email Address:		To add GAIs, place the cursor in the Group Authorization Identifiers field and enter a GAI, then press the [Enter] key on your keyboard to add the GAI to the list. Continue entering as many GAIs as you wish. Warning! Be sure to press the [Enter] key after you have entered the last GAI or it will be dropped. To delete GAIs, click on the check box to the left of the GAI. If the GAI does not have a check box, you may not delete that GAI. <i>Click on the [Submit] button at the bottom of this screen for the changes to take affect.</i>
Name:	AUSTIN CITY OF																						
Street:	715 E. 8TH ST. 4TH FLR COMP RM																						
PO Box:																							
City:	AUSTIN																						
State/Region:	TX																						
Zip/Postal Code:	78701																						
Country:	US																						
Telephone Number:	5124765662																						
Fax Number:																							
Point of Contact's Name:																							
Email Address:																							

Step 4b: Complete the BusinessPartner and End User Customer information

Complete the Tier I BusinessPartner Information, Tier II BusinessPartner Information, and End User Customer Information fields as appropriate:

- 1 If this is a direct order, complete only the End User Customer Information fields. Click **Same As Sold To** above the End User Customer Information fields to copy the SAP Sold to Customer Information from the top of the screen. Then complete any empty fields.
- 1 If this is a BusinessPartner order, complete all three columns. Since the Tier I BusinessPartner is probably also the Sold To Customer, click **Same As Sold To** above that column to copy the SAP Sold To Customer Information. Then manually enter the necessary information for the Tier II BusinessPartner and the customer.

Figure 68: Customer Information Screen Tier I, Tier II and End User Information

	Tier I BusinessPartner Information	Tier II BusinessPartner Information	End User Customer Information
	Same As Sold To	Same As Sold To	Same As Sold To
Name:	AUSTIN CITY OF		
Street:	715 E. 8TH ST. 4TH FLR		
P.O. Box:			
City:	AUSTIN		
State/Region:	TX		
Zip/Postal Code:	78701		
Country:	US		
Telephone Number:	5124765662		
Fax Number:			
Point of Contact's Name:			
Email Address:			

Note:
You must enter a name in the Point of Contact's Name field before you can complete the transaction.

On the bottom of the Customer Information screen:

- 1 Click **Submit** if you have correctly filled out all the necessary fields
- 1 Click **Clear Form** to clear the fields and start again
- 1 Click **SAP Order Data** to view the SAP data that is associated with this license file

After you click **Submit**, the system displays a window and asks if you want to continue. Click **OK** to continue. The system displays a **Customer and General System Information** screen with a message containing the status of your updates.

Step 5: Complete the Module and Application Details information

Click the **Module/App Details** tab. The system displays the **Module and Applications Details** screen ([Figure 69](#)). See [Figure 70](#) for an example of the Host ID Information table.

Figure 69: Module/Apps Details screen for Communication Manager

Module/Application Details

1 Main Server Communication Manager

Module Information	
Module ID:	1
Module Type:	Main Server
Platform Type:	S8500 Media Server
Module Description:	
Module Location:	
Platform PID:	0
Module Status:	PENDING
Module Error Message:	
IP Address:	
Dial In Telephone Number:	Help on TN format
Email Address:	

Module Serial Number Information	
Serial Number:	
Confirm Serial Number:	
Status:	
Error Message:	

Application Information	
Application:	Communication Manager
Expiration Date:	No Expiration Date
Application PID:	
Release Version:	R012

Figure 70: Host ID Information Table on the Module/Apps Details screen

Host ID Information	
Host ID:	
Confirm Host Id:	
Status:	

Step 5 has two parts:

- 1 [Step 5a: Review and change \(if needed\) the table information](#) on page 146
- 1 [Step 5b: Select any additional modules from the drop-down menu](#) on page 148

Step 5a: Review and change (if needed) the table information

If needed, change or update the appropriate tables in the Module and Applications Details screen.

Note:

Fields in the Module Information table change slightly depending on the product family.

The following list describes each field in the Module Information table:

- 1 **Module ID** - This field contains the module ID number for this product or application. The Module ID is always 1 if:
 - This is the Main server for Communication Manager.
 - This order does not contain multiple modules.
 - The product family does not support multiple modules.
- 1 **Module Type** - This field contains a description of the module type.
- 1 **Platform Type** - The platform type identifies the type of hardware that this product uses.
- 1 **Module Description** (optional but recommended) - Enter a name or a description to help identify this module such as "South Campus".
- 1 **Module Location** (optional but recommended) - Enter a location to help identify this module such as "Room B2H10".
- 1 **IP Address** (Communication Manager only) - Enter the Internet Protocol (IP) Address for this module if you want RFA to deliver the license file over a local area network (LAN).
- 1 **Dial-in Telephone Number** (Avaya DEFINITY servers only) - Enter the telephone number for this module if you want to use the RFA Direct Connection option over the INADS port to deliver the license file. Information that you enter in this field automatically appears in the dial-in telephone field when you request delivery of a file by way of the Direct Connection option. You must enter the telephone numbers in one of the following formats:
 - For the United States and Canada; +1 XXX XXX XXXX
 - For all other countries; +Country Code CityCode LocalPhoneNumber, Extension. Commas and extensions are optional.

Note:

Although you cannot use the Direct Connection option with the Avaya S8000 series servers, you can enter the S8000 series dial-in telephone number in this field. You can use the S8000 series dial-in telephone number with the search functionality to find transaction or system records.

- 1 **E-mail Address** - Enter the e-mail address if you want RFA to use e-mail to deliver the license file. Information that you enter in this field automatically appears in the e-mail address field when you request the download of a file by way of e-mail.

- 1 **Delivery Instructions** - Enter notes on how you want the license file for this module to be delivered. RFA does not use this information. This information is for the use of people who complete the transaction or deliver the file. For more information on how to deliver a license file see [Chapter 6: Delivering A File From RFA](#) on page 153.

Click **Submit** to save the information. If you enter information without completing the serial number or Host ID Information table, the system displays a message that the non Host ID (or serial number) updates are successful.

Serial Number or Host ID Information Table - Depending on the product family, a Serial Number Information table or a Host ID Information table appears in the **Module/Applications** screen. You must enter the correct serial number or Host ID for the Avaya server where the license file is to be installed. The license file can't operate on a system that does not contain the correct serial number or Host ID.

Type the following data in either the Serial Number Information table or the Host ID Information table:

- 1 Enter the serial number or the Host ID.
- 1 Confirm the serial number or Host ID: The serial number or the Host ID must match the data that you entered in the serial number or Host ID fields.

Note:

When you use duplication for DEFINITY, the system prompts for serial numbers of both the A and the B SPE.

Retrieve SN - If you are working on an Avaya DEFINITY server you have the option to have RFA retrieve the serial number from the processor board. To use this option, the software on the DEFINITY server must be Release 9 or later, and you must have dial-up connectivity.

Use the following steps to enter data in the **Retrieve SN** field:

1. Next to the serial number field, click **Retrieve SN**.
2. In the **Dial-in Telephone Number** field, enter the dial-in telephone for the system. If a dial-in telephone number exists in the Module Information table, that number automatically appears in the **Dial-in Telephone Number** field.
3. Click **Submit** to connect to the system and retrieve the serial number.



WARNING:

The retrieve serial number process can take up to six minutes to complete. You can click **Cancel this Request** at any time to return to the Module/Application Details screen from where you can enter the serial number manually.

4. Once approved, the serial number is entered in the **Serial Number** field in the Serial Number table.

Application Information Table - You do not need to complete the fields in the Application Information table.

- 1 **Application** - Contains the name of the product or application that you are installing. This field is pre populated using the information on the SAP order.
- 1 **Expiration Date** - This field is reserved for future enhancements.
- 1 **Application PID** (Communication Manager only) - This number is assigned when registering the system for alarming. This field is not required to create a license file.
- 1 **Release Version** - This field identifies the version of the software. This field is pre populated with the information on the SAP order.

To enter any changes that you made on this screen, click **Submit**. The system displays the **Module/Application Details** screen with the status of the updates. If you make a mistake and want to start over, click **Clear Form**. The system clears all the fields that you changed since the last time you clicked **Submit**.

Step 5b: Select any additional modules from the drop-down menu

Some Avaya systems contain more than one module or application. Use the drop-down menu that is below the tab bar to view and select additional modules or applications. If this is a Communication Manager installation with multiple modules, you must enter a serial number for each new module that you select. For Unified Communications Center (UCC), you do not need to enter any additional information. The information that you submit for one application is automatically copied to the other application screens.

Review, and if necessary, change or update the table information as instructed in Step 9a. Click **Submit** to enter any changes made on this screen. The system displays the **Module/Application Details** screen with a message about the status of your updates. If you make a mistake and want to start over, click **Clear Form**. The system clears all the fields that you changed since the last time you clicked **Submit**.

Step 6: Complete the feature information

Click the **Features** tab. The system displays the **Features Information** screen ([Figure 71](#)).

Figure 71: Feature Information screen

The screenshot shows the 'Feature Information' screen. At the top, there is a dropdown menu set to '1 Main Server Communication Manager'. Below this are input fields for 'Transaction Number: 142448', 'Module ID: 1', 'SID: 5539', 'Module Type: Main Server', 'SID Version: 4', and 'Application: Communication Manager'. To the right of these fields, there is a red note: 'Shared Features (and settings) are features that are common between Main and Sub-Modules and cannot be independently controlled at the module level.' Below this is another note: 'Shared features are displayed on the main module screen only.' and a final note: 'If a feature is a shared feature a "Yes" will be populated in the Shared Feature column.' Below the notes is a table titled 'Type II Features'.

Notes	Keyword Description	Keyword	Setting	MIN	MAX	Shared Features
Notes	Offer Category	VALUE_OFFER	A			Yes
Notes	G3 Version (running as release)	VALUE_VERSION	V10			No
Notes	Location	VALUE_ILLOCATION	2	1	2	Yes
Notes	Maximum Ports	VALUE_PORT	300			No
Notes	Maximum Concurrent Reg IP Sta	VALUE_IP_STA	10			No
Notes	Call Center Release	VALUE_CCRELEASE	9.1			Yes
Notes	Logged-In ACD Basic Agents	VALUE_LOGGIN	5200	0	5200	No
Notes	Logged-In ACD Deluxe Agents	VALUE_LOGGIN_DLX	50			Yes

If you are unfamiliar with the Features Information screen see [Understanding the Features tab](#) on page 30. If you are already familiar with the tables, continue with step 6a.

Step 6 has two parts:

- 1 [Step 6a: Make any necessary changes for the first module](#) on page 149
- 1 [Step 6b: Make any necessary changes for the next module](#) on page 150

Step 6a: Make any necessary changes for the first module

Verify that the tables in the Feature Information screen are correct. If not, make the necessary changes to the information.

You must click **Submit** if you make any changes to the feature information. Clicking Submit only saves the changes for the main module. It does not save the changes for other modules in the system. To make changes on other modules in the system, see [Step 6b: Make any necessary changes for the next module](#) on page 150. After you click **Submit** the system displays the **Feature Information** screen with the status of the updates.

Note:

Feature dependency is validated when a change is made on the feature screen and before a transaction is completed. Validation ensures that the features are set correctly before you install a license file.

Step 6b: Make any necessary changes for the next module

If this system contains more than one module, use the drop-down menu under the Feature Information heading to select another module. Then make any necessary changes to the feature information for the next module in the list. Click **Submit** after you make any changes.

Note:

Clicking Submit only saves the changes you made on the module you are viewing.

Repeat these steps until you change and submit the feature information for all the modules in this system.

After you enter the information for each module and click **Submit**, the system displays the **Feature Information** screen with information on the status of the updates.

Step 7: Complete the transaction

Click the **Complete Transaction** tab. The system displays the **Complete Transaction** screen ([Figure 72](#)).

Figure 72: Complete Transaction screen

Complete Transaction

Please be sure you have read through the feature settings on all feature screens to ensure they are correct, then click on the check box below.

☐ I have reviewed the feature settings on all modules and agree that they are correct.

User ID:

You have selected to complete the transaction number: 84124.

Before you can complete the transaction, you must verify that you reviewed the feature settings on all the modules and that you agree that the settings are correct. Verify that you reviewed the feature settings, select the box next to the statement and click **Submit** to complete the transaction.

If you are not ready to complete the transaction you can leave the screen by clicking on one of the following:

- 1 A different tab
- 1 A different item on the RFA Application Main Menu

 Important:

Until you complete the transaction, you have the option to delete the transaction. Once you complete the transaction the transaction becomes a permanent system record. You cannot delete a system record from RFA.

Step 8: Record the SID and version number

After you click **Submit** on the **Complete Transaction** screen, the system displays a window asking if you want to complete the transaction. If you want to continue, click **Ok**. The system displays the **System Identification** screen ([Figure 73](#)).

Figure 73: System Identification screen

SID Status

SID: 51100SID Version: 1

Serial Number	Status	Message	Module ID	Status	Message
01DR08198735	COMPLETE		1	COMPLETE	

OK

Print

Record the SID and the version number. The SID is a pointer to the system record in the RFA database. You need the SID to obtain the license file from RFA.

Click **OK** to close the window or click **Print** to print the window. After you click **OK**, the system displays the RFA Application Main Menu.

Step 9: Deliver the license file

You must deliver the license file from RFA to the Avaya server or to a computer. For more information on delivering a license file see [Chapter 6: Delivering A File From RFA](#) on page 153.

Chapter 6: Delivering A File From RFA

About this chapter

This chapter explains how to deliver a file from RFA. This procedure is the same for all the RFA product families.

Introduction

This section contains information that is important to know when delivering a license and authentication file from RFA.

Before you start

You will need the following information, computer, and dial-in telephone numbers to deliver a license file from RFA:

- 1 The SID number for the completed system record
- 1 A computer to download the license file to, or an address where RFA can send the file by way of e-mail.
- 1 The dial-in telephone number or the IP address for the DEFINITY servers that use the Direct Connection option.

Options for delivering a file from RFA

For all servers:

- 1 Download to your computer
- 1 E-mail delivery

For DEFINITY servers only:

- 1 Direct Connection

License file simplification for LSP and ESS servers

Starting in RFA 10.9, text appears on the **Delivery** screen that instructs the user when to deliver a license file for the sub-modules. Helpful information appears in the **Detailed Delivery** screen as shown in [Table 13](#).

Table 13: Information contained in the Detailed Delivery screen

Action	You will need to deliver a license for:
If you are installing a new system	The main server and all the sub-modules
If the main server license file is modified (by an SAP Order or by using the Features screen) in one or more of the following ways: ┆ An upgrade to the Communication Manager software ┆ A platform migration ┆ Changes to or additions of shared features	The main server and all sub-modules that are at a release less than R014. In this case you do not need to deliver a license file for any sub-modules that are at R014 or greater. However, if one or more of the following features are added or changed on the main module, you must re-deliver the license files for the LSPs and the ESS servers that are at R014: ┆ FEAT_DS1MSP ┆ FEAT_STTRKMSP ┆ FEAT_SYCCMSP
If the main server license file is modified by a license file serial number swap out.	The main server
If you change an un-shared feature on the main server license file using the Feature screen and you select to 'apply changes to all modules'.	The main server and all sub-modules
If you change an un-shared feature on the main server license file using the Feature screen and you select to 'apply changes to this module only'.	The main server
If a sub-module is added to the system	The sub-module
1 of 2	

Table 13: Information contained in the Detailed Delivery screen (continued)

Action	You will need to deliver a license for:
If a sub-module's license file is modified by a license file serial number swap-out	The sub-module
If a sub-module license file is modified using an SAP order or by the Features screen in one or more of the following ways: 1 Upgrade to the Communication Manager software 1 Platform migration 1 Changes to features or additions of features	The sub-module
2 of 2	

Delivering a file from RFA procedure

Note:

Ensure that you are logged in to the correct product family before you start. If you do not select the correct product family, you receive unexpected errors and cannot complete the transaction.

High-level steps

The following list summarizes the steps that you must perform to deliver a file from RFA:

1. From the RFA Application Main Menu, click **Deliver Files**.
2. Enter the SID and click **Retrieve**
3. Verify the SID detailed information and click **Accept**
4. Close the confirmation window
5. Select a delivery option:
 - 1 Download to my PC
 - 1 Download files using e-mail
 - 1 Direct Connection (DEFINITY only)

The following section provides instructions for each of these steps.

Detailed steps

Use the steps that are detailed in this section to deliver a file from RFA.

Step 1: Start with the RFA Application Main Menu

From the RFA Application Main Menu, click **Deliver Files**. The system displays the **System Information** screen.

Step 2: Enter the SID

Enter the SID and click **Retrieve**.

Note:

If you do not remember the SID, see [Search/View Menu](#) on page 61 for information on how to search for a SID.

The system displays a window that contains the SID data.

Step 3: Verify the SID data

Verify that the information for this SID is correct:

- 1 If the information is correct, click **Accept**.
- 1 If the information is not correct, click **Back** to enter a new SID number.

The system displays a confirmation window.

Step 4: Close the confirmation window

In the confirmation window, click **OK** to continue. The system displays a **Request to Deliver Files Detail** screen ([Figure 74](#)).

Figure 74: Request to Deliver Files Detail screen

Request to Deliver Files Detail

SID: 50888 SID Version: 5

You may:

1. Click on "Select ALL Files" then click on a Delivery Type or
2. Click on "Select Files that are checked"; click on "Select" check boxes for desired files, and click on a Delivery Type or

☐	Select ALL Files
☒	Select Files that are checked

Delivery Type

Download Files to My PC

Download Files via email

Files can be delivered for the following modules.

Select	Module ID	Module Type	Platform Type	Module Description	Module Location	Delivery Instructions	Host ID
☒	1	UCCMAIN	UCC on Windows	UCC for main capus	Main Campus	email to bob	0007E90F076A

Step 5: Select a delivery option

On the **Request to Deliver Files Detail** screen, select one of the three delivery options:

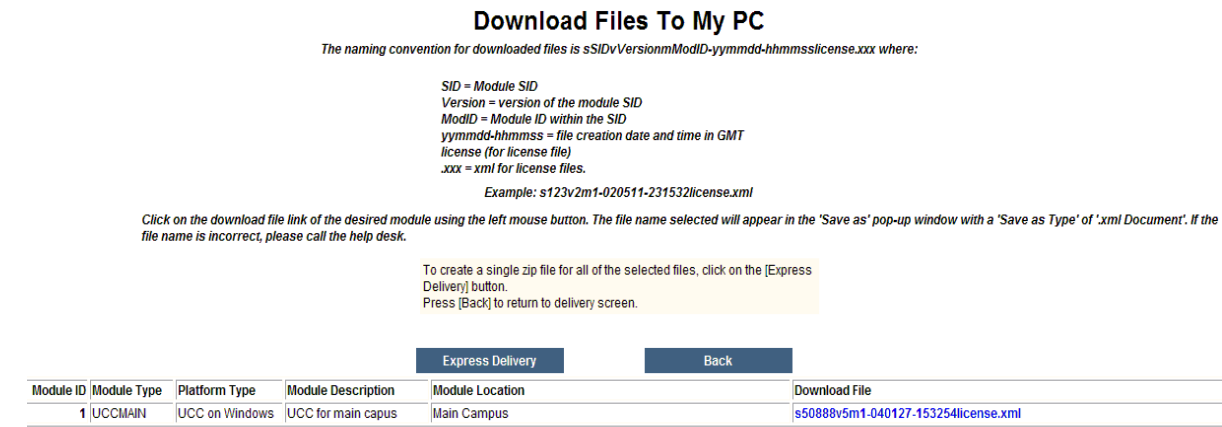
- 1. [Step 5a - Option one: Download Files to My PC](#) on page 158
- 2. [Step 5b - Option two: Download files using e-mail](#) on page 160
- 3. [Step 5c - Option three: Direct Connection](#) on page 161

Step 5a - Option one: Download Files to My PC

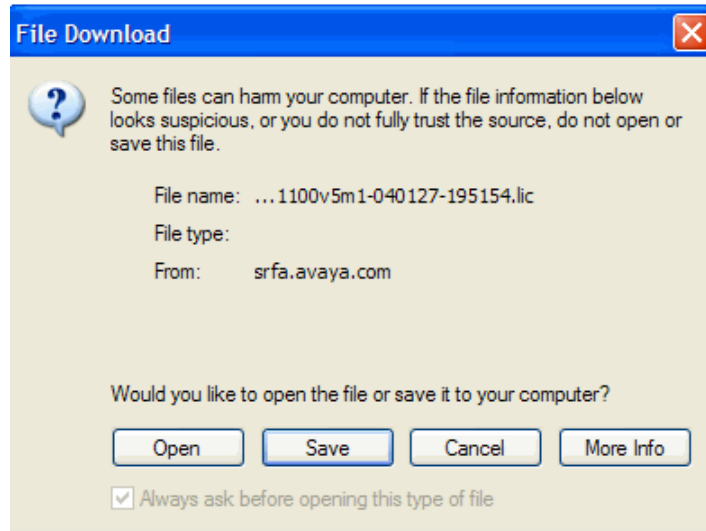
To download RFA files to your PC:

- 1. Click **Download Files to My PC**. The system displays the **Download Files to My PC** screen ([Figure 75](#)).

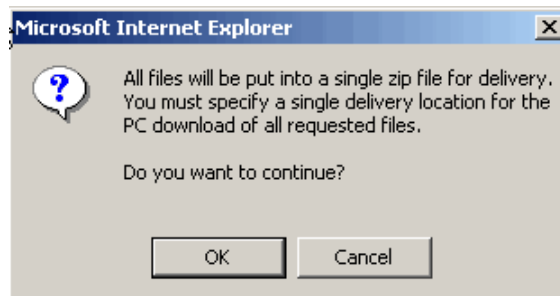
Figure 75: Download Files to My PC Screen



- 2. To download the file, use one of the following options:
 - 1. Click on the file name: Use this option to send each file separately. After you click on the file name, the system displays a file download window ([Figure 76](#)).

Figure 76: File Download Pop-up Window

- a. Click **Save** in the File Download window. The system displays a Save As window.
 - b. In the **Save in** field, enter the location on your computer to store the file and click **Save**. The file downloads to your computer. The system displays a confirmation window.
- 1 Use Express Delivery: For a multi-module system, use this option to request delivery of multiple license files at one time. Express Delivery zips multiple files and sends them to the same e-mail address or computer. The system displays a window that asks you to select a single location for all the files ([Figure 77](#)).

Figure 77: Express Delivery Pop-up Window

Click **OK** in the window. The system displays a **Save As** window. Enter the location on your computer that you will use to store the file and click **Save**. The zip file downloads to your PC. The system displays a confirmation window.

For information on how to check the delivery status of your file, see [Chapter 7: Viewing The Delivery Status Of A File](#) on page 163.

Step 5b - Option two: Download files using e-mail

To download a file using e-mail:

1. Click **Download Files via E-mail**. The system displays a **Download Files via E-mail** screen ([Figure 78](#)).

Figure 78: Download Files via E-mail screen

Download Files via Email

Please enter/modify/accept an Email Address.
If an Express Delivery is requested, the first Email Address specified in the list will be used for all deliveries.

Press [Back] to return to delivery screen.

OR

Click on [Express Delivery] to deliver file(s) to a single email address.

OR

Click on [Submit] to deliver file(s) to the specified email Address.

Module ID	Module Type	Platform Type	Module Description	Module Location	Email Address
1	Main Server	S8500 Media Server	Main Campus	1190 W. University Drive	csmith@wowway.com

Note:

The e-mail address that you entered in the **Mod/Apps Details** screen automatically appears in the **E-mail Address** field. You can enter a new e-mail address, modify the e-mail address, or accept the e-mail address as it appears. An e-mail address that you enter or modify on this screen will not automatically appear in the **Mod/Apps Details** screen.

2. Perform one of the following actions:

- 1 Click **Submit** to deliver a single file to a specified e-mail address.
- 1 Click **Express Delivery** to e-mail multiple files to a single e-mail address.

The system displays a confirmation window when the e-mail is sent.

For information on how to check the delivery status of your file, see [Chapter 7: Viewing The Delivery Status Of A File](#) on page 163.

Step 5c - Option three: Direct Connection

With the Direct Connection option, RFA uses the dial-in telephone number or the IP address that is administered in the **Module/Applications Details** screen to load the license file on the DEFINITY server.

Note:

The Direct Connection option is available for DEFINITY servers only. This option does not appear if you are working with any other Communication Manager systems.

To download a license file using Direct Connect:

1. Click **Install Files on Product via Direct Connection**. The system displays the **Install Files on Product via Direct Connection** screen ([Figure 79](#)).

Figure 79: Install Files on Product via Direct Connection screen

Install Files on Product via Direct Connection

Please enter/modify/accept a Dial in Telephone Number.

Note: Information entered here will not update the system record.

Install Files on product.

Submit

Press [Back] to return to delivery screen.

Back

File Type	Module ID	Module Type	Platform Type	Module Description	Module Location	Dial In Telephone Number
License Only	1	Main Server	DEFINITY Server Si			+1 303 4445595

Note:

The dial-in telephone number entered in the **Mod/Apps Details** screen automatically appears in the dial-in telephone number field. You can enter a new dial-in telephone number, modify the telephone number, or accept the telephone number as it appears. Dial-in telephone numbers you enter or modify in this screen will not automatically appear in the **Mod/Apps Details** screen.

2. Verify that the dial-in telephone number or the IP address is correct and click **Submit**. The system displays a confirmation window.

For information on how to check the delivery status of your file, see [Chapter 7: Viewing The Delivery Status Of A File](#) on page 163.

Chapter 7: Viewing The Delivery Status Of A File

About this chapter

This chapter explains how to view the delivery status of a file. This procedure is the same for all RFA product families.

View My File Delivery Status procedure

Use the procedure in this section to view the delivery status of your RFA file.

Note:

Be sure to log in to RFA and select the appropriate product family for which you are going to create, modify, or deliver a license file.

High-level steps

The following list summarizes the steps that you must perform to view the delivery status of a file:

1. [Step 1: Select a date range and a status](#) on page 164
2. [Step 2: Select a single record to see a detailed status report](#) on page 165
3. [Step 3: Review the detailed status report](#) on page 166

The following section provides instructions for each of these steps.

Detailed steps

Use the following detailed steps to view the delivery status of a file.

Step 1: Select a date range and a status

To view the delivery status of your RFA files:

1. Select the appropriate date range for the license files that you want to check.
2. Select the appropriate status for the license file status that you want to check. Select **Show Only Un-Checked Statuses** unless you previously marked this delivery request as **Don't Show Again**.
3. Click **Retrieve**. The system displays a summary delivery status list ([Figure 80](#)).

Figure 80: View My File Delivery Status search results

View My File Delivery Status List

1. Select Date Range ...

FROM:

JAN

2004

 TO:

JAN

2004

2. Select ...

Show All Statuses

Show Only Un-Checked Statuses

3. Go ...

Retrieve

REQUEST NUMBER	FILE TYPE REQUEST	SID	SID VERSION	MODULE ID	DELIVERY D/T	REQUEST D/T	DELIVERY STATUS	DON'T SHOW AGAIN
112777	License file	51100	1	1	JAN 21, 2004 07:50:52 PM GMT	JAN 21, 2004 07:50:36 PM GMT	DELIVERED	☐
112776	License file	51100	1	1	JAN 21, 2004 07:44:26 PM GMT	JAN 21, 2004 07:44:08 PM GMT	DELIVERED	☐

Submit

Close

Clear Form

Step 2: Select a single record to see a detailed status report

From the delivery status summary list, click **Request Number** for the delivery status you want to view. The system displays the **View My File Delivery Status** screen ([Figure 81](#)).

Figure 81: View My File Delivery Status detail screen

View My File Delivery Status

Request Number: 112776
File Type Request: License file
SID: 51100
SID Version: 1
Sold To Party Name: OZ CITY OF
Module ID: 1
Module Type: Main Server
Module Description: Main Campus
Module Location: 1190 W. University Drive
Module Phone Number:
IP Address:
Email Address:
Request D/T: JAN 21, 2004 07:44:08 PM GMT
Delivery D/T: JAN 21, 2004 07:44:26 PM GMT
User-ID: sp
Method of Delivery: PC File Download
Delivery Status: DELIVERED
License File Name: s51100v1m1-040121-194144.lic
Troubleshooting License Indicator: NO

Step 3: Review the detailed status report

Review the information on the **View My Delivery Status Report** screen. If the Delivery Status shows DELIVERED, the file was successfully delivered. If the Delivery Status does not show delivered, check the error message fields. If the error information does not help resolve the problem, contact the RFA HelpDesk.

Note:

If the status shows 'in progress', click **Back** to refresh the screen and then click **Request**. You can refresh the screen as many times as necessary to check the status.

When you finish, click **Close** to return to the RFA Application Main Menu. To check the status on another file delivery, click **Back**.



CAUTION:

If you requested that the license file be delivered using the Direct Connection option, then a Delivery Status of DELIVERED means that the file was successfully delivered from RFA to the DEFINITY system. If you requested that the file be delivered using the file download or the e-mail option, then a Delivery Status of DELIVERED means that RFA successfully sent the file. It does not guarantee that the file was received.

Note:

When you request that RFA deliver the file using the Direct Connection option, RFA makes up to five attempts to connect to the DEFINITY server.

What do you do next?

After you verify that the file was successfully delivered to your laptop or an e-mail address, exit from RFA. Use the procedures in the product documentation to install the license file on the product.

Chapter 8: Viewing And Changing Your RFA Authorization Information

About this chapter

This chapter explains how to view and change your RFA authorization information. This procedure is the same for all the RFA product families.

You might need to change your RFA authorization information for two reasons:

- 1. If you are an Avaya associate and your job function changes, you must request a change to your registration information.
- 1. If you are a BusinessPartner, your RFA registration information includes one or more GAls. As a BusinessPartner, you are only allowed to access certain system records. Those records must include one of the GAls that are in your RFA registration information. If you change employers, you must request a change to your registration information to have access to the proper system records. If you do not request a change to your registration information and your previous employer reports your departure, you are locked out of RFA.

Procedures to View and change your authorization information

Use the information in this section to view and change your authorization information.

High-level steps

To change your RFA authorization information:

1. [Step 1: Click My RFA Authorization Information on the RFA Application Main Menu](#) on page 168
2. [Step 2: Request the appropriate change](#) on page 169

The following section provides instructions for each of these steps.

Detailed steps

Use the following detailed steps to view or change your authorization information.

Step 1: Click My RFA Authorization Information on the RFA Application Main Menu

On the RFA Application Main Menu, click **My RFA Authorization Information**. The system displays the **My RFA Authorization Information** screen ([Figure 82](#)).

Figure 82: My RFA Authorization Information screen

My RFA Authorization Information

User ID: fox

Product Family: Communication Manager

User Type: Avaya Employee

Job Function (Avaya Only):

Click [here](#) for help with Job Function Information.

Note: You must submit to save data or changes will be lost.

Step 2: Request the appropriate change

For Avaya Associates

If you are an Avaya associate, you can request a change only to your job function. Select the appropriate job function from the list and then click **Submit**. Your request to change your job function is sent to a RFA administrator for review and approval.

For BusinessPartners

If you are a BusinessPartner, you can request only the addition of one or more GAIs by clicking **Add GAI** then **Submit**. Your request to add one or more GAIs is sent to the BusinessPartner's administrator for review and approval.

Note:

Requests to change your RFA registration information can take two or three days to process.

Chapter 9: Working With Transaction Records

About this chapter

This chapter explains how to:

- 1 [Find and continue work on a transaction record](#) on page 171
- 1 [Deleting a transaction record](#) on page 174

The procedures in this chapter are the same for all the RFA product families.

Note:

If you only want to view a SID or a transaction number do not use Modify RFA Record, Work with My Pending Transactions, or Work with system record. Use the search functions to locate these records.

Find and continue work on a transaction record

Previous chapters explain how to create or modify a license file from start to finish. However, on some occasions you might also want to start a process and then stop and restart the process again later.

The following list shows some examples:

- 1 The same person does not have to complete all the steps that are necessary to create or modify a license file. A project manager might start the transaction and complete the customer and feature screens, but might not have the serial number information. The project manager might ask the technician to add the serial number or Host ID to complete the transaction.
- 1 An upgrade or an update from a pre Release 10 Avaya processor requires a switch configuration file. To obtain a switch configuration file use the Feature Extraction Tool (FET). To use the FET, you must have the RFA transaction number. After you obtain the transaction number, you might not want to leave RFA running while you use FET. You can exit and then return to RFA to complete the transaction after you obtain the FET file.

Working with transaction records procedure

RFA provides two methods to find and continue work on a transaction record:

1. [Method one: Using the RFA Application Main Menu](#) on page 172
2. [Method two: Using the Search/View Menu](#) on page 172

Use method 1 if you created the transaction and you know the transaction number. You must have created the transaction, or you must have been the last person who modified the transaction for the number to appear in your pending transaction list.

Use method 2 if you did not create the transaction but want to continue working on it.

Method one: Using the RFA Application Main Menu

To use the RFA Application Main Menu to find a transaction record:

1. On the RFA Application Main Menu, click **Work With My Pending Transaction Records**. The system displays a list of all the open transactions that you created or modified.
2. Locate the desired transaction from the transactions in the list and then click on the associated number in the transaction number column.

Method two: Using the Search/View Menu

Note:

If you know the transaction number and you are the person who created the transaction or the last person who modified the transaction, use the **Work With My Pending Transaction Records** option.

To use the Search/View Menu to find a transaction record:

1. If you know the transaction number, click **Search/View Menu**. Enter the transaction number in the **Edit Transaction ID** field and click **GO**.
2. If you do not know the transaction number, click **Search/View Menu > Advanced Search**. Click the down arrow on in the **Select a field** column to use one of the following options:
 - 1 Transaction Number (Full value)
 - 1 SID (Full value)
 - 1 Serial Number or Host ID (Full value)
 - 1 Dial-in Telephone Number (Full value)
 - 1 IP Address (Full value)

- 1 Sold to Customer Name (Partial or full value)
 - 1 Tier I BusinessPartner Name (Partial or full value)
 - 1 Tier II BusinessPartner Name (Partial or full value)
 - 1 End Customer Name (Partial or full value)
 - 1 Platform Type (full value)
 - 1 SAP order # (Full Value)
 - 1 Maintenance Trouble Ticket # (Full value)
 - 1 Application PID (Full value)
 - 1 Platform PID (Full value)
3. Enter an associated value for the option that you select in the **Enter a value** column. For example, if you selected Sold to Customer Name in the search field, you could enter all or part of the customer name in the **Enter a value** column.
4. Click **Search**

Note:

To use the search parameter to find the transaction, data for that parameter must exist in the transaction record. For some parameters RFA uses information from the SAP order. For other parameters, the person who creates and/or modifies the transaction record must enter the data.

Which screen do you see when you find the transaction record?

The screen that appears when you find the transaction record depends on where you were in the process when you stopped.

If there are Type 3 warnings or informational messages associated with the transaction, you see a message on the top of in the General Customer Info tab ([Figure 83](#)).

Figure 83: General Customer Info tab with warning

SAP Order	System Info(SID)	Assign Order Items	General Customer Info	Module/App Details	Features	Delete Transaction	Complete Transaction
-----------	------------------	--------------------	------------------------------	--------------------	----------	--------------------	----------------------

**Additions, Upgrades From R10+,
PCN Updates from R10+, Migrations**

Customer and General System Information

Warning: A condition occurred while upgrading the Type III Features in this transaction.
This condition may give you an unexpected result for the limit of a Product ID and Release.
Please access the Features tab and scroll to the Type III Features section to see more details regarding this warning.

General System Information

SID: 10473	Maintenance Trouble Ticket Number:
SID Version: 4	Transaction Creation Date: Aug 21, 2006 17:50:10 GMT
Status: PENDING	Transaction Number: 221319
SAP Order Number: 10009789	

Sold To Customer Information		Group Authorization Identifiers	
Name:	AUSTIN CITY OF	☐ 2643262 ☐ 2643266 ☐ 3663065	To add GAIs, place the cursor in the Group Authorization Identifiers field and enter a GAI, then press the [Enter] key on your keyboard to add the GAI to the list. Continue entering as many GAIs as you wish. Warning! Be sure to press the [Enter] key after you have entered the last GAI or it will be dropped. To delete GAIs, click on the check
Street:	715 E. 8TH ST. 4TH FLR COMP RM		
PO Box:			
City:	AUSTIN		
State/Region:	TX		
Zip/Postal Code:	78701		
Country:	US		
Telephone Number:	5124765662		
Fax Number:			

You can find more information on the Type 3 Features warnings associated with this transaction by clicking the **Features** tab. For more information on Type III Feature warning and informational messages, see [Understanding the Features tab](#) on page 30.

Do you have to complete the transaction now?

You can start, stop, and restart the process to create a system record as many times as necessary. However, after you enter all the information you must complete the transaction before you deliver the file.

Deleting a transaction record

The SAP order number, the serial number or the Host ID and the transaction number can only be used once in RFA. If you use the wrong SAP order number, serial number, or Host ID in a transaction record, you must delete the record and start over again.

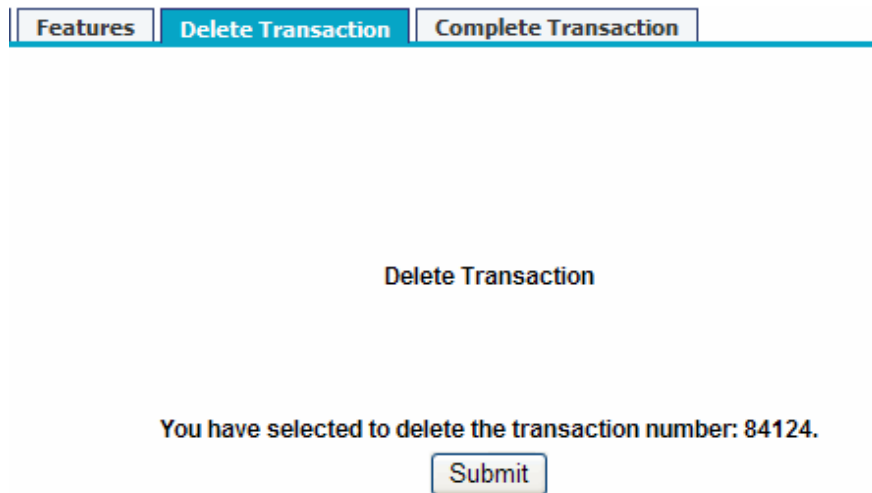
! CAUTION:

You can delete a transaction record only before you complete it. A completed transaction record becomes a system record. You cannot delete a system record.

You can delete a transaction from any screen within the transaction record. There are four steps to delete a transaction record:

1. Click the **Delete Transaction** tab. The system displays the delete warning screen ([Figure 84](#)).

Figure 84: Delete Transaction screen



Features	Delete Transaction	Complete Transaction
----------	---------------------------	----------------------

Delete Transaction

You have selected to delete the transaction number: 84124.

Submit

Note:

You cannot cancel out of the Delete Transaction screen. If you want to cancel the transaction, perform one of the following actions to leave this screen:

1. Click a different tab
1. Click a different selection on the main menu
2. On the first warning screen, click **Submit**. The system displays the second warning screen.
3. On the second warning screen, click **OK**. The system displays the delete confirmation screen.
4. Click **OK** on the confirmation message. The system displays the RFA Application Main Menu.

Chapter 10: Working With System Records

About this chapter

This chapter explains how you work with system records. To find and view, or find and change a system record you can:

1. Use Search/View menu
2. Modify the RFA record
3. Complete a pending system record

The procedures in this section are the same for all the RFA product families with the exception of the completing a pending system record procedure. This procedure is available only for the Communication Manger product family.

Note:

If you want to view a SID or a transaction, do not use Modify RFA Record, Work with My Pending Transactions, or Work with system record. Use the search functions to locate these records.

Introduction

The first time that you complete a transaction record, RFA creates a system record. A system record is a permanent record that contains the:

- 1 Sold-to customer information
- 1 Release
- 1 Category
- 1 Features
- 1 Capacities
- 1 Serial number or Host ID
- 1 SAP order information and previously acquired entitlements that are being carried forward

Once RFA creates a system record, the record cannot be deleted. However, you can make changes to specific fields within a system record. Instead of replacing the old information with the new information, RFA creates a new version of the system record.

RFA uses the newest version of the system record to create the license file. The older versions of the system record are stored in the RFA database and are no longer accessible. Once the new version is created you can deliver the modified license file.

Using the Search/View menu

You might want to look at a system record and not make any changes to:

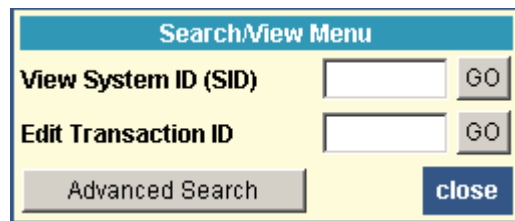
- 1 Verify the SID before you deliver a license file
- 1 See what has changed from one version of the system record to another
- 1 See what features are turned on or off

How to find a system record when you do not know the SID

To find a system record when you do not know the SID:

1. On the RFA Application Main Menu, click **Search/View**. The system displays the Search/View Menu ([Figure 85](#)).

Figure 85: Search/View Menu

The image shows a software dialog box titled "Search/View Menu". It has a light blue header bar with the title. Below the header, there are two input fields. The first is labeled "View System ID (SID)" and has a "GO" button to its right. The second is labeled "Edit Transaction ID" and also has a "GO" button to its right. At the bottom of the dialog, there is a button labeled "Advanced Search" on the left and a button labeled "close" on the right. The background of the dialog is a pale yellow color.

2. Click **Advanced Search**, then in the **Select a field** column click the arrow to use one of the following options:
 - 1 Transaction Number (Full value)
 - 1 SID (Full value)
 - 1 Serial Number or Host ID (Full value)
 - 1 Dial-in Telephone Number (Full value)
 - 1 IP Address (Full value)
 - 1 Sold-to Customer Name (Partial or full value)
 - 1 Tier I BusinessPartner Name (Partial or full value)

- 1 Tier II BusinessPartner Name (Partial or full value)
 - 1 End Customer Name (Partial or full value)
 - 1 Platform Type (full value)
 - 1 SAP order # (Full Value)
 - 1 Maintenance Trouble Ticket # (Full value)
 - 1 Application PID (Full value)
 - 1 Platform PID (Full value)
3. In the **Enter a value** column, enter an associated value for the option that you select. For example, if you select the Sold to Customer Name you could enter all or part of the customer name in the **Enter a value** column.
4. Click **Search**.
5. The search results shows the transactions or the system records for the option that you selected. Click the blue SID number under the SID column to view the system record.

Figure 86: Advanced Search for system records

System Records							
SID	SID Version	Transaction Number	SAP Order Number	Sold To Customer Name	Tier I BusinessPartner Name	Tier II BusinessPartner Name	Main Module Type
1102	8	84137	993318	OZ CITY OF	AVAYA UK	AVAYA UK	DEFINITY Server SI

How to view a system record when you know the SID

To use a SID to find a system record:

1. In the RFA Application Main Menu, click **Search/View**. The system displays the Search/View window ([Figure 85](#)).
2. In the **View System ID (SID)** field, enter the SID.
3. Click **GO**.
4. The system displays information pertaining to the SID. This window contains any open transactions that are related to the SID and all the SID versions.

Modifying a system record

You cannot make changes to the category, release, features, or capacities, of a system record without a SAP order. However, even without a SAP order, you want to change the system record for the following reasons:

1. Additions or changes:

- 1 If an additional BusinessPartner needs access to this system record you can add their GAI to the **Customer and General System Information** screen.
- 1 If the customer's telephone number or point of contact changes you can update the **Customer and General System Information** screen.
- 1 If the IP address or dial-in telephone number of the Avaya system changes you can update the **Module/Apps Details** screen.

You do not need to create and deliver a new license file after making any of the above changes.

2. You need to turn features on or off on the **Feature Information** screen. The most common reason to change this screen is to turn off a feature that conflicts with another feature.

A new license file must be generated and installed on the Avaya system for the changes to be effective.

3. Because of an issue with the hardware, a serial number or a Host ID swap-out must be performed.

A new license file with the new serial number or a Host ID must be generated and installed on the Avaya system.

Procedure to modify a system record

To modify a RFA Record.

1. Choose one of the following actions:

- 1 For Communication Manager, click **RFA Record Update** then select **Modify RFA Record**.
- 1 For all other products, from the RFA Main Menu click **Modify RFA Record**.

2. Enter the SID and click **Retrieve**. The system displays the **SID** details screen.

3. You must read the General System Information and click **Accept** for tabs to be active. The system displays the **SID Accept Results** screen.

4. Click **Continue**. The system displays the **Customer and General Information** screen. All tabs are now active. Update the data in the **Customer and General Information**, **Module/App Details**, or **Features** tab. Click **Submit** to enter any changes.

5. Make all the required changes and then click the **Complete Transaction** tab. The system displays the **Complete Transaction** screen.
6. If you are ready to complete the modification of the system record, click **Submit**. The system displays a window that asks if you are sure you want to continue.
7. Click **OK** to continue. The system displays the **SID Status** screen. Record the new version number of the SID. Click **OK** to return to the RFA Application Main Menu or **Print** to print the screen.

If you modified any feature information you must install the new version of the license file on the Avaya system. From the RFA Application Main Menu, click **Deliver Files** to deliver the modified license file. For information on how to deliver the file see [Chapter 6: Delivering A File From RFA](#) on page 153.

Completing a pending system record (Communication Manager only)

Why you might need to find and continue work on a system record

If your Avaya system is being installed in an Avaya configuration with multiple Avaya servers, you might want to create and deliver license files to each server or module at separate times. For example, you might enter the serial number for module one, complete the transaction, and deliver the license file on the first day. Then a few days later, you might want to add the serial number for module two and deliver the license file for that module. You can repeat the process until you have entered the serial number and delivered the license file for each module.

How you can find and continue work on a system record

There are two ways to find and continue work on a system record:

- 1 If you created the system record, click **Work With My Pending System Records**. A system record appears in your pending list only if you created it.
- 1 If you did not create the system record, click **Complete a Pending System Record**. Use this method, for example, if a co-worker asks you to work on a system record that the co-worker created.

Work with your pending system records

To work with your pending system records:

1. From the RFA Application Main Menu, click **Work With My Pending System Records**. The system displays a list of all your pending system records.
2. Click the appropriate SID on the list. You must review and accept the data on the **System Information** screen before the **Module/Application Details** screen is available.
3. Make the necessary changes to the **Module/Application Details** information and click **Submit**.

Complete a pending system record

To complete a pending system record:

1. From the RFA Application Main Menu, click **RFA Record Updates > Complete a Pending System Record**.
2. Enter the System Identification number (SID) and click **Retrieve**.
3. You must review and accept the **System Information** screen before the **Module/Application Details** screen is available.
4. Make the necessary changes to the **Module/Application Details** information and click **Submit**.

Chapter 11: The Communication Manager Product Family In RFA

About this chapter

This chapter contains the following information:

- 1 [Working with Communication Manager license and authentication files](#) on page 184
- 1 [Creating a license file for an ESS server, WSP, LSP, or SRP](#) on page 186
- 1 [The Shared Blade Server](#) on page 196
- 1 [Additions, Upgrades R10+, and Migrations R10+](#) on page 197
- 1 Maintenance procedures for:
 - [License file serial number swap-out](#) on page 224

For procedures on switch updates, Support Upgrades, and pre Release 10+ upgrades, see [Chapter 5: Updates and Upgrades](#) on page 97.

For information on RFA procedures that Communication Manager shares with other product families, see:

- 1 Create a license file for a Communication Manager new install, see [Chapter 3: New Install](#) on page 63.
- 1 Deliver a license file from RFA, see [Chapter 6: Delivering A File From RFA](#) on page 153.
- 1 View the delivery status of a file, see [Chapter 7: Viewing The Delivery Status Of A File](#) on page 163.
- 1 View and change your RFA authorization information, see [Chapter 8: Viewing And Changing Your RFA Authorization Information](#) on page 167.
- 1 Work with your transaction records, see [Chapter 9: Working With Transaction Records](#) on page 171.

Working with Communication Manager license and authentication files

You will find the following information in this section:

- 1 [When is a license file required for Communication Manager?](#) on page 185
- 1 [Creating a license file for an ESS server, WSP, LSP, or SRP](#) on page 186
- 1 [License-Error and No-License modes](#) on page 187
- 1 [Working with authentication files](#) on page 187
- 1 [Using the Feature Extraction Tool \(FET\)](#) on page 194
- 1 [Using the License Installation Tool \(LIT\)](#) on page 195

Communication Manager systems requiring a license file

The following Communication Manager systems require an RFA license file:

- 1 Avaya DEFINITY Server R, SI, and CSI, Release 10 or later.
- 1 Avaya DEFINITY ONE or IP600, Release 10 or later.
- 1 Avaya servers:
 - S8100
 - S8300
 - S8400
 - S8500
 - S8700 series
 - Local survivable processors (LSP)
 - Enterprise survivable servers (ESS)

When is a license file required for Communication Manager?

License files are required for Communication Manager for:

- ┆ New installations
- ┆ Upgrades and updates
 - Upgrades:
 - ┆ From pre Release 10
 - ┆ From Release 10 and later
 - Updates:
 - ┆ Support switch updates from pre Release 10
 - ┆ Support switch updates from Release 10 and later
- ┆ License file serial number swap-outs
- ┆ Additions

A separate license file is required for each Avaya DEFINITY server or Communication Manager system including:

- ┆ The server complex
- ┆ DEFINITY Server R, SI, and CSI
- ┆ WAN Spare Processor (WSP)
- ┆ Survivable Remote Processor (SRP)
- ┆ Local Survivable Processor (LSP)
- ┆ Enterprise Survivable Server (ESS)



CAUTION:

Avaya systems that are equipped with duplicated processors require only a single license file that contains the serial number for both processors.

A license file is not required for Communication Manager when:

- ┆ A Communication Manager system is upgraded or updated to a dot software release.

Note:

A license file might be required for a dot release if the release includes additional features or functionality purchased by the customer.

- ┆ Hardware is changed that does not affect the serial number in the license file.

Applications under the Communication Manager product family

The Communication Manager product family contains the following applications:

- ┆ Communication Manager
- ┆ Call Center
- ┆ Audix

Applications appear in the following RFA tabs:

- ┆ SAP Order tab: Applications are listed in the Detailed Feature Information.
- ┆ Assign Order Items tab
- ┆ Module/App Details tab
- ┆ Features tab

To view the applications in the Module/App Details and the Features tab, use the drop-down menu to select the application. A screen appears with the information for that application.

IP connect to Multi-Connect migration changes

RFA 10.3 contains the following enhancements for systems migrating from IP connect to Multi-Connect and upgrading to Communication 4.0 or later:

- ┆ A migration from IP connect to Multi-Connect does not involve a hardware change, therefore a new serial number is not needed and will not be allowed in RFA.
- ┆ The Platform Type changes in the module record.

Note:

The migration from IP to Multi-Connect and the upgrade to Communication Manager Release 4.0 or later, must be on the same material code.

Creating a license file for an ESS server, WSP, LSP, or SRP

A separate license file is required for every Avaya processor. RFA refers to each Avaya processor within an Avaya system as a *module*. Each module is assigned a Module Identification (MID) number. Each system is assigned a System Identification (SID) number. For example, an ESS server, a WSP, an LSP, or a SRP are all considered modules. You might have one SID and multiple MIDs if a network includes multiple ESS servers, WSPs, LSPs or SRPs.

Use the RFA **Additions** functionality when you add an ESS server, a WSP, an LSP, or a SRP. Before you click **Additions** ensure that you have the SAP order number for the new module.

You can choose the module type from a list of modules located on the **Module and Applications Details** screen.

License-Error and No-License modes

Communication Manager enters into a License-Error mode or a No-License mode when a valid license file is not installed or a license file mismatch occurs. A license file mismatch occurs when the serial number or the Host ID of the Avaya system does not match the serial number or the Host ID in the license file. An Avaya system in a License-Error mode generates a major alarm and begins a 30-day countdown timer. When the countdown timer expires, the system enters in to a No-License mode. In a No-License mode:

- 1 LICENSE ERROR is displayed on all stations and consoles when the stations and consoles go off-hook, but disappears when the first digit is pressed. This display message does not interfere with the normal use of any station or console.
- 1 All terminal login sessions are terminated.
- 1 Any subsequent terminal login sessions are limited to:
 - Maintenance commands
 - License File installation commands

Working with authentication files

In addition to the license file, Avaya servers that use an open operating system require an authentication file. The authentication file contains non-default passwords and Access Security Gateway (ASG) keys for the Avaya services logins. When you create an RFA system record for an Avaya system Release 11 and later, RFA automatically creates an authentication file.

Note:

The Avaya DEFINITY servers do not run on an open operating system and therefore do not require an authentication file.

Note:

For the S8100 Server Release 10 or earlier, the Automatic Registration Tool (ART) is used to generate the authentication file. ART is available to Avaya associates or the regional registration teams.

 CAUTION:

If you are going to request a new authentication file, you must be logged in to the server before you request the new ASG key. If you are not logged in to server you will be locked out and will not have access to the server.

You can use the same delivery methods for authentication files as you do for license files. For information see [Chapter 6: Delivering A File From RFA](#) on page 153.

Note:

You can request that the authentication and license file be delivered at the same time or different times.

 CAUTION:

Always install the license file before the authentication file. You do not have to request a new delivery of an authentication file each time that you request a license file unless you require a change in the ASG key.

Type II Per User upgrades

A new feature setting type called Per User has been created to be used in material codes associated with upgrades. Using the Per User upgrade functionality ensures that the correct number of users, stations, etc., purchased with an upgrade are enabled in the RFA license file. The Per User upgrade functionality is applicable to all product families supported by RFA.

When a SAP order is generated to upgrade Communication Manager to a 4.0 or later release, some feature upgrades are sold at a per user basis. An example of a Type II feature sold at a Per User basis is stations. When stations are being upgraded to Communication Manager 4.0 or later, a Feature Keyword of VALUE_STA with a setting type of PER USER is applied to the license. Care should be taken to ensure that the correct number of stations is ordered. The quantity to be upgraded should not exceed the amount of stations on the system as you can never upgrade more features than you have. Also, any Per User features that were not upgraded during the upgrade transaction are not carried forward and cannot be reclaimed in a future transaction.

To view Type II features and their associated Setting Types, RFA provides a **Detailed Feature Information** button that appears on the bottom of the **SAP Order** screen as shown in [Figure 87](#).

Figure 87: Detailed Feature Information button on SAP Order screen

Quantity	Material Code	Description	Allowable Operations
1	197949	CC R4.0 BASIC	
1	196645	CM4 S8500 UPG SFTW LIC	Upgrade R10+
1	196713	CM4 SOFTWARE PACKAGE TRACKING	
1	187730	SFTW ENTITLEMENTS LIC	
510	196676	CM R4 501-1000 SNGL UPG LIC	

Note: Material Codes that do not have an 'Allowable Operation' specified in the table above apply to all operations within this product family. Depending on the product family, the following is a list of all operations: New Install, Additions, Upgrade R10+, Upgrade, Upgrade Pre R10, Support Upgrade, PCN Update PreR10, Platform Migration, Add Module.

Additional detailed feature information from the order is available for troubleshooting purposes. This information is used by various RFA support teams. Click on the [Detailed Feature Information] button to view this feature information.

[Detailed Feature Information](#)

After clicking **Detailed Feature Information**, the Detailed Feature Information screen appears. The Detailed Feature Information screen displays tables that contain the Type I, Type II, and Type III feature information that are on the SAP order. The Type II Feature Information table contains Feature Keywords, settings, setting type, and material codes. [Figure 88](#) shows an example of a Type II Feature Information table.

Note:

The material codes shown in the examples in this book may not be current or correct and should not be used as a reference when placing an order in SAP.

Figure 88: Type II Feature Information table

Type II Feature Information derived from the SAP Order

Keyword	Setting	Setting Type	Material Code	Material Code Quantity	Description
VALUE_CCRELEASE	4.0	SET	197949	1	CC R4.0 BASIC
VALUE_DS1_ECHO	688	RANGE	196713	1	CM4 SOFTWARE PACKAGE TRACKING
VALUE_ILOCATION	1	RANGE	196645	1	CM4 S8500 UPG SFTW LIC
VALUE_IP_STA	5	CALCULATED	187730	1	SFTW ENTITLEMENTS LIC
VALUE_LOGGIN	5200	RANGE	187730	1	SFTW ENTITLEMENTS LIC
VALUE_LOGGIN	7000	RANGE	196713	1	CM4 SOFTWARE PACKAGE TRACKING
VALUE_MGA_SRC	10	SET	196676	510	CM R4 501-1000 SNGL UPG LIC
VALUE_MGA_SRC	10	SET	196713	1	CM4 SOFTWARE PACKAGE TRACKING
VALUE_OFFER	A	SET	196645	1	CM4 S8500 UPG SFTW LIC
VALUE_OFFER	A	SET	196713	1	CM4 SOFTWARE PACKAGE TRACKING
VALUE_OPT_EC500	5	CALCULATED	187730	1	SFTW ENTITLEMENTS LIC
VALUE_OPT_PBFMC	5	CALCULATED	187730	1	SFTW ENTITLEMENTS LIC
VALUE_PCKG	0	SET	196713	1	CM4 SOFTWARE PACKAGE TRACKING
VALUE_STA	5	CALCULATED	187730	1	SFTW ENTITLEMENTS LIC
VALUE_STA	1	PER USER	196676	510	CM R4 501-1000 SNGL UPG LIC
VALUE_VERSION	V14	SET	196676	510	CM R4 501-1000 SNGL UPG LIC

Per User feature enhancement examples

The following three examples demonstrate how the Per User feature enhancement works.

Example one: SAP upgrade order does not contain all the stations on the system

In example one, Customer A has 30 stations. The SAP order contains a Feature Keyword in a Material Code with a Setting Type of PER USER for the upgrade of 20 stations. The resulting RFA license file contains 20 stations at the release specified on the order. The remaining 10 stations will not be licensed in the RFA license file and will not display in the RFA System Record for Customer A. Customer A can no longer use the unlicensed stations and cannot include the stations in another upgrade order. The remaining 10 stations are considered abandoned.

Example two: SAP upgrade order contains more stations than on the system

In example two, Customer B has 30 stations. The SAP order contains a Feature Keyword in a Material Code with a Setting Type of PER USER for the upgrade of 40 stations. The resulting RFA license file contains 30 stations at the release specified in the order. The remaining 10 stations will not appear in the RFA license file or the RFA System Record for Customer B, therefore the purchased upgrade of the 10 stations cannot be used. You cannot upgrade more stations than you currently have on the system.

Example three: SAP upgrade order does not contain the correct Setting Type

In example three, Customer C has 30 stations. The SAP order does not contain a Feature Keyword with a Setting Type of PER USER for the upgrade of the 30 stations. In this case, RFA displays a warning message if VALUE_STA is equal to zero for Communication Manager Release 3.0 and later systems. RFA will not allow the transaction to complete.

Upgrade guidelines

Refer to the following guidelines when placing an order to upgrade Communication Manager to 4.0 or later:

- 1 A Feature Keyword with a PER USER setting is used in orders to upgrade Communication Manager from Release 3.0 and later. Upgrades from Communication Manager Release 2.0 and earlier releases do not have the setting Per User associated with VALUE_STA.

An RFA information or warning message appears if a PER USER setting type appears on one of the following orders for an upgrade from Release 3.0 and later:

- New Install
- Upgrade Pre R10
- PCN Update Pre R10
- Support Upgrades

Note:

For Communication Manager 4.0 and later, PCN Updates R10+ and PCN Updates are called Support Upgrades. The name for PCN Updates Pre R10 has not changed.

- 1 The Per User functionality does not apply to Hosted Solutions and Support Upgrades.
- 1 If the number of upgrades for a Per User feature is either below or above the setting value on the current license, a general and/or detailed information warning message appears in RFA.

RFA general and detailed information/warning messages

There are two categories of information/warning messages that appear in RFA for upgrades associated with features using a PER USER setting type.

RFA uses general messages to alert you that an issue has occurred. Some general messages appear before the transaction is created while others appear after the transaction is created but before the transaction is complete and the information on the order is applied to the RFA system record. General warning messages appear on the following screens:

- 1 The **SAP Order** screen: The general message appears *before* the order is accepted and once again *after* the order is accepted. The general message appears for the following transaction types:
 - **New Install, Migrations Pre R10, and Support Upgrade:** The message displays after **Accept** is entered on the SAP Order tab.
 - **Upgrade Pre R10 and PCN Updates Pre R10:** The message displays after the switch configuration file has been uploaded.
- 1 **Order Items Assigned Screen:** For an Upgrade R10+ transaction the message appears after clicking the **Finish** button on the **Assign Order Items** screen.
- 1 **General Customer Info:** A message appears at the top of the **General Customer Info** screen. This message appears for the following transactions:
 - Upload Switch Config tab
 - Upgrades Pre R10
 - PCN Updates Pre R10

Detailed warning messages appear in the **Features** tab directly below the Type II Feature information table. For information on the detailed warning messages, see [Table 17](#).

Examples of the warning messages associated with each screen are explained in detail in the *Job Aid for Per User Upgrade Warning Messages*. The Job Aid can be found on the **Features** tab by clicking the **More Information** button and on the RFA Information page at, <http://support.avaya.com>.



CAUTION:

If you see information or warning messages on the RFA transaction, it is still possible to complete the transaction and deliver the license file. Be aware that if you do complete the transaction, the license file may not be correct. To avoid an incorrect license file, it is important that you understand the warning or informational message and it is strongly recommended that you contact the Sales/Design team before completing the transaction.

Feature screen enhancements for the PER USER upgrade functionality

Starting in March of 2007, RFA displays warning messages when there is an issue with a Type II feature that has a PER USER setting type. The warning messages appear in a table directly after the Type II table on the **Features** screen. [Figure 102](#) displays an example of the Type II PER USER table.

Figure 89: Type II PER USER Feature table

Operations are complete. Please note the following Information/Warning Messages for Type II Features.

Per User Feature Keyword	Upgrade Setting Value from Order	Setting Value on SID	Warning Messages	More Information
VALUE_STA	510	530	RFA-243: The setting value for feature VALUE_STA on the SID exceeded the upgrade setting value for that feature on the order, 510 were upgraded, the remaining 20 on the SID were dropped. You can complete this transaction now, but it is recommended that you consult with the Sales/Design team regarding this warning, before completion.	

The Type II Per User Feature table contains the following fields:

- 1 **Per User Feature Keyword:** Displays the Feature Keyword contained on the order with the Setting Type of PER USER.
- 1 **Upgrade Setting Value from Order:** Displays the setting value associated with the Feature Keyword as it appears on the order.
- 1 **Setting Value on SID (Additions, Upgrades, Migrations) or Available to Upgrade (New Installs, Upgrade Pre R10 and PCN Updates Pre R10):** Contains the current setting as it appears in the RFA system record and the RFA license. A value of 'None' appears for New Installs, Upgrades Pre R10, and PCN Updates Pre R10 transactions.

- 1 **Warning Message:** Contains detailed warning information describing the inconsistency between the setting value on the order and the setting value on the SID. [Table 17](#) provides a list of detailed warning messages that can appear in this field.

Table 14: Type II Per User warning messages

Warning message	Warning message description
RFA-239	Per User Feature upgrades are not allowed on a New Install transaction. RFA could not complete this piece of the order. You can complete this transaction now, but it is recommended that you consult with the Sales/Design team regarding this warning before completion. To view the Per User Feature upgrades on the order, select the SAP Order tab, scroll to the bottom of the screen, and click on the Detailed Feature Information button. Look for features with a Setting Type of PER USER.
RFA-240	Per User Feature upgrades are not allowed on an Upgrades Pre R10 transaction. RFA could not complete this piece of the order. You can complete this transaction now, but it is recommended that you consult with the Sales/Design team regarding this warning before completion. To view the Per User Feature upgrades on the order, select the SAP Order tab, scroll to the bottom of the screen, and click on the Detailed Feature Information button. Look for features with a Setting Type of PER USER.
RFA-241	Per User Feature upgrades are not allowed on a PCN Updates Pre R10 transaction. RFA could not complete this piece of the order. You can complete this transaction now, but it is recommended that you consult with the Sales/Design team regarding this warning before completion. To view the Per User Feature upgrades on the order, select the SAP Order tab, scroll to the bottom of the screen, and click on the Detailed Feature Information button. Look for features with a Setting Type of PER USER.
RFA-242	The upgrade setting value for feature VALUE_XYZ on the order exceeded the setting value for that feature on the SID. <Value> were upgraded, <Value> upgrades could not take place. You can complete the transaction now, but it is recommended that you consult with the Sales/Design team regarding this warning before completion.
RFA-243	The setting value for feature VALUE_STA on the SID exceeded the upgrade setting value for that feature on the order. <Value> were upgraded, the remaining <Value> on the SID were dropped. You can complete the transaction now, but it is recommended that you consult with the Sales/Design team regarding this warning before completion.
1 of 2	

Table 14: Type II Per User warning messages (continued)

Warning message	Warning message description
RFA-244	Feature <Feature Keyword> was on the SID with a setting value of <Value> but that feature was not on the order, therefore, the feature was dropped in the transaction and will not appear in the new version of the SID. It is recommended that you consult with the Sales/Design team regarding this warning to correct the order.
RFA-245	This order contains a material code that indicates a Support Upgrade. If also contains one or more Per User feature upgrades. Per User feature upgrades cannot be processed on orders that contain a Support Upgrade. RFA could not complete this piece of the order. You can complete this transaction but it is recommended that you consult with the Sales/Design team regarding this warning before completion. To view the Per User feature upgrades on the order, select the SAP Order tab, scroll to the bottom of the screen, and click on the Detailed Feature Information button. Look for features with a setting type of PER USER.
2 of 2	

Support Upgrades

The PCN Update R10+ and PCN Update RFA menu items have changed to Support Upgrades. Support Upgrades is an offer that entitles a customer to application upgrades for a specified period of time. SAP orders for Support Upgrades should not include features with a Per User Setting types. The name change appears in the following RFA menu items:

- ┆ PCN Updates has changed to Additions, Upgrades, Support Upgrades
- ┆ Additions, Upgrades from R10+, PCN Updates from R10+, Migrations has changed to Additions, Upgrades from R10+, Support Upgrades, Migrations

Using the Feature Extraction Tool (FET)

Use the Feature Extraction Tool (FET) to capture the customer options and other data from Version 4 through Release 9 Avaya systems. The FET reads the information from the DEFINITY server and saves the information to the configuration file, also known as the FET file. You must have the RFA transaction number before you can use the FET to get the switch configuration file. Use the FET if the system that you are upgrading or updating is:

- ┆ A DEFINITY Version 4 through Release 9 upgrading to a Release 10 or later.
- ┆ Upgrading within the same platform such as the DEFINITY CSI, DEFINITY SI, DEFINITY R, or DEFINITY ONE/IP600 to S8100.

Note:

The FET captures features that are turned on in the existing system. The FET file does not record features that are not turned on.



CAUTION:

Run the FET to capture the existing system configuration **before** you upgrade the switch software.

There are two ways to obtain the FET file:

- 1 Download the FET and the FET documentation from the RFA Information page at <http://rfa.avaya.com>. Execute the FET application to obtain the FET file from the switch and then upload the FET file to RFA.
- 1 Run FET using the RFA application by selecting the **Upload Using Direct Connection Option**. RFA uses the FET application to retrieve the FET file from the server and then uploads the file to RFA. To use the direct connection option, the DEFINITY server must be running Release 8 or later software and you must have dial-in connectivity to the server.

Using the License Installation Tool (LIT)

The License Installation Tool (LIT) is used to install a license file from a computer to the following G3 Avaya servers running Communication Manager Release 10 or higher:

- 1 DEFINITY Server CSI with the TN2402
- 1 DEFINITY Server SI with the TN2404
- 1 DEFINITY Server R with the UN332C

The LIT is not used with any other Avaya servers.

Use the LIT if RFA cannot contact the G3 system directly. If you have a direct connect from RFA to the G3 system by way of Connect 2, RFA provides an option to deliver the file directly onto the server.

You can download the LIT and the LIT documentation from the RFA Information page at <http://rfa.avaya.com>.

The Shared Blade Server

The Shared Blade Server (SBS3000) system uses virtual machines plus multiple blades to allow multiple instances of Communication Manager on one SBS3000 system. RFA contains a system record for each instance of Communication Manager running on an SBS3000 system. Each system record is populated based on the specific instance of Communication Manager. RFA is also used to generate additional licenses over the life of the system to support maintenance activities such as an IPSI or gateway replacement. Communication Manager software sets the license mode accordingly at system initialization and checks the license file at installation and periodically thereafter.

Note:

RFA is not used for registration to Avaya. You must manually register the SBS3000 and the associated applications that run on the SBS3000's virtual machines.

For Communication Manager, RFA defaults to using CLAN registration to download a license file. If an alternate PCLAN configuration is used, the changes outlined in [Table 15](#) are required.

Table 15: SBS licensing information

	Licensed Object	FEAT_IP_PNC	FEAT_PNS	FEAT_PRETH	LSP
SBS3000: Communication Manager in CLAN mode (default)	Reference ISPI	Off	On	Off	Off
SBS3000: Communication Manager in PCLAN mode	Serial number of the H.248 gateway	Off	Off	On	Off
SBS3000B: LSP	Serial number of H.248 gateway	Off	Off	On	On

For serial number information for the SBS3000, see [RFA Release 9.1 serial number enhancement](#) on page 39.

Additions, Upgrades R10+, and Migrations R10+

Use the procedure in this section to create a license file for a module addition, an upgrade from a Release 10+ system, and a platform migration from a Release R10+ system.

Before you start

You will need the following information before you create a license file for a platform migration:

- 1 SAP order number
- 1 SID of the existing system
- 1 Serial number for the new platform.

Note:

If are migrating to an S8500 Server without port networks, the serial number of a license host gateway is used. The license host gateway cannot contain an S8300 Server.

Information and warning messages

There are two categories of information/warning messages that appear in RFA for upgrades associated with features using a PER USER setting type.

RFA uses general messages to alert you that an issue has occurred when the information on the order was applied to the RFA system record. General warning messages appear on the following screens:

- 1 The **Continue** screen: The general message appears for the following transaction types:
 - **New Install, Migrations Pre R10, and Support Upgrade:** The message displays after **Accept** is entered on the SAP Order tab.
 - **Upgrade Pre R10 and PCN Update Pre R10:** The message displays after the switch configuration file has been uploaded.
- 1 **Order Items Assigned Screen:** For an Upgrade R10+ transaction the message appears after clicking the **Finish** button on the **Assign Order Items** screen.
- 1 **General Customer Info:** A message appears at the top of the **General Customer Info** screen.

Detailed warning messages appear in the **Features** tab directly below the Type II Feature information table. For information on the detailed warning messages, see [Table 17](#).

Examples of the warning messages associated with each screen are explained in detail in the *Job Aid for Per User Upgrade Warning Messages*. The Job Aid can be found on the **Features** tab by clicking the **More Information** button or at the **RFA Information** page at <http://rfa.avaya.com>.

High-level steps

The following summarizes the steps that you must perform to modify the license file for a platform migration:

- 1 [Step 1: Click Additions, Upgrades and Migrations](#) on page 198
- 1 [Step 2: Enter the SAP order number](#) on page 199
- 1 [Step 3: Verify that the SAP order data is correct](#) on page 201
- 1 [Step 4: Record the transaction number](#) on page 204
- 1 [Step 5: Enter the SID](#) on page 204
- 1 [Step 6: Verify the SID information](#) on page 205
- 1 [Step 7: Complete the Assign Platforms, Releases, and Add Modules screen](#) on page 205
- 1 [Step 8: Complete the Customer and General System information](#) on page 210
- 1 [Step 9: Complete the Module and Application Details information](#) on page 213
- 1 [Step 10: Complete the feature information](#) on page 216
- 1 [Step 11: Complete the transaction](#) on page 222
- 1 [Step 12: Record the SID and version number](#) on page 223
- 1 [Step 13: Deliver the license file](#) on page 223

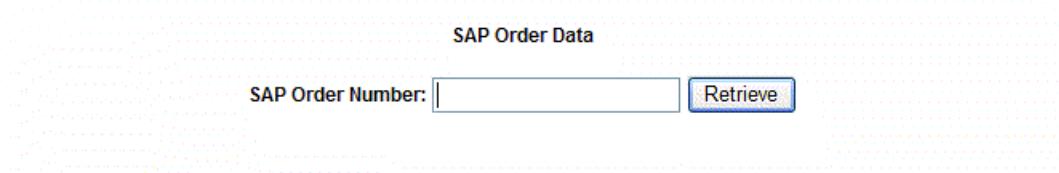
Detailed steps

Step 1: Click Additions, Upgrades and Migrations

From the RFA Application Main Menu, click **Additions, Upgrades and Migrations**. From the drop-down menu select **Additions, Upgrades R10+ and Migrations**.

The system displays the **SAP Order Data** screen ([Figure 90](#)).

Figure 90: SAP Order Data



The screenshot shows a web-based interface titled "SAP Order Data". Below the title, there is a label "SAP Order Number:" followed by a text input field. To the right of the input field is a button labeled "Retrieve". The entire interface is set against a light blue background with a subtle grid pattern.

Step 2: Enter the SAP order number

Type the SAP order number in the text field and click **Retrieve**. The SAP order number must be between 1 and 10 digits.



Important:

Use the SAP order number that includes the software right to use (RTU) material codes and the hardware material codes that are used for duplication. Do not use the SAP order number that includes hardware material codes only.

If software codes exist on more than one SAP order, use the SAP order number that contains the main serving vehicle to create the system record. Then use the subsequent SAP order numbers and follow the process for each SAP order. In this situation, you first create and then modify the system record.

You can use a single SAP order number multiple times, as long as you apply the number to different product families. For example, when you install a Converged Communications Server and a Communication Manager server, you can use a single SAP order number to generate both license files for the Communication Manager server and the Converged Communications Server.

If the SAP order number is valid, the system displays the **SAP Order Data** screen. If the SAP order number is not valid, or if other problems exist with the order number, the system displays an error message. See [Table 16](#) for information on SAP error messages.

Table 16: SAP error messages

Error Messages	Description	Action
The SAP order number is invalid.	The SAP order number does not contain the material codes for the licensing of the product family for which you are building the license.	Ensure that you have logged in to the right product family and validate that you have the right material codes. If the product family and material codes are correct, contact the RFA Helpdesk.
The SAP order number does not contain any software material codes.	The SAP order number does not contain the material codes needed to license the product.	Contact the ordering team.
1 of 2		

Table 16: SAP error messages (continued)

Error Messages	Description	Action
You do not have permission to access the SAP order information.	This error message might appear to BusinessPartners trying to access a system record that does not contain their GUI.	For information see Group Authorization Identification (GAI) on page 26.
The SAP order number that you entered is already in use for this product family. You can continue to work on the transaction record but cannot use this SAP order number to generate a new license file.	The SAP order number is already in use in RFA to generate a license file for this product family.	Ensure that you are logged in to the right product family for the material codes on your SAP order. If the product family is correct, a new SAP order number must be created to generate a license. Contact the ordering team.
2 of 2		

Step 3: Verify that the SAP order data is correct

After you click **Retrieve**, the system displays the **SAP Order Data** screen ([Figure 91](#)).

Figure 91: SAP Order Data screen

SAP Order	System Info(SID)	General Customer Info	Module/App Details	Features	Delete Transaction	Complete Transaction
------------------	------------------	-----------------------	--------------------	----------	--------------------	----------------------

**Additions, Upgrades From R10+,
PCN Updates from R10+, Migrations**

Some solutions require License Files for multiple Product Families. Please refer to the [Licensing Dependency Table](#)

SAP Order Data

SAP Order Number:	996961	User ID:	esmithga
SAP Sold To Number:	2682739	Functional Location:	2682739
		SAP Tier II BusinessPartner Number:	

Sold To Customer Information

Name:	AUSTIN CITY OF
Street:	715 E. 8TH ST. 4TH FLR COMP RM
PO Box:	
City:	AUSTIN
State/Region:	TX
Zip/Postal Code:	78701
Country:	US
Telephone Number:	5124765662
Fax Number:	

Note:

Note the tab bar indicated by the arrow in [Figure 91](#). Use the tab bar to move from one task to another.

The product you are working on may rely on features that must be enabled on other product families. For a list of product feature dependencies, click the **Licensing Dependency Table** link at the top of the screen. It is recommended that you use the information in this chart to ensure that you have all the features enabled that integrate with the product family you are working on.

Review the SAP order data to ensure that the following information is correct:

- 1 Sold To Customer Information
- 1 The quantity, the material code, and the description Information

Note:

The information in the SAP Order screen shows only the material codes for the items that must be included in the license file such as the release, the category, the features, and the capacities. This screen might not show everything that was ordered.

The **SAP** tab contains a **Detailed Feature Information** button as shown in [Figure 92](#).

Figure 92: SAP Order tab with the Detailed Feature Information button

SAP Order

System Info(SID)

General Customer Info

Module/App Details

Features

Delete Transaction

Complete Transaction

Fax Number:

Quantity	Material Code	Description	Allowable Operations
1	182382	SMRTSTE ENABLEMENT FOR S8100/8300 PRLGX	
20	182567	IP AGT LIC MOVE PER AGT R4	

Note: Material Codes that do not have an 'Allowable Operation' specified in the table above apply to all operations within this product family. Depending on the product family, the following is a list of all operations:New Install, Additions, Upgrade R10+, Upgrade, Upgrade Pre R10, PCN Update R10+, PCN Update PreR10, PCN Update, Platform Migration, Add Module.

Additional detailed feature information from the order is available for troubleshooting purposes. This information is used by various RFA support teams. Click on the [Detailed Feature Information] button to view this feature information.

Detailed Feature Information

ACCEPT

BACK

When selected, the **Detailed Feature Information** button displays the following information:

- 1 Tables for the Type I, the Type II, and the Type III features that are contained on the SAP order ([Figure 93](#)).
 - The **Type II Feature Information derived from the SAP Order** table contains Feature Keywords, settings, setting types, and material codes specified in the SAP order. This table can be used to verify features containing a PER USER setting type.
 - The **Type III Feature Information derived from the SAP Order** table displays the release the product ID is upgrading from and the targeted upgrade release specified in the SAP order.
- 1 An **Understanding Type III Feature Information** button that provides explanations and examples about the Type III features. The **Detailed Feature Information** button is available in the SAP order tab anytime during the transaction.

Figure 93: Detailed Feature Information screen

SAP Order	General Customer Info	Module/App Details	Features	Delete Transaction	Complete Transaction																																																																																																																
		<table border="1"> <tr> <td>FEAT_WIDE</td> <td>ON</td> <td>178256</td> <td>INTERNAL ONLY SFTW LIC</td> </tr> <tr> <td>FEAT_WIL</td> <td>OFF</td> <td>178256</td> <td>INTERNAL ONLY SFTW LIC</td> </tr> <tr> <td>FEAT_XCOV_ADMIN</td> <td>ON</td> <td>178256</td> <td>INTERNAL ONLY SFTW LIC</td> </tr> </table>				FEAT_WIDE	ON	178256	INTERNAL ONLY SFTW LIC	FEAT_WIL	OFF	178256	INTERNAL ONLY SFTW LIC	FEAT_XCOV_ADMIN	ON	178256	INTERNAL ONLY SFTW LIC																																																																																																				
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Type III Feature Information derived from the SAP Order Understanding Type III Feature Information <table border="1"> <thead> <tr> <th>Keyword</th> <th>Product ID</th> <th>From Release Version</th> <th>To Release Version</th> <th>Limit Qty</th> <th>Material Code</th> <th>Material Code Quantity</th> <th>Description</th> </tr> </thead> <tbody> <tr><td>REGISTRATION</td><td>IP_Agent</td><td>None</td><td>*</td><td>5200</td><td>178256</td><td>1</td><td>INTERNAL ONLY SFTW LIC</td></tr> <tr><td>REGISTRATION</td><td>IP_API_A</td><td>None</td><td>*</td><td>10000</td><td>178256</td><td>1</td><td>INTERNAL ONLY SFTW LIC</td></tr> <tr><td>REGISTRATION</td><td>IP_API_A</td><td>None</td><td>*</td><td>4</td><td>181996</td><td>1</td><td>CM2 S8700 MC SFTW LIC</td></tr> <tr><td>REGISTRATION</td><td>IP_API_B</td><td>None</td><td>*</td><td>10000</td><td>178256</td><td>1</td><td>INTERNAL ONLY SFTW LIC</td></tr> <tr><td>REGISTRATION</td><td>IP_API_B</td><td>None</td><td>*</td><td>10</td><td>181996</td><td>1</td><td>CM2 S8700 MC SFTW LIC</td></tr> <tr><td>REGISTRATION</td><td>IP_API_C</td><td>None</td><td>*</td><td>12000</td><td>178256</td><td>1</td><td>INTERNAL ONLY SFTW LIC</td></tr> <tr><td>REGISTRATION</td><td>IP_eCons</td><td>None</td><td>1</td><td>500</td><td>178256</td><td>1</td><td>INTERNAL ONLY SFTW LIC</td></tr> <tr><td>REGISTRATION</td><td>IP_Phone</td><td>None</td><td>*</td><td>25000</td><td>178256</td><td>1</td><td>INTERNAL ONLY SFTW LIC</td></tr> <tr><td>REGISTRATION</td><td>IP_Phone</td><td>None</td><td>*</td><td>5</td><td>181996</td><td>1</td><td>CM2 S8700 MC SFTW LIC</td></tr> <tr><td>REGISTRATION</td><td>IP_ROMax</td><td>None</td><td>*</td><td>1000</td><td>178256</td><td>1</td><td>INTERNAL ONLY SFTW LIC</td></tr> <tr><td>REGISTRATION</td><td>IP_ROMax</td><td>None</td><td>*</td><td>1000</td><td>181996</td><td>1</td><td>CM2 S8700 MC SFTW LIC</td></tr> <tr><td>REGISTRATION</td><td>IP_Soft</td><td>None</td><td>*</td><td>25000</td><td>178256</td><td>1</td><td>INTERNAL ONLY SFTW LIC</td></tr> <tr><td>REGISTRATION</td><td>IP_Soft</td><td>None</td><td>*</td><td>5</td><td>181996</td><td>1</td><td>CM2 S8700 MC SFTW LIC</td></tr> </tbody> </table>						Keyword	Product ID	From Release Version	To Release Version	Limit Qty	Material Code	Material Code Quantity	Description	REGISTRATION	IP_Agent	None	*	5200	178256	1	INTERNAL ONLY SFTW LIC	REGISTRATION	IP_API_A	None	*	10000	178256	1	INTERNAL ONLY SFTW LIC	REGISTRATION	IP_API_A	None	*	4	181996	1	CM2 S8700 MC SFTW LIC	REGISTRATION	IP_API_B	None	*	10000	178256	1	INTERNAL ONLY SFTW LIC	REGISTRATION	IP_API_B	None	*	10	181996	1	CM2 S8700 MC SFTW LIC	REGISTRATION	IP_API_C	None	*	12000	178256	1	INTERNAL ONLY SFTW LIC	REGISTRATION	IP_eCons	None	1	500	178256	1	INTERNAL ONLY SFTW LIC	REGISTRATION	IP_Phone	None	*	25000	178256	1	INTERNAL ONLY SFTW LIC	REGISTRATION	IP_Phone	None	*	5	181996	1	CM2 S8700 MC SFTW LIC	REGISTRATION	IP_ROMax	None	*	1000	178256	1	INTERNAL ONLY SFTW LIC	REGISTRATION	IP_ROMax	None	*	1000	181996	1	CM2 S8700 MC SFTW LIC	REGISTRATION	IP_Soft	None	*	25000	178256	1	INTERNAL ONLY SFTW LIC	REGISTRATION	IP_Soft	None	*	5	181996	1	CM2 S8700 MC SFTW LIC
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Click **Back** to return to the **SAP Order Data** screen.

If all the SAP Order Data is correct, click **Accept**. Click **Back** if the SAP order data on this screen is for the wrong customer, or does not include the software RTU material codes and the hardware material codes for duplication.



Important:

If the SAP Order Data shows the information for the correct customer, but either the customer information or the material code is incorrect, do not continue. Contact the account team immediately. The SAP order information must be correct before you create and deliver the license file.

The system displays the transaction number ([Figure 94](#)).

Figure 94: Transaction Number screen

This Transaction has been submitted successfully.

Transaction Number: 84124

Please make a note of the Transaction Number.

Step 4: Record the transaction number

Record the transaction number that appears in the screen. You will need this number later. After you record the transaction number, click **Continue**.

The system displays the **SID Information (SID)** screen.

Step 5: Enter the SID

Enter the SID for this Avaya system and click **Retrieve**. After clicking **Retrieve**, the system displays the SID Information screen ([Figure 95](#)).

Figure 95: System Information (SID) screen

System Information (SID)

SID:	66433	Maintenance Trouble Ticket Number:	
SID Version:	1	SID Creation Date:	May 06, 2005 16:48:40 GMT
Status:	COMPLETE	SID Transaction Number:	175835
SAP Order Number:	1004037	SID Transaction Type:	migration

	SAP - Sold To Information	SID - Sold to Information
Name:	AUSTIN CITY OF	AUSTIN CITY OF
Street:	715 E. 8TH ST. 4TH FLR COMP RM	715 E. 8TH ST. 4TH FLR COMP RM
PO Box:		
City:	AUSTIN	AUSTIN
State/Region:	TX	TX
Zip/Postal Code:	78701	78701
Country:	US	US
Telephone Number:	5124765662	5124765662
Fax Number:		
Point of Contact's Name:		
Email Address:		

Step 6: Verify the SID information

Ensure that the information on the **System Information** screen is correct. Click **Accept** if the information on the screen is correct. Click **Back** to enter another SID.

After you click **Accept**, the system displays the **SID Accept Results** screen. Click **Continue** to continue with the transaction and display the **Assign Platforms, Releases, and Add Modules** screen.



Important:

If this SAP order contains Type III Feature warnings or informational messages, a message appears at the top of the **SID Accept Results** screen. The message alerts you to the warning or the informational message and directs you to the **Features** tab for more information.

Step 7: Complete the Assign Platforms, Releases, and Add Modules screen

There are three parts to Step 7:

- 1 [Step 7a: Platform migrations and Upgrades](#) on page 205
- 1 [Step 7b: Material codes with multiple operations](#) on page 209
- 1 [Step 7c: Adding a new module](#) on page 210



Important:

If you are not familiar with the Assign Platforms, Releases, and Add Modules screen, see [The Assign Platforms, Releases, and Add Modules screen](#) on page 266 before continuing this transaction.

Note:

If RFA automatically assigned all the operations to the appropriate modules, you cannot make any selections in the **Existing Module Details** section. To save the information and continue the transaction, click **Finish**.

Step 7a: Platform migrations and Upgrades

Use the following high-level steps to assign an upgrade or a platform migration operation to a module:

1. In the **SAP Order Details** section, select the radio button next to the SAP segment number for the operation you want to assign.
2. In the **Existing Module Details** section, click the check box for the module that you want to associate with the operation. The sequence number and new platform type and/or release appears in red in the module box.

3. If the quantity remaining for the operation is zero and there are additional operations on the order, select another operation by clicking the radio button next to the segment number for that operation. If all the operations have been assigned, and the quantity for the operations are zero, a **Finish** button appears at the bottom of the screen. Click **Finish** to submit the data and continue the transaction.

Platform Migrations

For product families with only one module, RFA automatically selects the module for the platform migration. When RFA automatically selects the module, the **Assign Platforms, Releases, and Add Modules** screen is display-only. You can view and accept the selection by clicking **Finish** at the bottom of the screen.

For multi-module systems, RFA attempts to determine which module to apply the platform migration to. If RFA cannot determine the module to apply the migration to, you can select the module from a list of existing modules. When a migration operation is selected, the system displays a **New Platform Type** check box in each module of the **Existing Module Details** section that meets the following criteria:

- 1 The platform type for the existing module is different than the platform type for the selected SAP order segment.
- 1 The **New Platform Type** field in the **Existing Module Details** section has not already been populated by a SAP segment number for a different platform migration operation.

Figure 96: The Assign Platform, Releases, and Add modules for a migration

Assign Order Items

Assign Platforms, Releases, and Add Modules

SAP Order Details

Select an Operation by clicking the radio button to it's left. Follow the Instructions in the column to the right. For more instructions, click on the [Help] button.

Select	Seq#	Operation	Instructions	Module Type	Platform Type	Application	Release on Order	Quantity Ordered	Quantity Remaining
☐	1	Platform Migration	No Action Necessary by User	Main Server	S8300 in G700	Communication Manager	R012	1	0
☐	2	Add Module	No Action Necessary by User	LSP	S8300 in G700	Communication Manager	R013	4	0
☒	3	Platform Migration and/or Add Module	You may add modules and/or select a 'New Platform Type' for a module.	LSP	S8300 in G700	Communication Manager	R013	10	5
☐	4	Platform Migration and Upgrade	You may select a 'New Platform Type and Release' for a module.	ESS	S8300 in G700	Communication Manager	R013	6	6
☐	5	Upgrade and/or Add Module	You may add modules and/or select a 'New Release' for a module.	ESS	S8300 in G700	Communication Manager	R013	4	4

Click on the [Submit] button to submit your changes before you go to another tab or leave this transaction. When all remaining quantities are zero, the [Finish] button will appear at the bottom of the page next to the [Clear] button. To unassign a selection(s), click the radio button that has the same Seq# as the Platform Type or New Release and uncheck the selection(s). Click the [Finish] button to complete the assignments.

Existing Module Details appear in black lettering. SAP Order selections appear in red lettering.

Add Modules
This operation includes the option to add modules to the system.
Enter the number of modules you want to add and press the <Enter> key on your keyboard.

Module ID: 1 Module Description: LSP west Module Location: west campus	Module Type: Main Server Platform Type: S8300 in G250 Applications: Communication Manager IP Address: AUDIX Serial Number: 123456789012	New Platform Type: S8300 in G700 Release: R012 Release: R5	SAP Order Details Seq# 1 RFA selected.
Module ID: 2 Module Description: LSP east Module Location: east campus	Module Type: LSP Platform Type: S8300 in G250 Applications: Communication Manager IP Address: Serial Number: 123456789012	New Platform Type: S8300 in G700 Release: R012 New Release: R013	SAP Order Details Seq# 3 ☒ New Platform Type
Module ID: 3 Module Description: LSP north Module Location: north campus	Module Type: LSP Platform Type: S8300 in G250 Applications: Communication Manager IP Address: Serial Number: 123456789012	New Platform Type: Release: R012 New Release:	SAP Order Details Seq# ☐ New Platform Type

Go to other modules: [1-10](#) [11-20](#) [21-30](#)

When you check the **New Platform Type** check box for a module in the **Existing Module Details** section the following events occur:

- 1 A red **New Platform Type** field appears with the Platform Type of the selected operation.
- 1 A red **SAP Order Details** sequence number appears with the sequence number of the selected operation.
- 1 The **Quantity Remaining** field in the **SAP Order Details** section is decremented by one for the selected operation.

Upgrades

RFA considers an upgrade to be a change in the release version of applications for modules. An upgrade can be partial or full. In a partial upgrade only some of the modules within a system are upgraded. In a full upgrade, all modules within a system are upgraded.

For a partial upgrade where there is only one possible selection, RFA automatically assigns the operation to the module. For operations where there is more than one possible selection, RFA allows the user to select the module or applications that will be upgraded using the **Assign Platforms, Releases, and Add Modules** screen.

For a full upgrade, RFA tries to determine the modules to upgrade and the releases to use for the upgrade. If RFA cannot make an absolute determination of the modules to upgrade based on the SAP order, RFA allows the user to select the module and applications for the upgrade using the **Assign Platforms, Releases, and Add Modules** screen. RFA validates the upgrade based on the following rules:

- 1 The Communication Manager release for an LSP must be equal to or greater than the main module.
- 1 The Communication Manager release for an ESS server must be equal to or greater than the main module.

When a upgrade operation is selected from the **SAP Order Details** section, the system displays a **New Release** check box in each of the modules in the **Existing Order Details** section that meets the following criteria:

- 1 The **Module Type** field for the operation in the **SAP Order Details** section contains the same module type as the module in the **Existing Module Details** section.
- 1 The **Release** field for the module in the **Existing Module Details** section is different than the release in the **SAP Order Details** section for the operation.
- 1 The **New Release** field for the module has not already been populated by a different operation.

Figure 97: The Assign Platforms, Releases, and Add Modules for upgrades

Assign Order Items

Assign Platforms, Releases, and Add Modules

SAP Order Details

Select an Operation by clicking the radio button to it's left. Follow the Instructions in the column to the right. For more instructions, click on the [Help] button.

Select	Seq#	Operation	Instructions	Module Type	Platform Type	Application	Release on Order	Quantity Ordered	Quantity Remaining
☐	1	Platform Migration	No action necessary	Main Server	S8300 in G700	Communication Manager	R012	1	0
☐	2	Add Module	No action necessary	LSP	S8300 in G700	Communication Manager	R013	4	0
☐	3	Platform Migration and/or Add Module	You may add modules and/or select a 'New Platform Type' for a module.	LSP	S8300 in G700	Communication Manager	R013	10	5
☐	4	Platform Migration and Upgrade	You may select a 'New Platform Type and Release' for a module.	ESS	S8710	Communication Manager	R013	1	0
☐	5	Upgrade and/or Add Module	You may add modules and/or select a 'New Release' for a module.	ESS	S8300 in G250	Communication Manager	R013	5	5

Be sure to click on the [Submit] button to submit your changes before you go to another tab or leave this transaction. When all remaining quantities are zero, the [Finish] button will appear at the bottom of the page next to the [Clear] button. You must then click the [Finish] button to complete the platform and release assignments. When all validations have passed, the General Customer Info tab will be displayed.

Existing Module Details appear in black lettering. SAP Order selections appear in red lettering.

Module ID: 4
Module Description: ESS west
Module Location: western region

Module Type: ESS
Platform Type: S8500
Application: Communication Manager
IP Address:
Serial Number: 123123123456

SAP Order Details
Seq# 4
New Platform Type: S8710
Releases: R012 **New Releases:** R013

☒ **New Platform&Release**

Module ID: 5
Module Description: ESS east
Application:

Module Type: ESS
Platform Type: Communication Manager
Release: R012 **New Release:**

SAP Order Details
Seq# -

☐ **New Platform&Release**

The following events occurs when you mark a check in the **New Release** check box:

- 1 A red **New Release** field appears displaying the release from the selected operation.
- 1 A red sequence number appears.
- 1 The **Quantity Remaining** field in the **SAP Order Details** section is decremented for the selected operation.

Step 7b: Material codes with multiple operations

An SAP order can contain a material code with just one operation such as adding a module, or a combination of operations such as a platform migration and an upgrade. When this happens you will see the combination of operations within the **Operation** field of the **Assign Platforms, Releases, and Add Modules** screen. If the operation contains the wording 'and/or' you may select to perform either operation. You may continue to perform one or both of the operations until the **Quantity Remaining** field is equal to zero. If the operation contains the wording 'and' you must select both of the listed operations on the same module.

If there is an add operation in a material code with multiple operations, the **Add Module** box appears under the **SAP Order Details** section. When the **Add Modules** box appears, the quantity inside the box defaults to a zero. To add a module, type the number of modules you want to add to the system in the box and hit the enter key on your keyboard. In the **SAP Order Details** section, the **Quantity Remaining** field for the selected operation decrements by the number that you entered in the **Add Modules** box.

Step 7c: Adding a new module

When the add module operation is not combined with any other operation, RFA automatically assigns the number of modules on the order. In this case the **SAP Order Details** section shows the operation with the instruction that no action is necessary by the user. The **Quantity Remaining** field displays zero.

Click **Finish** on the bottom of the screen to accept the data and continue with the transaction.

Step 8: Complete the Customer and General System information

Step 8 has two parts:

- 1 [Step 8a Complete the GAI table](#) on page 210
- 1 [Step 8b: Complete the BusinessPartner and End User Customer information](#) on page 211



Important:

If this SAP order contains Type III Feature warnings or informational messages, a message appears at the top of the **General System Information** screen. The message alerts you to the warning or the informational message and directs you to the **Features** tab for more information.

Step 8a Complete the GAI table

Complete the GAI fields as appropriate:

- 1 If you are an Avaya associate, do not add a GAI in the list unless you are starting a transaction that a BusinessPartner will complete. You must add the GAI for any BusinessPartner who needs access to this record.
- 1 If you are a Tier I BusinessPartner, your GAI is already on this list from the SAP order. You must add the GAI for any Tier II BusinessPartner who needs access to this record.

**CAUTION:**

If you make changes on this screen you must click **Submit** before you go to another screen. If you do not click **Submit** your changes are lost.

Figure 98: Customer and General System Information

General System Information	
SID: SID Version: Status: PENDING SAP Order Number: 1004037	Maintenance Trouble Ticket Number: Transaction Creation Date: May 05, 2005 18:34:32 GMT Transaction Number: 175835

Sold To Customer Information	Group Authorization Identifiers																						
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Name:</td><td>AUSTIN CITY OF</td></tr> <tr><td>Street:</td><td>715 E. 8TH ST. 4TH FLR COMP RM</td></tr> <tr><td>PO Box:</td><td></td></tr> <tr><td>City:</td><td>AUSTIN</td></tr> <tr><td>State/Region:</td><td>TX</td></tr> <tr><td>Zip/Postal Code:</td><td>78701</td></tr> <tr><td>Country:</td><td>US</td></tr> <tr><td>Telephone Number:</td><td>5124765662</td></tr> <tr><td>Fax Number:</td><td></td></tr> <tr><td>Point of Contact's Name:</td><td></td></tr> <tr><td>Email Address:</td><td></td></tr> </table>	Name:	AUSTIN CITY OF	Street:	715 E. 8TH ST. 4TH FLR COMP RM	PO Box:		City:	AUSTIN	State/Region:	TX	Zip/Postal Code:	78701	Country:	US	Telephone Number:	5124765662	Fax Number:		Point of Contact's Name:		Email Address:		To add GAIs, place the cursor in the Group Authorization Identifiers field and enter a GAI, then press the [Enter] key on your keyboard to add the GAI to the list. Continue entering as many GAIs as you wish. Warning! Be sure to press the [Enter] key after you have entered the last GAI or it will be dropped. To delete GAIs, click on the check box to the left of the GAI. If the GAI does not have a check box, you may not delete that GAI. <i>Click on the [Submit] button at the bottom of this screen for the changes to take affect.</i>
Name:	AUSTIN CITY OF																						
Street:	715 E. 8TH ST. 4TH FLR COMP RM																						
PO Box:																							
City:	AUSTIN																						
State/Region:	TX																						
Zip/Postal Code:	78701																						
Country:	US																						
Telephone Number:	5124765662																						
Fax Number:																							
Point of Contact's Name:																							
Email Address:																							

Step 8b: Complete the BusinessPartner and End User Customer information

Complete the Tier I BusinessPartner Information, Tier II BusinessPartner Information, and End User Customer Information fields as appropriate:

- 1 If this is a direct order, complete only the End User Customer Information fields. Click **Same As Sold To** above the End User Customer Information fields to copy the SAP Sold to Customer Information from the top of the screen. Then complete any empty fields.
- 1 If this is a BusinessPartner order, complete all three columns. Since the Tier I BusinessPartner is probably also the Sold To Customer, click **Same As Sold To** above that column to copy the SAP Sold To Customer Information. Then manually enter the necessary information for the Tier II BusinessPartner and the customer.

Figure 99: Customer Information Screen Tier I, Tier II and End User Information

	Tier I BusinessPartner Information	Tier II BusinessPartner Information	End User Customer Information
	Same As Sold To	Same As Sold To	Same As Sold To
Name:	AUSTIN CITY OF		
Street:	715 E. 8TH ST. 4TH FLR		
P0 Box:			
City:	AUSTIN		
State/Region:	TX		
Zip/Postal Code:	78701		
Country:	US		
Telephone Number:	5124765662		
Fax Number:			
Point of Contact's Name:			
Email Address:			

Note:

You must enter a name in the Point of Contact's Name field before you can complete the transaction.

On the bottom of the Customer Information screen:

- 1 Click **Submit** if you have correctly filled out all the necessary fields
- 1 Click **Clear Form** to clear the fields and start again
- 1 Click **SAP Order Data** to view the SAP data that is associated with this license file

After you click **Submit**, the system displays a window and asks if you want to continue. Click **OK** to continue. The system displays a **Customer and General System Information** screen with a message containing the status of your updates.

Step 9: Complete the Module and Application Details information

Click the **Module/App Details** tab. The system displays the **Module and Applications Details** screen ([Figure 100](#)).

Figure 100: Module/Apps Details screen for Communication Manager

Additions, Upgrades from R10+,
PCN Updates from R10+, Migrations

Module/Application Details

1 Main Server Communication Manager

Module Information	
Module ID:	1
Module Type:	Main Server
Platform Type:	S8300 in G250
Module Description:	
Module Location:	
Platform PID:	0
Confirm Platform PID:	
Module Status:	COMPLETE
Module Error Message:	
IP Address:	
Dial In Telephone Number:	+1 817 834 6897 Help on TN format
Email Address:	
Delivery Instructions:	

Module Serial Number Information	
Current Serial Number:	01DR07127194
If you are replacing the hardware that previously provided the serial number in this license file, you may enter the new serial number of the new hardware component to be licensed here. If you do not want to change the license file serial number, leave the New Serial Number field below blank.	
New Serial Number:	
Confirm New Serial Number:	
Status:	
Error Message:	

Application Information	
Application:	Communication Manager
Expiration Date:	No Expiration Date
Application PID:	1005965947
Release Version:	R010

Note: You must submit to save data or changes will be lost.

Submit Clear Form

Step 9 has two parts:

- 1 [Step 9a: Review and change \(if needed\) the table information](#) on page 213
- 1 [Step 9b: Select any additional modules from the drop-down menu](#) on page 216

Step 9a: Review and change (if needed) the table information

If needed, change or update the appropriate tables in the Module and Applications Details screen.

Note:

Fields in the Module Information table change slightly depending on the product family.

The following list describes each field in the Module Information table:

- 1 **Module ID** - This field contains the module ID number for this product or application. The Module ID is always 1 if:
 - This is the Main server for Communication Manager.
 - This order does not contain multiple modules.
 - The product family does not support multiple modules.
- 1 **Module Type** - This field contains a description of the module type.
- 1 **Platform Type** - The platform type identifies the type of hardware that this product uses.
- 1 **Module Description** (optional but recommended) - Enter a name or a description to help identify this module such as "South Campus".
- 1 **Module Location** (optional but recommended) - Enter a location to help identify this module such as "Room B2H10".
- 1 **IP Address** (Communication Manager only) - Enter the Internet Protocol (IP) Address for this module if you want RFA to deliver the license file over a local area network (LAN).
- 1 **Dial-in Telephone Number** (Avaya DEFINITY servers only) - Enter the telephone number for this module if you want to use the RFA Direct Connection option over the INADS port to deliver the license file. Information that you enter in this field automatically appears in the dial-in telephone field when you request delivery of a file by way of the Direct Connection option. You must enter the telephone numbers in one of the following formats:
 - For the United States and Canada; +1 XXX XXX XXXX
 - For all other countries; +Country Code CityCode LocalPhoneNumber, Extension. Commas and extensions are optional.

Note:

Although you cannot use the Direct Connection option with the Avaya S8000 series servers, you can enter the S8000 series dial-in telephone number in this field. You can use the S8000 series dial-in telephone number with the search functionality to find transaction or system records.

- 1 **E-mail Address** - Enter the e-mail address if you want RFA to use e-mail to deliver the license file. Information that you enter in this field automatically appears in the e-mail address field when you request the download of a file by way of e-mail.
- 1 **Delivery Instructions** - Enter notes on how you want the license file for this module to be delivered. RFA does not use this information. This information is for the use of people who complete the transaction or deliver the file. For more information on how to deliver a license file see [Chapter 6: Delivering A File From RFA](#) on page 153.

Click **Submit** to save the information. If you enter information without completing the serial number or Host ID Information table, the system displays a message that the non Host ID (or serial number) updates are successful.

Module Serial Number Information Table - The existing serial number appears in the Current Serial Number field. If this is a platform migration, a **New Serial Number** field appears. If you are migrating to a platform with a different serial number, you can enter the new serial number in the **New Serial Number** field. If the serial number is staying the same, leave the **New Serial Number** field blank. RFA confirms the new serial number and displays the status with any error messages in the **Status and Error Messages** fields.

Retrieve SN - If you are working on an Avaya DEFINITY server you have the option to have RFA retrieve the serial number from the processor board. To use this option, the software on the DEFINITY server must be Release 9 or later, and you must have dial-up connectivity.

Use the following steps to enter data in the **Retrieve SN** field:

1. Next to the serial number field, click **Retrieve SN**.
2. In the **Dial-in Telephone Number** field, enter the dial-in telephone for the system. If a dial-in telephone number exists in the Module Information table, that number automatically appears in the **Dial-in Telephone Number** field.
3. Click **Submit** to connect to the system and retrieve the serial number.



WARNING:

The retrieve serial number process can take up to six minutes to complete. You can click **Cancel this Request** at any time to return to the Module/Application Details screen from where you can enter the serial number manually.

4. Once approved, the serial number is entered in the **Serial Number** field in the Serial Number table.

Application Information Table - You do not need to complete the fields in the Application Information table.

- 1 **Application** - Contains the name of the product or application that you are installing. This field is pre populated using the information on the SAP order.
- 1 **Expiration Date** - This field is reserved for future enhancements.
- 1 **Application PID** (Communication Manager only) - This number is assigned when registering the system for alarming. This field is not required to create a license file.
- 1 **Release Version** - This field identifies the version of the software. This field is pre populated with the information on the SAP order.

To enter any changes that you made on this screen, click **Submit**. The system displays the **Module/Application Details** screen with the status of the updates. If you make a mistake and want to start over, click **Clear Form**. The system clears all the fields that you changed since the last time you clicked **Submit**.

Step 9b: Select any additional modules from the drop-down menu

Some Avaya systems contain more than one module or application. Use the drop-down menu that is below the tab bar to view and select additional modules or applications. If this is a Communication Manager installation with multiple modules, you must enter module and serial number information for each module that you select. For Unified Communications Center (UCC), you do not need to enter any additional information. The information that you submit for one application is automatically copied to the other application screens.

Review, and if necessary, change or update the table information as instructed in Step 8a. Click **Submit** to enter any changes made on this screen. The system displays the **Module/ Application Details** screen with a message about the status of your updates. If you make a mistake and want to start over, click **Clear Form**. The system clears all the fields that you changed since the last time you clicked **Submit**.

Step 10: Complete the feature information

Click the **Features** tab. The system displays the **Features Information** screen ([Figure 101](#)).

Figure 101: Feature Information screen

Feature Information

1 Main Server Communication Manager

Transaction Number: 142448

SID: 5539

SID Version: 4

Module ID: 1

Module Type: Main Server

Application: Communication Manager

Shared Features (and settings) are features that are common between Main and Sub-Modules and cannot be independently controlled at the module level.

Shared features are displayed on the main module screen only.

If a feature is a shared feature a "Yes" will be populated in the Shared Feature column.

Type II Features

Notes	Keyword Description	Keyword	Setting	MIN	MAX	Shared Features
Notes	Offer Category	VALUE_OFFER	A			Yes
Notes	G3 Version (running as release)	VALUE_VERSION	V10			No
Notes	Location	VALUE_ILOCATION	2	1	2	Yes
Notes	Maximum Ports	VALUE_PORT	300			No
Notes	Maximum Concurrent Reg IP Sta	VALUE_IP_STA	10			No
Notes	Call Center Release	VALUE_CCRELEASE	9.1			Yes
Notes	Logged-In ACD Basic Agents	VALUE_LOGGIN	5200	0	5200	No
Notes	Logged-In ACD Deluxe Agents	VALUE_LOGGIN_DLX	50			Yes

If you are unfamiliar with the Features Information screen see [Understanding the Features tab](#) on page 30. If you are already familiar with the tables, continue with step 10a.

Step 10 has two parts:

- 1 [Step 10a: Make any necessary changes to the main module](#) on page 217
- 1 [Step 10b: Make any necessary changes for the next module](#) on page 221

Step 10a: Make any necessary changes to the main module

Verify that the tables in the Feature Information screen are correct. If not, make the necessary changes to the information.

Warning messages - When RFA warning messages exist on the **Features** screen, a table appears directly after the Type II or Type III tables. If a Type II warning message table displays then there is an issue with a Type II feature that has a PER USER setting. If a Type III warning message table displays, then the Type III Feature upgrades on the SAP order do not precisely correspond to the feature information in the RFA system record.

The Type II warning table ([Figure 102](#)) contains the following columns of information:

- 1 **Per User Feature Keyword:** Displays the Feature Keyword contained on the order with the Setting Type of PER USER.
- 1 **Upgrade Setting Value from Order:** Displays the setting value associated with the Feature Keyword as it appears on the order.
- 1 **Setting Value on SID (Additions, Upgrades, Migrations) or Available to Upgrade (New Installs, Upgrade Pre R10 and PCN Updates Pre R10):** Contains the current setting as it appears in the RFA system record and the RFA license. A value of 'None' appears for New Installs, Upgrades Pre R10, and PCN Updates Pre R10 transactions.
- 1 **Warning Message:** Contains detailed warning information describing the inconsistency between the setting value on the order and the setting value on the SID. [Table 17](#) provides a list of detailed warning messages that can appear in this field.

Figure 102: Type II PER USER Feature table

Operations are complete. Please note the following Information/Warning Messages for Type II Features.

Per User Feature Keyword	Upgrade Setting Value from Order	Setting Value on SID	Warning Messages More Information
VALUE_STA	510	530	RFA-243: The setting value for feature VALUE_STA on the SID exceeded the upgrade setting value for that feature on the order, 510 were upgraded, the remaining 20 on the SID were dropped. You can complete this transaction now, but it is recommended that you consult with the Sales/Design team regarding this warning, before completion.

See [Table 17](#) for a description of Type II Per User warning messages.

Table 17: Type II Per User warning messages

RFA message number	Per User warning message description
RFA-239	Per User Feature upgrades are not allowed on a New Install transaction. RFA could not complete this piece of the order. You can complete this transaction now, but it is recommended that you consult with the Sales/Design team regarding this warning before completion. To view the Per User Feature upgrades on the order, select the SAP Order tab, scroll to the bottom of the screen, and click on the Detailed Feature Information button. Look for features with a Setting Type of PER USER.
RFA-240	Per User Feature upgrades are not allowed on an Upgrades Pre R10 transaction. RFA could not complete this piece of the order. You can complete this transaction now, but it is recommended that you consult with the Sales/Design team regarding this warning before completion. To view the Per User Feature upgrades on the order, select the SAP Order tab, scroll to the bottom of the screen, and click on the Detailed Feature Information button. Look for features with a Setting Type of PER USER.
RFA-241	Per User Feature upgrades are not allowed on a PCN Updates Pre R10 transaction. RFA could not complete this piece of the order. You can complete this transaction now, but it is recommended that you consult with the Sales/Design team regarding this warning before completion. To view the Per User Feature upgrades on the order, select the SAP Order tab, scroll to the bottom of the screen, and click on the Detailed Feature Information button. Look for features with a Setting Type of PER USER.
RFA-242	The upgrade setting value for feature VALUE_XYZ on the order exceeded the setting value for that feature on the SID. <Value> were upgraded, <Value> upgrades could not take place. You can complete the transaction now, but it is recommended that you consult with the Sales/Design team regarding this warning before completion.
RFA-243	The setting value for feature VALUE_STA on the SID exceeded the upgrade setting value for that feature on the order. <Value> were upgraded, the remaining <Value> on the SID were dropped. You can complete the transaction now, but it is recommended that you consult with the Sales/Design team regarding this warning before completion.
1 of 2	

Table 17: Type II Per User warning messages (continued)

RFA message number	Per User warning message description
RFA-244	Feature <Feature Keyword> was on the SID with a setting value of <Value> but that feature was not on the order, therefore, the feature was dropped in the transaction and will not appear in the new version of the SID. It is recommended that you consult with the Sales/Design team regarding this warning to correct the order.
RFA-245	This order contains a material code that indicates a Support Upgrade. If also contains one or more Per User feature upgrades. Per User feature upgrades cannot be processed on orders that contain a Support Upgrade. RFA could not complete this piece of the order. You can complete this transaction but it is recommended that you consult with the Sales/Design team regarding this warning before completion. To view the Per User feature upgrades on the order, select the SAP Order tab, scroll to the bottom of the screen, and click on the Detailed Feature Information button. Look for features with a setting type of PER USER.
2 of 2	

The Type III warning table ([Figure 103](#)) contains the following columns of information:

- 1 **Product ID:** This column displays the product ID associated with the warning message.
- 1 **From Release Version:** This column displays the release of software that the product ID is currently running. An entry of 'Any' allows the product ID to upgrade from the current release to the new release specified in the **To Release Version** column. When Any is used, RFA first upgrades the product IDs that are running the lowest release.
- 1 **Limit on From Release:** This column displays the current limit for this product ID in the RFA system record.
- 1 **To Release Version:** This column displays the release that the product ID is upgrading to as specified in the SAP order.
- 1 **Limit on Order:** This column displays the maximum number of product ID upgrades contained on the SAP order.
- 1 **Warning Messages:** This column contains one of the warning messages shown in [Table 18](#).

The **Warning Message** table also contains a link to the *Job Aid for Type 3 Feature Upgrade Warning Messages*. The job aid provides information that helps you to understand the warning messages shown in [Table 18](#).

Figure 103: Features tab with Type III Feature Warning

SAP OrderSystem Info(SID)General Customer InfoModule/App DetailsFeaturesDelete TransactionComplete Transaction

Upgrade operations are complete. Please note the following Warning Messages for Type III Feature Upgrades.

Product ID	'From' Release Version	Limit on 'From' Release	'To' Release Version	Limit on Order	Warning Messages	More Information
IP_Agent	Any	1	6	18	RFA-233: The limit on the order exceeded the limit on all of the available "From" Releases that are less than the "To" Release, 1 was upgraded, 17 upgrades could not take place. You may want to inform the Sales/Design team of this warning. You can complete this transaction but the upgrade for this feature will not take place.	
IP_Soft	3	2	4	5	RFA-231: The limit on the order exceeded the limit on the "From" Release, 2 were upgraded, 3 upgrades could not take place. You may want to inform the Sales/Design team of this warning.	

Note: You must submit to save data or changes will be lost.

Submit

See [Table 18](#) for a description of Type III warning and informational messages.

Table 18: Type III Feature Warning and warning messages

RFA message number	Type III warning message description
RFA-229	There are no entries for the product ID. RFA could not complete this piece of the order. You can complete the transaction now, but it is recommended that you consult the Sales/Design team regarding this warning before completion.
RFA-230	There were no entries for the product ID at the release specified on the order. RFA could not complete this piece of the order. You can complete this transaction now, but is recommended that you consult with the Sales/ Design team regarding this warning before completion.
RFA-231	The limit on the order exceeded the limit on the 'From' Release. The warning shows the number of the product IDs that were upgraded and the number of the product IDs that were not upgraded. You can complete this transaction now, but it is recommended that you consult with the Sales/ Design team regarding this warning before completion.
RFA-232	The limit on the 'From' Release exceeded the limit on the order. The message displays the number of the product IDs that were upgraded and the number of the product IDs that remain. You can complete this transaction now, but it is recommended that you consult with the Sales/ Design team regarding this warning before completion.
1 of 2	

Table 18: Type III Feature Warning and warning messages (continued)

RFA message number	Type III warning message description
RFA-233	The limit on the order exceeded the limit on all the available 'From' Releases that are less than the 'To' Releases. The warning displays the number that were upgraded and the number that could not be upgraded. You can complete this transaction now, but it is recommended that you consult with the Sales/Design team regarding this warning before completion.
RFA-234	There were no entries for the product ID at a release less than the 'To' Release on the order. RFA could not complete this piece of the order. You may want to inform the Sales/Design team of this warning. You can complete this transaction now, but it is recommended that you consult with the Sales/Design team regarding this warning before completion.
RFA-235	The limit on the 'From' Release exceeded the limit on the order. The message displays the number that were upgraded starting at the lowest 'From' Release. You can complete this transaction now, but it is recommended that you consult with the Sales/Design team regarding this warning before completion.
2 of 2	

**CAUTION:**

It is still possible to complete the transaction and deliver the license file when a transaction contains an RFA warning or informational message. Be aware that if you do complete the transaction, the license file may not be correct. To avoid an incorrect license file, it is important that you understand the warning or information message and it is strongly recommended that you contact the Sales/Design team before completing the transaction.

If you make any changes to the feature information, you must click **Submit**. Clicking **Submit** saves the changes for the main module only. It does not save the changes for other modules in the system. To make changes on other modules in the system, see [Step 10b: Make any necessary changes for the next module](#) on page 221. After you click **Submit** the system displays the **Feature Information** screen with the status of the updates.

Note:

Feature dependency is validated when a change is made on the feature screen and before a transaction is completed. Validation ensures that the features are set correctly before you install a license file.

Step 10b: Make any necessary changes for the next module

If this system contains more than one module, use the drop-down menu under the Feature Information heading to select another module. Then make any necessary changes to the feature information for the next module in the list. Click **Submit** after you make any changes.

Note:

Clicking Submit only saves the changes you made on the module you are viewing.

Repeat these steps until you change and submit the feature information for all the modules in this system.

After you enter the information for each module and click **Submit**, the system displays the **Feature Information** screen with information on the status of the updates.

Step 11: Complete the transaction

Click the **Complete Transaction** tab. The system displays the **Complete Transaction** screen ([Figure 104](#)).

Figure 104: Complete Transaction screen

Complete Transaction

Please be sure you have read through the feature settings on all feature screens to ensure they are correct, then click on the check box below.

☐ I have reviewed the feature settings on all modules and agree that they are correct.

User ID:

You have selected to complete the transaction number: 84124.

Submit

Before you can complete the transaction, you must verify that you reviewed the feature settings on all the modules and that you agree that the settings are correct. Verify that you reviewed the feature settings, select the box next to the statement and click **Submit** to complete the transaction.

If you are not ready to complete the transaction you can leave the screen by clicking on one of the following:

- 1 A different tab
- 1 A different item on the RFA Application Main Menu



Important:

Until you complete the transaction, you have the option to delete the transaction. Once you complete the transaction the transaction becomes a permanent system record. You cannot delete a system record from RFA.

Step 12: Record the SID and version number

After you click **Submit** on the **Complete Transaction** screen, the system displays a window asking if you want to complete the transaction. If you want to continue, click **Ok**. The system displays the **System Identification** screen ([Figure 105](#)).

Figure 105: System Identification screen

SID Status

SID: 51100 SID Version: 1

Serial Number	Status	Message	Module ID	Status	Message
01DR08198735	COMPLETE		1	COMPLETE	

OK Print

Record the SID and the version number. The SID is a pointer to the system record in the RFA database. You need the SID to obtain the license file from RFA.

Click **OK** to close the window or click **Print** to print the window. After you click **OK**, the system displays the RFA Application Main Menu.

Step 13: Deliver the license file

You must deliver the license file from RFA to the Avaya server or to a computer. For more information on delivering a license file see [Chapter 6: Delivering A File From RFA](#) on page 153.

License file serial number swap-out

Use the Serial Number Swap-Out function when:

- 1 You replace the processor, the IPSI, or the MSSNE board
- 1 A platform migration requires a new serial number that was not entered during the platform migration transaction.

This section explains how to use RFA to modify the license file for a Release 10 or later Communication Manager system because of a serial number swap-out.



Tip:

This chapter contains steps that were in previous chapters. The steps are repeated so that the swap-out procedure is complete and can be downloaded or printed separately from the rest of this document.

Before you start

To modify a license file for a serial number swap-out, you need the following information:

- 1 The maintenance trouble ticket number

Note:

Avaya associates use the Maestro ticket number. BusinessPartners use the ticket number from your trouble tracking system.

- 1 The old serial number
- 1 The new serial number

Note:

For more information on how to obtain a serial number for a Communication Manager system see [Understanding serial numbers](#) on page 39.



Important:

A serial number can only be used once within the Communication Manger product family.

Overview

When you replace a processor or a reference IPSI, the serial number of the new processor or reference IPSI no longer matches the serial number in the license file. When the Avaya system detects this mismatch, the system enters in to a License-Error mode. For more information see [License-Error and No-License modes](#) on page 187.

To clear the License-Error and return the system to a License-Normal Mode you can:

- 1 Remove the new processor or IPSI and reinstall the old processor or IPSI.
- 1 Modify the license file so that the file contains the serial number of the new processor or IPSI.

Before you modify the license file, determine if replacing the new processor or IPSI solves the problem:

- 1 If the new processor or IPSI does not solve the problem, remove it and reinstall the old processor or IPSI.
- 1 If the new processor or IPSI solves the problem, follow the steps in this section to update the license file with the number of the new processor or IPSI.



CAUTION:

Do not modify the license file until you are sure that the new processor or IPSI solves the reported problem. If you modify the license file to contain the serial number of the new processor or IPSI, you must return the old processor or IPSI to Avaya for repair. The processor or IPSI cannot be re-installed even if they are working properly. RFA does not allow you to deliver a license file that contains an invalid serial number.

High-level steps

The following summarizes the steps that you must perform to modify the license file for a Release 10 or later processor swap-out:

1. On the RFA Application Main Menu, Click **Maintenance**. From the maintenance list, click **License File Serial Number Swap-Out** ([Step 1: Click License File Serial Number Swap-Out from the Maintenance menu](#) on page 226).
2. Enter the maintenance trouble ticket number and the serial number of the existing processor ([Step 2: Enter the trouble ticket number and the serial number of the existing processor](#) on page 227).
3. Verify that the information on the License File Serial Number Swap-Out Results screen is correct ([Step 3: Verify that the information on the results screen is correct](#) on page 228).
4. Record the SID and the new SID version number ([Step 4: Record the SID and the new SID version number](#) on page 229).

5. Enter the serial number of the new processor ([Step 5: Enter the serial number for the new processor](#) on page 229).
6. Complete the transaction ([Step 6: Complete the transaction](#) on page 230).

The following section provides detailed instructions for each of these steps.

Detailed steps

Use this section for detailed steps that explain how to perform a swap-out.

Step 1: Click License File Serial Number Swap-Out from the Maintenance menu

To perform a serial number swap-out on a Avaya system that is running Communication Manager Release 10 or later, click **Maintenance** on the RFA Application Main Menu. On the maintenance menu, click **License File Serial Number Swap-Out**.

The system displays the **License File Serial Number Swap-Out** ([Figure 106](#)).

Figure 106: License File Serial Number Swap-Out screen

Enter Serial Number | Swap Out Details | Delete Transaction | Complete Transaction

License File Serial Number Swap Out

License File Serial Number Swap Out

Please enter a Maintenance Trouble Ticket Number and the Serial Number that is being replaced.

Maintenance Trouble Ticket Number:

Serial Number:

Step 2: Enter the trouble ticket number and the serial number of the existing processor

Enter the maintenance trouble ticket number in the **Maintenance Trouble Ticket Number** field. Type the serial number of the old Avaya processor in the **Serial Number** field and click **Retrieve**. If you enter a valid serial number the system displays the **License File Serial Number Swap-Out Results** screen ([Figure 107](#)). If you enter an invalid serial number or a serial number in a system record that you do not have access to, the system displays an error message. Perform the following actions to correct the error:

- 1 Verify that you have the correct serial number from the processor board or the IPSI circuit pack.
- 1 Verify that you read the serial number correctly.
- 1 Verify that you entered the serial number correctly in to RFA.

If the serial number does not work the second time, contact the RFA Helpdesk.

Figure 107: License File Serial Number Swap-Out Results screen

Enter Serial Number

Swap Out Details

Delete Transaction

Complete Transaction

License File Serial Number Swap Out

License File Serial Number Swap Out Results

Maintenance Trouble Ticket Number: 15514324432

Serial Number: 01DR08146545

SID: 60006 SID Version: 1 Module ID: 1

SID Transaction Type: New Install

Sold To Customer Information

Name:

OZ CITY OF

Street:

715 E. 8TH ST. 4TH FLR COMP RM

PO Box:

City:

AUSTIN

State/Region:

TX

Zip/Postal Code:

78701

Country:

US

Telephone Number:

5124765662

Fax Number:

Point of Contact's Name:

Email Address:

Module Information

Module Type:

Main Server

Platform Type:

S8700 Media Server MC

Module Description:

main capus

Module Location:

1143 Campus Blvd.

Platform PID:

7000001336

IP Address:

192.155.155.155

Dial in Telephone Number:

Email Address:

Delivery Instructions:

Direct connect delivery

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Step 3: Verify that the information on the results screen is correct

Read and verify that the information on the **License File Serial Number Swap-Out Results** screen is correct.

Note:

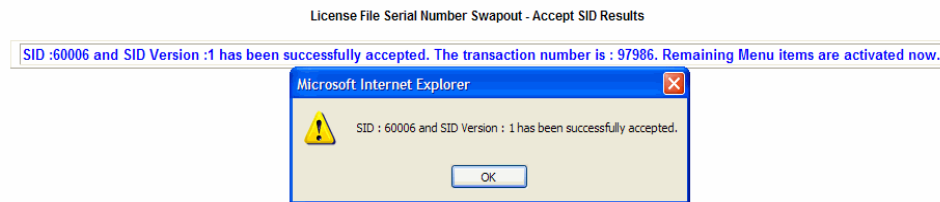
This screen is read only. You cannot change the information on this screen.

If the information in the results screen is correct click **Accept**. If the information in the results screen shows information for the wrong customer, click **Back**. Verify that you entered the correct trouble ticket and serial number. If the screen still shows the wrong information, contact the RFA Helpdesk.

After you click **Accept**, the system displays the **Accept SID Results** screen ([Figure 108](#)).

Figure 108: License Serial Number Swap-Out Accept SID Results screen

License File Serial Number Swap Out



Step 4: Record the SID and the new SID version number

Record the SID and the new SID version number and click **OK** to close the screen. Click the **Swap-Out Details** tab. The system displays the **License File Serial Number Swap-Out Details** screen ([Figure 109](#)).

Note:

Modifying an existing system record changes the version number for the SID. The SID itself does not change.

Figure 109: License File Serial Number Swap-Out Details screen

Enter Serial Number	Swap Out Details	Delete Transaction	Complete Transaction
---------------------	------------------	--------------------	----------------------

License File Serial Number Swap Out

License File Serial Number Swap Out Details

Maintenance Trouble Ticket Number: 15514324432
Serial Number: 01DR08146545
SID: 60006 SID Version: 1 Module ID: 1

This is for Switches that are R10 or greater. It is used to create a new license file with the serial number.

New serial number must be entered correctly. You will need to contact an RFA Administrator if entry is incorrect

Please Enter New Serial Number, Confirm New Serial Number and Click on Submit button.

Current Serial Number 01DR08146545	New Serial Number 	Confirm New Serial Number 	Status
---------------------------------------	---	---	--------

Step 5: Enter the serial number for the new processor

Enter the serial number of the new Avaya processor or IPSI circuit board in both fields and click **Submit**.

If you enter a valid serial number, the system displays the message 'Pending Completion' in the status field. A window opens to confirm that the swap-out was successful and to instruct you to complete the transaction.

If you enter an invalid serial number, or a serial number that has already been used for another Avaya Communication Manager system, the system displays an error message. Reenter the correct serial number and click **Submit**. Check the serial number to verify that you entered it correctly. If you still receive an error message contact the RFA Helpdesk.

Step 6: Complete the transaction

To close the message, click **OK** and then click the **Complete Transaction** tab. The system displays the **Complete Transaction** screen. If you are ready to complete the transaction, click **Submit**.

The system displays the SID and the associated version number.



CAUTION:

Until you complete the transaction you still have the option to delete the transaction record. Once you complete the transaction, the transaction becomes a permanent system record. You cannot delete a system record from RFA.

Note:

You cannot cancel from this screen. If you are not ready to complete the transaction, do one of the following:

- 1 Click a different tab
- 1 Click a different item on the main menu

Click **OK** to close the window and return to the RFA Application Main Menu.

For instructions on how to deliver a file from RFA see [Chapter 6: Delivering A File From RFA](#) on page 153.

Chapter 12: Product Families Supported in RFA

This chapter explains how RFA interfaces with the following product families:

- 1 [Advanced IP Phone Features](#) on page 232
- 1 [Application Assurance Networking](#) on page 232
- 1 [Application Design Environment \(ADE\)](#) on page 233
- 1 [Application Enablement Services](#) on page 234
- 1 [Avaya IQ](#) on page 235 (formally CCR)
- 1 [Avaya Proactive Contact](#) on page 236
- 1 [Branch Gateways](#) on page 236
- 1 [Communications Process Manager](#) on page 238
- 1 [Contact Center](#) on page 239
- 1 [Customer Interaction Express](#) on page 240
- 1 [Directory Enabled Management](#) on page 240
- 1 [Enterprise Network Management Console](#) on page 241
- 1 [Event Processor](#) on page 241
- 1 [Integrated Management](#) on page 243
- 1 [Meeting Exchange](#) on page 244
- 1 [Modular Messaging](#) on page 244
- 1 [one-X Mobile](#) on page 244
- 1 [one-X Portal](#) on page 245
- 1 [Operator Set PC \(OSPC\)](#) on page 245
- 1 [Security Gateway](#) on page 246
- 1 [Softclients](#) on page 247
- 1 [Unified Communications Center \(UCC\)](#) on page 248
- 1 [Voice Self Service \(VSS\)](#) on page 250
- 1 [Voice Over IP \(VoIP\) stations](#) on page 250

For information on Communication Manager, see [The Communication Manager Product Family In RFA](#) on page 183.

Advanced IP Phone Features

Advanced IP Phone Features is firmware for the Avaya 4600 series IP phone consisting of the Avaya IP Phone application and a VPN client. The Avaya 4600 phone uses the VPN client to establish a secure IPsec tunnel for all traffic including signalling, media, and application. The use of the phone is controlled by the number of concurrent user licenses that is managed by a WebLM application residing on a WebLM server. After the VPN tunnel is established, the phone obtains a license from the WebLM server and is allowed to register with Communication Manager.

Note:

IP Phone Features does not require an RFA license file in version 1. If a customer purchases version 2, or purchases an upgrade from version 1 to version 2, an RFA license file will be required. Use the RFA New Install procedure when you upgrade from version 2, or when you upgrade from version 1 to version 2. When you upgrade from version 1 to version 2, you will also need to perform the RFA Additions procedure. Performing both procedures will ensure that the license file contains the total quantity purchased by the customer.

Advanced IP Phone Features requires a license file for new installations and additions. When creating a license file for the Advanced IP Phone Features the Host ID is used.

Application Assurance Networking

Application Assurance Networking (AAN) monitors applications on the wide area network of the customer to ensure that required levels of network services are obtained. AAN performs the following:

- 1 Discovers the applications that are running on the network
- 1 Monitors the quality of service (QOS) of the network for each application session over a specific network path
- 1 Determines an alternate network path with a better QOS and reroutes the application sessions without affecting service

An RFA license file is needed to activate the following AAN features for new installations and additions:

- 1 Application Assurance Networking CNA (Converged Network Analyzer): Web application model with reporting only mode enabled
- 1 Application Assurance Networking APC (Adaptive Path Controller): Route assert mode enabled
- 1 Application Assurance Networking VOIP (voice over IP): VoIP application module

- 1 Application Assurance Networking ENT (enterprise): Enterprise application module
- 1 Application Assurance Networking MMED (multi-media): Real-time multimedia application module
- 1 Application Assurance Networking STRM (streaming audio and video)
- 1 Application Assurance Networking WCO (WAN Cost Optimizer)

A license file is obtained from RFA and installed on the server that is running Application Assurance Networking. The server's Host ID is used to license the server. Once the license file is installed, AAN uses WebLM as a licensing server. For information on how to install the license file on to the server, see AAN product documentation.

Application Design Environment (ADE)

Currently, Dialog Designer (DD) is the only application in the ADE product family that requires a RFA license file.

There are two major components of DD:

- 1 A Development environment that runs on a PC.
- 1 A run time component that runs on a Web container on a Web server.

The run time component is the only component of DD that is licensed in RFA. DD requires an RFA license file for the following features:

- 1 The Dialog Designer standalone package
- 1 The Computer Telephony Integration (CTI) library enablement
- 1 The Computer Telephony Integration (CTI) library universal enablement
- 1 The IC library enablement
- 1 The IC library universal enablement

An RFA license file is required for new DD installations and DD additions.

Application Enablement Services



Important:

CVLAN is called Application Enablement (CTI) in RFA. Application Enablement (CTI) is the new product family name for the product family formerly known as Computer Telephony Integration (CTI).

Currently, the following applications are licensed by RFA for the Application Enablement Services product family:

- 1 CallVisor LAN (CVLAN)
- 1 DEFINITY LAN Gateway (DLG)
- 1 Telephony Services API (TSAPI)
- 1 MVAP Server (called Application Enablement Connections in RFA)

RFA supports the following Application Enablement Services procedures:

- 1 New installations
- 1 Additions
- 1 Support Upgrades
- 1 Changing the Host ID
- 1 Upgrades

RFA-licensed Application Enablement Services applications

An RFA license file is needed for new installations and additions for the Application Enablement Services applications shown in [Table 19](#).

Table 19: Application Enablement Services information

Product Family Application Description	Application Name in RFA	What is being licensed
MVAP Server	Application Enablement Connections	Number of connections
CallVisor LAN	CVLAN	1 Application 1 Number of connections 1 Proprietary links
<i>1 of 2</i>		

Table 19: Application Enablement Services information (continued)

Product Family Application Description	Application Name in RFA	What is being licensed
DEFINITY LAN Gateway	DLG	Application
Telephony Services API	TSAPI	1 Application 1 Number of users 1 Number of advanced users
2 of 2		

Avaya IQ

**Important:**

Avaya IQ is formally CCR. Avaya IQ does not display in the list of product families in RFA. Select CCR from the product family list to create or modify a license file for Avaya IQ.

Avaya IQ combines the current capabilities of CMS with the following additional feature functionality:

- 1 Web based reporting
- 1 Platform Choice
- 1 Extensible Database
- 1 Combination of features found in Proactive Contact and CMS
- 1 Greater capacity

A new or updated license file is needed for Avaya IQ when perform the following procedures:

- 1 New installations
- 1 Additions
- 1 Upgrades
- 1 Changing out the server for maintenance purposes (swap-out)
- 1 Support Upgrades

The Authentication File System (AFS) is used to create an authentication file for Avaya IQ installations and upgrades. For more information on how to use AFS, see *Authentication File System (AFS) User Guide* (03-601703) at the <http://support.avaya.com> web site.

WebLM is used as a licensing application for Avaya IQ. The MAC address or Host ID of the server hosting the WebLM application is used in RFA to generate the license file. For more

information on how to obtain the Host ID for your server, see [Understanding Host IDs](#) on page 44

Avaya Proactive Contact

Avaya Proactive Contact is both a software and hardware product that provides a high performance predictive dialing functionality for call centers with inbound call and high volume outbound calls with blending.

A new or updated license file is needed for Avaya IQ when perform the following procedures:

- 1 New installations
- 1 Additions
- 1 Upgrades
- 1 Changing out the server for maintenance purposes (swap-out)
- 1 Support Upgrades

Licensed Features

The following features are licensed for Avaya Proactive Contact:

- 1 Number of agents
- 1 Number of agents with predictive dialing
- 1 Number of supervisor workstations
- 1 Number of telephone lines
- 1 Number of CTI agents
- 1 Number of CTI agents with predictive dialing

Branch Gateways

The G250 and the G350 media gateways are the only RFA supported gateways in the Branch Gateways product family. License file requirements for the G250 and the G350 media gateway vary depending on the configuration.

Use the information in [Table 20](#) to determine when a RFA license file is needed.

Table 20: Branch Gateways information table

G250/G350 Configuration	RFA license required?
A Standalone G250 or a G350 without Virtual Private Networking (VPN).	No.
A standalone G250 or a G350 with VPN.	Yes. You need one RFA license file to activate VPN.
A standalone G250 or G350 with an S8300 Server.	Yes. You need one RFA license file for Communication Manager.
A standalone G250 or G350 is with an S8300 Server and VPN.	Yes. You need two RFA license files: 1 One for Communication Manger 1 One to activate the VPN feature
The G250 or G350 is remotely controlled by a server. The G250 or G350 does not have VPN.	No.
The G250 or the G350 is remotely controlled by a server. The G250 or the G350 has an S8300 Server acting as an LSP.	Yes. You need one RFA license file for the LSP.
The G250 or the G350 is remotely controlled by a server. The G250 or the G350 has an S8300 Server acting as an LSP and has VPN.	Yes. You need two RFA license files: 1 1 for the LSP 1 1 for the VPN

The serial number for the G250 or G350 Media Gateway

Each Branch Gateway has a license file that contains a unique serial number. The same serial number cannot be used more than once within the Branch Gateways product family. When the G250 or the G350 has a VPN and an S8300 Server, you need two license files. In this case, the serial number of the G250 or the G350 can be used for both license files because each license file is created in a different product group. In this example, the G250 or the G350 with VPN is licensed in the Branch Gateway product family while the S8300 Server is licensed in the Communication Manager product family.

To identify the G250 or the G350 serial number type, **show sys** from the command line interface.

Post installation verification

If you attempt to load a license file with a serial number that does not match the serial number of the new G250 or the G350 media gateway:

- ┆ The license file fails to install
- ┆ A SNMP notification is sent
- ┆ A message is written in the Syslog

Activating the VPN

After you load the license file, you must perform a reset on the G250 or the G350 media gateway to activate VPN. A feature setting of 1 indicates that VPN is turned on. A feature setting of 0 (zero) indicates VPN is turned off.

Replacing a Branch Gateway

Before you replace a G250 or a G350 media gateway, you must identify all the license files that are currently in use. You must obtain the new RFA license file(s) with the serial number of the new G250 or the G350 Media Gateway. You must install the new license file(s) on the new G250 or the G350 Media Gateway to activate all the gateway features and functionality.

Communications Process Manager

An RFA license file is needed for Communications Process Manager when you perform one of the following actions:

- ┆ New installations
- ┆ Additions
- ┆ Swap-out: A swap-out is performed when the hardware that was used for the Host ID in the RFA license file needs to be changed out for maintenance purposes. A swap-out allows the user to enter a new Host ID and obtain a replacement license file.
- ┆ Support Upgrades
- ┆ Upgrades

Communications Process Manager uses WebLM as a licensing server. The Host ID of the WebLM server is used in RFA license file as a unique identifier. For information on how to obtain

the Host ID see, [Understanding Host IDs](#) on page 44. Once you have obtained the Host ID, follow the instructions in this manual for the type of procedure that you are performing.

Contact Center

Contact Center started to use RFA for licensing with Release 6.1.3. Currently, RFA is not used to license Contact Center in all cases. When RFA is not used, you use the E-mail License Request process located at icoakeyrequest@avaya.com.

Contact Center is the name of the product family within RFA. Within the Contact Center product family, there currently is a single RFA supported application called Interaction Center (IC).

RFA license files are used for Contact Center when:

- 1 Interaction Center (IC) is ordered and purchased with Release 6.1.3 or later.
- 1 IC is used in a production environment. If IC is being used for demonstration or evaluating purposes, an RFA license is not needed.
- 1 A single WebLM (one Host ID) environment is used.

Note:

If your Avaya Contact Center system includes multiple sites or a redundant multi server solution, you need a series of segmented licenses. Each segmented license is specific to a WebLM application in your Avaya Contact Center system. In these situations, RFA is not used to generate a license file.

- 1 A permanent license is needed.
- 1 A change in the Host ID is needed. In the case where you need a new server with a new Host ID, you must use the RFA Swap-Out functionality to create a new license file.

E-mail license request and Contact Center

Use the existing e-mail license request process when:

- 1 IC is used in a non production environment, in which case IC uses a development and test license.
- 1 IC was purchased with Release 6.0.X through Release 6.1.2, or upgrades from an earlier release.
- 1 Multiple WebLM applications are in use running multiple segment licenses.
- 1 The customer is evaluating IC.
- 1 IC contains a temporary license.

An Operational Analyst (OA) license should be requested when you use the e-mail License Request process.

Customer Interaction Express

Customer Interaction Express (CIE) is a Contact Center application that resides on a Microsoft based application server. CIE delivers a suite of Contact Center functionality including the following features:

- 1 Soft ACD
- 1 E-mail Routing
- 1 Graphical Vectors
- 1 Skill Based Routing
- 1 IVR
- 1 Soft Dialer
- 1 Real-time and historical Contact Center reporting

An RFA license file is required for each CIE server. The license file contains the unique Host ID of server on which the CIE application is installed. You must obtain the Host ID of the server prior to accessing RFA to generate the license file. For information on how to obtain the Host ID see, [Understanding Host IDs](#) on page 44. Once you have obtained the Host ID, follow the instructions in this manual for the type of procedure that you are performing.

Note:

Customers may migrate from Business Contact Center (BCC) to CIE. Migrating from BCC to CIE requires an RFA license file. The New Install procedure in RFA is used to generate the license file for the migration.



Important:

Currently, orders for CIE that are placed in the Tenovis SAP (Atlas) box are not visible to RFA. Orders placed in Tenovis SAP require a manual RFA process to generate a license file. To kick off the manual process, the SAP order information should be provided to the KSPA group who handles most of the Tenovis license requests.

Directory Enabled Management

Directory Enabled Management requires an RFA license file for the following actions:

- 1 A new install
- 1 Additions
- 1 Upgrades
- 1 Swap-outs

WebLM is used as a licensing application for Directory Enabled Management. The MAC address or Host ID of the server hosting the WebLM application is used in RFA to generate the license file. For more information on how to obtain the Host ID for your server, see [Understanding Host IDs](#) on page 44.

Enterprise Network Management Console

Enterprise Network Management Console (NMC) is a fault management tool that provides the following functionality:

- 1 IP discovery in a customer's network
- 1 Displays IP devices in various views such as subnet, system, and device type
- 1 Management tools such as software update manager and network configuration manager

NMC uses a client server architecture. The customer may have multiple clients and a single server.

An RFA license file is needed for NMC when you perform one of the following actions:

- 1 New installations
- 1 Swap-out: A swap-out is performed when the hardware that was used for the Host ID in the RFA license file needs to be changed out for maintenance purposes. A swap-out allows the user to enter a new Host ID and obtain a replacement license file.
- 1 Upgrades

Communications Process Manager uses WebLM as a licensing server. The Host ID of the WebLM server is used in RFA license file as a unique identifier. For information on how to obtain the Host ID see, [Understanding Host IDs](#) on page 44. Once you have obtained the Host ID, follow the instructions in this manual for the type of procedure that you are performing.

Event Processor

Event Processor is an application running on a Windows or Linux system that monitors user defined event streams and generates alerts based on rules that a user defines for the event streams.

Product Families Supported in RFA

An RFA license file is needed for Event Processor when you perform one of the following actions:

- ┆ A new install
- ┆ An addition
- ┆ An upgrade
- ┆ A swap-out

The following Event Processor attributes are licensed in RFA:

- ┆ The Distributed Processing feature
- ┆ The licensed number of input data sources
- ┆ The licensed number of output data sources

An RFA license file is required for each Event Processor application. The license file contains the unique Host ID of server on which the Event Processor application is installed. You must obtain the Host ID of the server prior to accessing RFA to generate the license file.

Note:

Event Processor does not use WebLM as its licensing server.

Integrated Management

RFA supports the following applications within the Integrated Management product family:

- 1 VoIP Monitoring Manager (VMM). An RFA license file is required for VMM 3.0 or later. VMM versions earlier than 3.0 do not require a RFA license file.

Note:

VMM 2.1 does not use a RFA license file thus an upgrade from VMM 2.1 to VMM 3.0 is considered to be a new install.

- 1 Converged Network Analyzer (CNA)

[Table 21](#) shows the applications that are licensed by RFA for Integrated Management.

Table 21: Application information for Integrated Management

Application Name	What is licensed?
VMM	1 Application (3.0 or later) 1 Number of endpoints: - Up to 2000 - Additional 2000 1 Gateways: - Up to 40 - Additional 40
CNA	1 Application 1 Additional test plugs and analyzers

On new installations of VMM, a SAP order is used to enable the minimum quantities for both endpoints and gateway capacity. The minimum quantity for endpoints is 2000 while the minimum quantity for gateways is 40. The RFA New Install capability is used to create a system record and generate a license file.

For additional VMM endpoint and gateway capacity, a SAP order is required. Endpoints and gateways are bundled together in quantities of 2,000 endpoints and 40 gateways. The RFA Additions capability is used to add the new capacity and generate a new license file.

The Host ID or MAC address of the first Network Interface Card (NIC) on the WebLM server to license is used to license Integrated Management.

Meeting Exchange

The Meeting Exchange Groupware Edition (MX-GE) S6100 Release 1.0 conferencing solution uses the Avaya On-Demand Conferencing (ODC) adaptor to integrate the IBM groupware applications with an audio conference bridge. RFA is used to license the number of supported Meeting Exchange Groupware Edition G.711 CODEX and the number of Meeting Exchange Groupware Edition ports.

An RFA license file is required for *each* Meeting Exchange server. A unique Host ID is used to license Meeting Exchange in RFA.

Modular Messaging

Modular Message requires a RFA license file for:

- ┆ New installations
- ┆ Additions
- ┆ Support Upgrades
- ┆ Upgrades
- ┆ A change in the Host ID

An RFA license is required for the following Modular Messaging features:

- ┆ Seats - The number of voicemail-enabled mailboxes
- ┆ Text-to-Speech/engine type/language - The number and the type of concurrent sessions of test-to-speech conversion licensed
- ┆ Platform - The messaging platform licensed. Different versions of Modular Messaging work with Avaya, Microsoft, and IBM/Lotus messaging stores.

one-X Mobile

You need an RFA license file for one-X Mobile if you are performing one of the following procedures.

- ┆ A new install
- ┆ An upgrade or update
- ┆ An additions

- 1 A swap-out

One-X Mobile uses WebLM as a licensing server. The Host ID of the WebLM server is used in RFA license file as a unique identifier. An RFA license file is required for each one-X Mobile server. For information on how to obtain the Host ID see, [Understanding Host IDs](#) on page 44. Once you have obtained the Host ID, follow the instructions in this manual for the type of procedure that you are performing.

Once the license file has been obtained from RFA, follow the one-X Mobile documentation to download the license file onto the WebLM server.

one-X Portal

You need an RFA license file for one-X Portal if you are performing one of the following procedures:

- 1 A new installation
- 1 An addition
- 1 An upgrade
- 1 Replacing the server for maintenance purposes (swap-out)

One-X Portal uses WebLM as a licensing server. The Host ID of the WebLM server is used in RFA license file as a unique identifier. An RFA license file is required for each one-X Portal server. For information on how to obtain the Host ID see, [Understanding Host IDs](#) on page 44. Once you have obtained the Host ID, follow the instructions in this manual for the type of procedure that you are performing.

Operator Set PC (OSPC)

OSPC is a PC based attendant console for Communication Manger that runs on XP, Server 2003, and the Vista operating system. OSPC provides a high integration into customer's workflow with two different modes: road warrior and telecommuter.

An RFA license file is needed for the following actions:

- 1 New installs
- 1 Upgrades and updates
- 1 Additions
- 1 Swap-Outs

OSPC uses WebLM as a licensing server. The Host ID of the WebLM server is used in RFA license file as a unique identifier. An RFA license file is required for each OSPC server. For

information on how to obtain the Host ID see, [Understanding Host IDs](#) on page 44. Once you have obtained the Host ID, follow the instructions in this manual for the type of procedure that you are performing.

Security Gateway

Avaya ships the Security Gateway product family with a default license file. An Avaya Security Gateway does not require an RFA license file unless additional capabilities are added. Additional capabilities include increasing the number of site-to-site connections and remote users.

Since the Security Gateway unit is shipped with a default license file the Security Gateway does not have a corresponding system record in RFA. When you add additional capabilities for the first time, use the New Install option in the RFA Application Main Menu. After the system record is created in RFA, use the RFA Additions functionality to create any future license files.

When you create a license file, the RFA system record reflects only the additional capabilities contained in the SAP order. RFA does not reflect the default settings. You can use the RFA **Features** screen to view the additional capacities. The Security Gateway combines both the capabilities of the default settings and the capabilities in the license file. [Table 22](#) shows an example of a Security Gateway with increased capabilities.

Table 22: Security Gateway example

Scenario	Site-to-Site Connections	Remote Users
The default settings of the Security Gateway	25	50
The additional capabilities from the SAP order	10	30
RFA system record reflects this total	10	30
Security Gateway provides this total capability	35	80

Security Gateway models that require a license file

Avaya requires a RFA license file on the following Security Gateway Solutions models:

- 1 SG5 Security Gateway
- 1 SG5X Security Gateway
- 1 SG200 Security Gateway
- 1 SG203 Security Gateway

- 1 SG208 Security Gateway

Replacing a Security Gateway

If you must replace a Security Gateway that has a license file, you must obtain a new license file with the serial number of the new Security Gateway. To obtain a new RFA license file you must contact a Avaya ADS Tier III associate at:

- 1 Within the United States call 18002370016
- 1 Outside the United States see http://support.avaya.com/japple/css/japple?PAGE=avaya.css.OpenPage&temp.template.name=Escalations_Global

Softclients

Currently, SIP Softphone is the only application in the Softclients product family that requires an RFA license file.

The Avaya SIP Softphone is a PC-based endpoint that uses SIP to enable users to:

- 1 Initiate and receive calls
- 1 Send and receive instant messages

SIP softphone has three supported configurations:

- 1 Avaya SIP Infrastructure (Converged Communications Server): When the Avaya SIP Softphone operates in a CCS environment, the SIP Softphone uses TLS to communicate with Avaya CCS Release 2.x and later. The SIP Softphone implements features as according to IETF RFC 3261, IETF drafts for message-waiting indication, and a subset of the SIPPING 19 features where applicable.
- 1 Non-Avaya SIP Proxy, registrar, and endpoints: When the Avaya SIP Softphone operates in a non-Avaya SIP Proxy environment, it uses TCP and UDP to communicate with other vendor's SIP proxies, registrar, and endpoints. The SIP Softphone implements the SIPPING 19 where applicable.
- 1 No SIP Infrastructure (Peer-to-Peer): When the Avaya SIP Softphone is installed in an environment where no proxies are used, SIP Softphone provides basic telephony and IM functionality when the softphone communicates directly with another Avaya SIP Softphone.

Softclients requires a license file for the following procedures

- 1 A new installation
- 1 Additions

- 1 A Host ID swap-out

A license for SIP Softphone contains the maximum number of SIP Softphones that can be running at one time. Once the maximum number is obtained, a user who attempts to start a new session receives an error message.

A single module type SIPSP_Main, exists for Softclients.

Unified Communications Center (UCC)

UCC is a suite of software applications that runs on desktop computers or laptop computers, palm and pocket PCs, and wireless telephones. Each UCC application checks with the UCC license server to obtain a license that allows the application to run. UCC includes the following applications:

- 1 Avaya Web Messaging Application (WMA)
- 1 Avaya Web Collaboration Application (WCA)
- 1 Avaya Advanced Speech Access (ASA)

UCC license server

A UCC license sever refers to:

- 1 The computer software that controls access to the UCC applications. The UCC license server software is a product called Avaya License Manager, which uses the UCC license file that you generate with RFA.
- 1 The computer hardware where the UCC license server software or Avaya License Manager is installed.
 - If the customer purchases WMA, the UCC license server is the UCC base server.
 - If the customer purchases only ASA, the UCC license server is the ASA server or UCC speech server.

The UCC License Server uses a single license file that controls access to the UCC applications. The UCC license file contains three general types of information:

- 1 Feature settings
- 1 UCC software release number
- 1 Host ID

UCC Feature settings

The UCC license file contains feature settings for each of the licensed UCC applications.

For the Web Messaging and the Web Collaboration applications, the UCC license file contains the following feature settings:

- 1 The number of seats: The number of people who can use each UCC application at the same time.
- 1 The expiration date: After the expiration date the number of seats effectively becomes zero. If no expiration date exists, the applications do not expire.

For the ASA application, the UCC license file contains the number of seats, the expiration date, and the number of:

- 1 Automatic Speech Recognition ports
- 1 text-to-speech sessions

UCC software release number

The UCC license file contains the software release number. The software release number is based on the SAP order.

Installing the license file

See the following documents at <http://support.avaya.com> to install the license file on UCC:

- 1 For Speech Access, see the Avaya Unified Communication Center Speech Access Installation Guide 585-313-171.
- 1 For UCC see the Unified Communication Center Base Server Installation Guide 585-313-161.

Voice Self Service (VSS)

The VSS product family contains the following applications:

- 1 Interactive Response
- 1 Voice Portal

VSS uses the Host ID of the WebLM server and the WebLM application to license VSS.

The following VSS features require an RFA license:

- 1 Enterprise licensing
- 1 Number of concurrent ports active at one time. This feature is available for both Interactive Response and Voice Portal.
- 1 Maximum number of Natural Language Speech server licenses active at one time. For Interactive Response, the maximum number of ports is licensed. For Voice Portal, the maximum number of connections is licensed.
- 1 Text to Speech. For IR, the maximum number of concurrent ports from IR to speech servers is licensed. For VP, the maximum number of connections from VP to speech server is licensed.
- 1 SNMP client running on the IR server.



Important:

For the Feature Keywords associated with the licensed features, see Getting Started With Remote Feature Activation (RFA) at <http://support.avaya.com>.

Voice Over IP (VoIP) stations

Both the Interactive Response and the Voice Portal require the following features be active in the license file for the VoIP stations installed on Communication Manager:

- 1 The correct number of IP stations with the Feature Keyword VALUE_IP_STA activated for the correct number of IP stations.
- 1 The correct number of stations activated with the Feature Keyword VALUE_STA activated for the correct number of IP stations.
- 1 Registration feature with the Feature Keyword IP_IR_A activated.

Appendix A: RFA enhancements

Release 9 enhancements

Release 9.0, Release 9.1, and Release 9.6 provided the following enhancements:

- 1 [RFA Release 9.6 Type III Feature enhancements](#) on page 252
- 1 [RFA Release 9.1 serial number enhancement](#) on page 256
- 1 [Overview of RFA Release 9.0 enhancements](#) on page 257
- 1 [Terminology for RFA Release 9.0](#) on page 257
- 1 [RFA Main Menu changes](#) on page 260
- 1 [SAP Order tab and SAP Order Data button changes](#) on page 261
- 1 [Platform migrations](#) on page 263
- 1 [Upgrades](#) on page 264
- 1 [Features screen changes](#) on page 264
- 1 [The Assign Platforms, Releases, and Add Modules screen](#) on page 266
- 1 [Helpful hints](#) on page 284



Important:

This chapter assumes that the reader has a basic understanding of RFA. If you do not understand RFA basics, skip this section and go to [Chapter 1: Getting Started](#) on page 25 in the RFA User Guide.

New RFA supported product families

Starting in January of 2007, an RFA license file will be required for Customer Interaction Express. For more information on Customer Interaction Express, see [Customer Interaction Express](#) on page 240.

RFA Release 9.6 Type III Feature enhancements

RFA Release 9.6 contains the following Type III Feature enhancements:

- 1 **Detailed Feature Information** button: The **SAP** tab contains a **Detailed Feature Information** button ([Figure 110](#)).

Figure 110: SAP Order tab with the Detailed Feature Information button

SAP Order

System Info(SID)

General Customer Info

Module/App Details

Features

Delete Transaction

Complete Transaction

Fax Number:

Quantity	Material Code	Description	Allowable Operations
1	182382	SMRTSTE ENABLEMENT FOR S8100/8300 PRLGX	
20	182567	IP AGT LIC MOVE PER AGT R4	

Note: Material Codes that do not have an 'Allowable Operation' specified in the table above apply to all operations within this product family. Depending on the product family, the following is a list of all operations: New Install, Additions, Upgrade R10+, Upgrade, Upgrade Pre R10, PCN Update R10+, PCN Update PreR10, PCN Update, Platform Migration, Add Module.

Additional detailed feature information from the order is available for troubleshooting purposes. This information is used by various RFA support teams. Click on the [Detailed Feature Information] button to view this feature information.

Detailed Feature Information

ACCEPT

BACK

When selected, the **Detailed Feature Information** button displays tables for the Type I, Type II, and Type III features that are contained on the SAP order ([Figure 111](#)). The Type III Feature table, **Type III Feature Information derived from the SAP Order**, displays the release the product ID is upgrading from and the targeted upgrade release specified in the SAP order. The table also contains an **Understanding Type III Feature Information** button that provides explanations and examples about the Type III features. The **Detailed Feature Information** button is available in the SAP Order tab anytime during the transaction.

Figure 111: Detailed Feature Information screen

SAP Order	General Customer Info	Module/App Details	Features	Delete Transaction	Complete Transaction																																																																																																																
<table border="1"> <tr> <td>FEAT_WIDE</td> <td>ON</td> <td>178256</td> <td>INTERNAL ONLY SFTW LIC</td> </tr> <tr> <td>FEAT_WIL</td> <td>OFF</td> <td>178256</td> <td>INTERNAL ONLY SFTW LIC</td> </tr> <tr> <td>FEAT_XCOV_ADMIN</td> <td>ON</td> <td>178256</td> <td>INTERNAL ONLY SFTW LIC</td> </tr> </table>						FEAT_WIDE	ON	178256	INTERNAL ONLY SFTW LIC	FEAT_WIL	OFF	178256	INTERNAL ONLY SFTW LIC	FEAT_XCOV_ADMIN	ON	178256	INTERNAL ONLY SFTW LIC																																																																																																				
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Type III Feature Information derived from the SAP Order Understanding Type III Feature Information <table border="1"> <thead> <tr> <th>Keyword</th> <th>Product ID</th> <th>From' Release Version</th> <th>To' Release Version</th> <th>Limit Qty</th> <th>Material Code</th> <th>Material Code Quantity</th> <th>Description</th> </tr> </thead> <tbody> <tr><td>REGISTRATION</td><td>IP_Agent</td><td>None</td><td>*</td><td>5200</td><td>178256</td><td>1</td><td>INTERNAL ONLY SFTW LIC</td></tr> <tr><td>REGISTRATION</td><td>IP_API_A</td><td>None</td><td>*</td><td>10000</td><td>178256</td><td>1</td><td>INTERNAL ONLY SFTW LIC</td></tr> <tr><td>REGISTRATION</td><td>IP_API_A</td><td>None</td><td>*</td><td>4</td><td>181996</td><td>1</td><td>CM2 S8700 MC SFTW LIC</td></tr> <tr><td>REGISTRATION</td><td>IP_API_B</td><td>None</td><td>*</td><td>10000</td><td>178256</td><td>1</td><td>INTERNAL ONLY SFTW LIC</td></tr> <tr><td>REGISTRATION</td><td>IP_API_B</td><td>None</td><td>*</td><td>10</td><td>181996</td><td>1</td><td>CM2 S8700 MC SFTW LIC</td></tr> <tr><td>REGISTRATION</td><td>IP_API_C</td><td>None</td><td>*</td><td>12000</td><td>178256</td><td>1</td><td>INTERNAL ONLY SFTW LIC</td></tr> <tr><td>REGISTRATION</td><td>IP_eCons</td><td>None</td><td>1</td><td>500</td><td>178256</td><td>1</td><td>INTERNAL ONLY SFTW LIC</td></tr> <tr><td>REGISTRATION</td><td>IP_Phone</td><td>None</td><td>*</td><td>25000</td><td>178256</td><td>1</td><td>INTERNAL ONLY SFTW LIC</td></tr> <tr><td>REGISTRATION</td><td>IP_Phone</td><td>None</td><td>*</td><td>5</td><td>181996</td><td>1</td><td>CM2 S8700 MC SFTW LIC</td></tr> <tr><td>REGISTRATION</td><td>IP_ROMax</td><td>None</td><td>*</td><td>1000</td><td>178256</td><td>1</td><td>INTERNAL ONLY SFTW LIC</td></tr> <tr><td>REGISTRATION</td><td>IP_ROMax</td><td>None</td><td>*</td><td>1000</td><td>181996</td><td>1</td><td>CM2 S8700 MC SFTW LIC</td></tr> <tr><td>REGISTRATION</td><td>IP_Soft</td><td>None</td><td>*</td><td>25000</td><td>178256</td><td>1</td><td>INTERNAL ONLY SFTW LIC</td></tr> <tr><td>REGISTRATION</td><td>IP_Soft</td><td>None</td><td>*</td><td>5</td><td>181996</td><td>1</td><td>CM2 S8700 MC SFTW LIC</td></tr> </tbody> </table> Back						Keyword	Product ID	From' Release Version	To' Release Version	Limit Qty	Material Code	Material Code Quantity	Description	REGISTRATION	IP_Agent	None	*	5200	178256	1	INTERNAL ONLY SFTW LIC	REGISTRATION	IP_API_A	None	*	10000	178256	1	INTERNAL ONLY SFTW LIC	REGISTRATION	IP_API_A	None	*	4	181996	1	CM2 S8700 MC SFTW LIC	REGISTRATION	IP_API_B	None	*	10000	178256	1	INTERNAL ONLY SFTW LIC	REGISTRATION	IP_API_B	None	*	10	181996	1	CM2 S8700 MC SFTW LIC	REGISTRATION	IP_API_C	None	*	12000	178256	1	INTERNAL ONLY SFTW LIC	REGISTRATION	IP_eCons	None	1	500	178256	1	INTERNAL ONLY SFTW LIC	REGISTRATION	IP_Phone	None	*	25000	178256	1	INTERNAL ONLY SFTW LIC	REGISTRATION	IP_Phone	None	*	5	181996	1	CM2 S8700 MC SFTW LIC	REGISTRATION	IP_ROMax	None	*	1000	178256	1	INTERNAL ONLY SFTW LIC	REGISTRATION	IP_ROMax	None	*	1000	181996	1	CM2 S8700 MC SFTW LIC	REGISTRATION	IP_Soft	None	*	25000	178256	1	INTERNAL ONLY SFTW LIC	REGISTRATION	IP_Soft	None	*	5	181996	1	CM2 S8700 MC SFTW LIC
Keyword	Product ID	From' Release Version	To' Release Version	Limit Qty	Material Code	Material Code Quantity	Description																																																																																																														
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- 1 Type III Features warning and informational messages: RFA displays warning and informational messages when Type III Feature upgrades on the SAP order do not precisely correspond to the feature information in the RFA system record. The following examples generated a Type III Feature warning and an informational message:
- The SAP order specifies an upgrade of IP_XYZ from a release 4 to a release 5. The RFA system record does not show IP_XYZ running on a release 4. In this case, a warning message is generated that explains why the upgrade was not performed, instructs the user to inform the sales/design team about the warning, and explains that it is possible to complete the transaction but the upgrades did not take place.
 - The SAP order specifies a quantity of 10 upgrades of IP_XYZ from release 4 to a release 5. In the RFA system record, RFA shows a quantity of 50 IP_XYZ features on release 4. In this case, an informational message displays that informs the user that only 10 IP_XYZ features were upgraded and 40 were not.

See [Table 23](#) for a description of the Type III Feature warning and informational messages.

Table 23: Type III Feature warning and informational messages

Message number	Warning and informational message description
RFA-229	There are no entries for the product ID. RFA could not complete this piece of the order. You can complete the transaction now, but it is recommended that you consult the Sales/Design team regarding this warning before completion.
RFA-230	There were no entries for the product ID at the release specified on the order. RFA could not complete this piece of the order. You can complete this transaction now, but is recommended that you consult with the Sales/Design team regarding this warning before completion.
RFA-231	The limit on the order exceeded the limit on the 'From' Release. The warning shows the number of the product IDs that were upgraded and the number of the product IDs that were not upgraded. You can complete this transaction now, but it is recommended that you consult with the Sales/Design team regarding this warning before completion.
RFA-232	The limit on the 'From' Release exceeded the limit on the order. The message displays the number of the product IDs that were upgraded and the number of the product IDs that remain. You can complete this transaction now, but it is recommended that you consult with the Sales/Design team regarding this warning before completion.
RFA-233	The limit on the order exceeded the limit on all the available 'From' Releases that are less than the 'To' Releases. The warning displays the number that were upgraded and the number that could not be upgraded. You can complete this transaction now, but it is recommended that you consult with the Sales/Design team regarding this warning before completion.
234	There were no entries for the product ID at a release less than the 'To' Release on the order. RFA could not complete this piece of the order. You may want to inform the Sales/Design team of this warning. You can complete this transaction now, but it is recommended that you consult with the Sales/Design team regarding this warning before completion.
235	The limit on the 'From' Release exceeded the limit on the order. The message displays the number that were upgraded starting at the lowest 'From' Release. You can complete this transaction now, but it is recommended that you consult with the Sales/Design team regarding this warning before completion.

If there is a Type III Feature warning or informational message associated with your transaction, a general warning message appears in the following screens:

- **SID Accept Results:** A warning or informational message appears on the **SID Accept Results** screen immediately after the SID is accepted. The warning or informational message directs you to the **Features** tab for more information.
- **Order Items Assigned:** A warning or informational message appears after you click the **Finish** button on the **Assign Order Items** screen. The warning or informational message directs you to the **Features** tab for more information.
- **General Customer Info:** A warning or informational message appears on the top of the screen and directs you to the **Feature** tab for more information.

Detailed warning or informational messages appear in a **Warning Message** table ([Figure 112](#)) in the **Feature** tab. The **Warning Message** table contains the following columns:

- **Product ID:** This column displays the product ID associated with the warning or informational message.
- **From Release Version:** This column displays the release of software that the product ID is currently running. An entry of 'Any' allows the product ID to upgrade from any current release to the new release specified in the **To Release Version** column. When 'Any' is used, RFA first upgrades the product IDs that are running the lowest release.
- **Limit on From Release:** This column displays the current limit for this product ID in the RFA system record.
- **To Release Version:** This column displays the release that the product ID is upgrading to as specified in the SAP order.
- **Limit on Order:** This column displays the maximum number of product ID upgrades contained on the SAP order.
- **Warning Messages:** This column contains the warning or informational message shown in [Table 23](#).

The **Warning Message** table also contains a link to the *Job Aid for Type 3 Feature Upgrade Warning Messages*. The job aid provides information that helps you understand the warning and/or informational messages listed in [Table 23](#).

Figure 112: Features tab with Type III Feature Warning

SAP OrderSystem Info(SID)General Customer InfoModule/App DetailsFeaturesDelete TransactionComplete Transaction

Upgrade operations are complete. Please note the following Warning Messages for Type III Feature Upgrades.

Product ID	'From' Release Version	Limit on 'From' Release	'To' Release Version	Limit on Order	Warning Messages	More Information
IP_Agent	Any	1	6	18	RFA-233: The limit on the order exceeded the limit on all of the available "From" Releases that are less than the "To" Release, 1 was upgraded, 17 upgrades could not take place. You may want to inform the Sales/Design team of this warning. You can complete this transaction but the upgrade for this feature will not take place.	
IP_Soft	3	2	4	5	RFA-231: The limit on the order exceeded the limit on the "From" Release, 2 were upgraded, 3 upgrades could not take place. You may want to inform the Sales/Design team of this warning.	

Note: You must submit to save data or changes will be lost.

Submit

 **Important:**
The warning and informational messages do not stop you from completing the transaction and delivering the license file. However, if you do not read and understand the warning message before you complete the transaction, you may not get the results you expected from the SAP order.

RFA Release 9.1 serial number enhancement

Prior to April 2006, RFA did not allow duplicated serial numbers in the same product family associated with a single end-user customer. Starting in April 2006, RFA allows a main server and its associated LSP to use the serial number of the same gateway. This change pertains to environments where Shared Blade Servers (SBS3000) or S8500 Servers use H.248 gateways with at least one LSP. The main server and the *first* LSP can use the serial number of the same gateway in the RFA system record and license files. The following format is used:

- 1 The 12 digit format of a serial number for the main server is entered as it is today for licensing a Communication Manager platform.
- 1 The serial number for the first LSP is entered using the same 12 digits followed by an 's'.

Note:
After the *first* LSP, all other LSPs use the standard licensing practices.

Overview of RFA Release 9.0 enhancements

With the introduction of RFA Release 9.0 you will be able to:

- 1 Display the SAP order information anytime during the RFA transaction ([SAP Order tab and SAP Order Data button changes](#) on page 261). This enhancement is available for all product families.
- 1 See the operations allowed by the material code on the SAP order.
- 1 Re-use an existing RFA license file when you perform a platform migration. This enhancement is available for the Communication Manager product family only.
- 1 Upgrade one or more Local Survivable Servers (LSP) or Enterprise Survivable Servers (ESS) with one SAP order. This enhancement is available for the Communication Manager product family only.
- 1 Perform a combination of additions, upgrades, and migrations on a single SAP order. This enhancement is available for the Communication Manager product family only.

Unsupported Communication Manager operations

The following Communication Manager license operations are not supported in RFA Release 9.0:

- 1 License move: Moving Communication Manager 3.x users (VALUE_STA) from one server to another server within the same company.
- 1 License Sub-module move: For example, moving an LSP behind a Main S8700 series server to an S8700 series server of another company.
- 1 License conversion: For example, converting an S8300 ICC to an LSP.
- 1 License merge: Consolidation of one or more licenses from one or more servers to a main server.

Note:

Please refer to the Communication Manager offer definitions for specifics on offers and supported processes.

Terminology for RFA Release 9.0

Read this section to become familiar with new and existing terminology associated with RFA Release 9.0.

Modules

For the purposes of this document, the term modules applies to both the main modules and the sub-modules.

Operations

An operation is an action that is performed on a module such as:

- ┆ A new install
- ┆ An addition
- ┆ An upgrade to Release 10+
- ┆ A Support update to Release R10+
- ┆ A pre Release 10 upgrade
- ┆ A pre Release 10 update
- ┆ A migration

Some material codes contain more than one operation. For example, a material code can contain an operation for a module addition as well as an upgrade.

Note:

Material codes that add features or increase capacities do not have operations.

The **Operation** column on the new **Assign Platforms, Releases, and Add Modules** screen displays all the operations that are contained in the SAP order. For more information on the **Operation** column, see [The Assign Platforms, Releases, and Add Modules screen](#) on page 266.

SAP order detail sequence number

A sequence number is assigned to each operation on the SAP order. The sequence number appears in the following locations in the **Assign Platforms, Releases, and Add Modules** screen:

- ┆ **SAP Order Details** section: The sequence number appears in the **Sequence Number** column.
- ┆ **Existing Module Details** section: The sequence number appears in red in the module box when the module is selected for the operation. For more information on the **Assign Platforms, Releases, and Add Modules** screen, see [The Assign Platforms, Releases, and Add Modules screen](#) on page 266.

Qualified modules

To qualify for the platform migration specified on the SAP order, a module must be on a different platform than that on the order.

To qualify for the upgrade specified on the SAP order, a module must be running a different release than that on the order.

Full upgrade

When you upgrade all the modules in a system on one SAP order, you are performing a full upgrade.

Partial upgrade

Starting with RFA Release 9.0, you can upgrade any number of modules within a system. You do not have to upgrade all modules on one SAP order. When an upgrade does not include all the modules in a system it is considered a partial upgrade.

Platform migration

A platform migration is performed when you change your Avaya system from one platform type to another. For example, if you change from a G3r to an S8700 Server, you are performing a platform migration. In some cases an upgrade to the latest release of Communication Manager software accompanies the platform migration.

RFA Main Menu changes

This section describes the RFA main menu item changes for Release 9.0.

RFA main menu for Additions and Upgrades

An **Additions and Upgrades** main menu item displays for the following product families:

- ┆ Application Assurance Networking
- ┆ Application Design Environment
- ┆ Application Enablement (CTI)
- ┆ Integrated Management
- ┆ Meeting Exchange
- ┆ Modular Messaging
- ┆ Personal Work Space
- ┆ SIP Enablement Services
- ┆ Security Gateway
- ┆ Softclients
- ┆ Unified Communication Center
- ┆ Voice Self Service

When you select the **Additions and Upgrades** menu item, you can choose to perform an addition, an upgrade, or both an addition and an upgrade.

RFA main menu for the Communication Manager product family

The following changes were made on the RFA main menu in RFA Release 9.0 for the Communication Manager product family ([Figure 113](#)):

- ┆ **Additions, Upgrades, and Migrations** menu item: You can use **Additions, Upgrades, and Migrations** to perform an addition, an upgrade, a platform migration, or any combination of the three. When you click **Additions, Upgrades, and Migrations**, you can select **Additions, Upgrades R10+, and Migrations R10+**, or **Upgrade from Pre R10**.
- ┆ **New Install and Migrations Pre R10**: A Migrations Pre R10 and a New Install are now on the same main menu selection. Systems migrating from a pre R10 release do not have any information in RFA and are seen by RFA as a new install.

Figure 113: RFA main menu in Release 9.0

SAP Order tab and SAP Order Data button changes

This section describes the Release 9.0 changes for the **SAP Order** tab and the **SAP Order Data** button.

SAP Order tab

The following enhancements were made in RFA Release 9.0 for the SAP Order tab:

- 1 [SAP Order tab enabled](#) on page 261
- 1 [Allowable operations](#) on page 262

SAP Order tab enabled

Starting with RFA Release 9.0, the **SAP Order** tab remains enabled for all product families after you accept the SAP order data. You cannot accept the SAP order data more than once but you can view the data in the SAP order by clicking the **SAP Order** tab anytime during the RFA transaction.

As a result of the **SAP Order** tab being enabled during the RFA transaction, the **SAP Order** button has been removed from the **General Customer Info** tab for the following transactions:

- 1 New Install
- 1 Additions, Upgrades from R10+, Support Upgrade from R10+, Migration
- 1 Support Upgrade from pre-R10
- 1 Update from pre-R10

Allowable operations

A material code can have one or more operations associated with it. The material codes for a particular order are listed in a table in the SAP Order tab. The SAP Order tab displays after you enter the SAP order number. The operations associated with the material code are listed in the Allowable Operations column. If the Allowable Operations column is blank, the material code can be used for any operation allowed by the product family.

Figure 114: SAP Order tab with Allowable Operations column

SAP OrderSystem Info(SID)General Customer InfoModule/App DetailsFeaturesDelete TransactionComplete Transaction

Quantity	Material Code	Description	Allowable Operations
175	175152	CM EXIST SSP SFTW LIC 1PT	
10	179079	IPA PLTFRM MIG R4	
1	180398	CM1&PRIOR TO CM2 S8500 MIG SFTW LIC UPP	Platform Migration, Upgrade Pre R10, Upgrade R10+

Note: Material Codes that do not have an 'Allowable Operation' specified in the table above apply to all operations within this product family.
Depending on the product family, the following is a list of all operations:

New Install

Additions

Upgrade R10+

Upgrade

Upgrade Pre R10

PCN Upgdate R10+

PCN Update PreR10

PCN Update

Platform Migration

Add Module

ACCEPT

BACK

SAP Order Data button

The **SAP Order Data** button that appeared on the **System Info (SID)** screen has been renamed to **Applied SAP Order Data**. If the previous system record was created using an SAP order, you can view the latest version of the system record by clicking on the **Applied SAP Order Data** button.

Platform migrations

**Important:**

With the introduction of RFA Release 9.0 on March the 5th 2006, the following migration scenarios apply:

- For migration SAP orders where there are *no* existing RFA system records (license file) such as a G3R Release 9.x migration to an S8700 Release 3.x: Select the New Install and Migrations Pre R10 main menu option.
- For a migration SAP order where there is an existing RFA system record (license file) such as a G3r Release 11.x migrating to an S8700 Release 3.x: If the SAP order was generated *on or after* March 5th 2006, select the Additions, Upgrades, and Migrations main menu option.

RFA Release 9.0 contains the following enhancements for platform migrations:

- 1 A new screen called **Assign Platforms, Releases, and Add Modules** was created. The **Assign Platforms, Releases, and Add Modules** screen is under the **Assign Order Items** tab and displays during a transaction after the SAP Order and the SID are accepted. The **Assign Platforms, Releases, and Add Modules** screen allows you to select the module for the platform migration(s) or display a platform migration assignment automatically selected by RFA. For more information on how to use the **Assign Platforms, Releases, and Add Modules** screen for a platform migration, see [The Assign Platforms, Releases, and Add Modules screen](#) on page 266.
- 1 The **Module/Application Details** screen has been enhanced to accept a new serial number if the serial number changed due to the platform migration ([Figure 115](#)). A **New Serial Number** field as been added to the **Module Serial Number Information** box. If the serial number remains the same you can accept the existing serial number by leaving the **New Serial Number** field blank.

An entry in the **New Serial Number** field is required if a dual processor is migrating to a single processor. The system displays an error if the user does not enter the new serial number.

If a platform migration required a serial number change and the transaction was completed without entering the new serial number in the **New Serial Number** field, an RFA Swap-Out procedure must be performed.

Note:

Converting a module type such as an LSP to an ESS server is not considered a platform migration and is not supported in RFA Release 9.0.

Figure 115: Module/Application Details screen with New Serial Number field

Module/Application Details

1 Main Server Communication Manager

Module Information	
Module ID:	1
Module Type:	Main Server
Platform Type:	S8300 in G700
Module Description:	Main Office slot 3
Module Location:	
Platform PID:	0
Module Status:	COMPLETE
Module Error Message:	
IP Address:	
Dial In Telephone Number:	Help on TN format
Email Address:	

Module Serial Number Information	
Current Serial Number:	03DR02938475
If you are replacing the hardware that previously provided the serial number in this license file, you may enter the new serial number of the new hardware component to be licensed here. If you do not want to change the license file serial number, leave the new Serial Number field below blank.	
New Serial Number:	
Confirm New Serial Number:	
Status:	
Error Message:	

Application Information	
Application:	Communication Manager
Expiration Date:	No Expiration Date
Application PID:	
Release Version:	R012

- 1 You can view the SAP order during the platform migration transaction by clicking **Previously Applied SAP Order Data** or clicking the **SAP Order** tab.

Upgrades

A software upgrade is a change from an older release of software to a newer release of software. In RFA Release 9.0, the **Assign Platforms, Releases, and Add Modules** screen is used for product families that allow upgrades. For the Communication Manager product family this includes Upgrades R10+ and Support Upgrades R10+. For more information on how to use the **Assign Platforms, Releases, and Add Modules** screen for an upgrade operation, see [The Assign Platforms, Releases, and Add Modules screen](#) on page 266.

Features screen changes

The following RFA Release 9.0 enhancements have been made to the **Feature** screen for the Communication Manager systems that contain multi-modules:

- 1 Shared Features:
- A shared feature is a feature that is common for all modules in a multi-module system. In RFA 9.0 a new **Shared Feature** column appears in the **Features Information** screen for the type I, the type II, and the type III tables ([Figure 116](#)). The valid entries for this column are 'yes' if the feature is shared or 'no' if the feature applies to this main module only. All type III features are shared with the Shared Feature column set to a yes.

Figure 116: Shared Features column on the Feature Information screen

Feature Information

1 Main Server Communication Manager

Transaction Number: 142448	Module ID: 1
SID: 5539	Module Type: Main Server
SID Version: 4	Application: Communication Manager

Shared Features (and settings) are features that are common between Main and Sub-Modules and cannot be independently controlled at the module level.

Shared features are displayed on the main module screen only.

If a feature is a shared feature a "Yes" will be populated in the Shared Feature column.

Type II Features

Notes	Keyword Description	Keyword	Setting	MIN	MAX	Shared Features
Notes	Offer Category	VALUE_OFFER	A			Yes
Notes	G3 Version (running as release)	VALUE_VERSION	V10			No
Notes	Location	VALUE_ILOCATION	2	1	2	Yes
Notes	Maximum Ports	VALUE_PORT	300			No
Notes	Maximum Concurrent Reg IP Sta	VALUE_IP_STA	10			No
Notes	Call Center Release	VALUE_CCRELEASE	9.1			Yes
Notes	Logged-in ACD Basic Agents	VALUE_LOGGIN	5200	0	5200	No
Notes	Logged-in ACD Deluxe Agents	VALUE_LOGGIN_DLX	50			Yes

A shared feature displays on the main module only. You will not see a shared feature when you select a sub-module. All shared features are included in the license file for each sub-module even though they do not display when you display the features for the sub-module.

There are some features that apply to a sub-module only. These features can be on the main module and on the sub-module with different settings. If the feature is a sub-module feature it cannot be a shared feature.

1 Radio buttons for **Apply Changes to this Module Only** and **Apply Changes to All Modules**:

- The **Apply Changes to this Module Only** radio button only applies to features that are not shared. If a feature is shared it will be applied to all modules. This is true even if the **Apply Changes to this Module Only** radio button is selected.
- The radio buttons for **Apply Changes to this Module Only** and **Apply Changes to All Modules** have been removed from the sub-modules. The radio buttons still appear on the main module. When you view the feature information for a module, the system displays a message that this action applies to the displayed module only.



Important:

You must deliver a license file to every sub-module in the system when you change a shared feature on the main server.

The Assign Platforms, Releases, and Add Modules screen

This section contains the following information:

- 1 [Overview](#) on page 266
- 1 [On-line Help](#) on page 268
- 1 [Screen layout](#) on page 268
- 1 [How to use this screen](#) on page 273
- 1 [Platform Migrations](#) on page 274
- 1 [Upgrades](#) on page 276
- 1 [Material codes with multiple operations](#) on page 278
- 1 [RFA Release 9.0 Examples](#) on page 278

Overview

The **Assign Platforms, Releases, and Add Modules** screen gives you the ability to assign new platform types (Platform Migrations) and new release versions (Upgrades) to existing modules, and to add modules (Add Modules) to the system based on the contents of the SAP order.

The **Assign Platforms, Releases, and Add Modules** screen displays after you accept the SID on the **System Information** screen when you are performing one of the following:

- 1 For the Communication Manager product family:
 - An add module operation

Note:

If you are performing a feature addition only, the **Assign Platforms, Releases, and Add Modules** screen does not display.

- A Support Upgrade from R10+
 - An upgrade from R10+
 - A platform migration
- 1 An upgrade (displays for all product families that support upgrades)

The **Assign Platforms, Releases, and Add Modules** screen does not appear for the following operations (Communication Manager product family only):

- 1 Switch update pre R10
- 1 Switch update R10+

- 1 Support Upgrade from pre R10
- 1 Upgrade from pre R10

For an example of the **Assign Platforms, Releases, and Add Modules** screen, see [Figure 117](#).

Figure 117: Assign Platform, Releases, and Add Modules screen

SAP Order
System Info(SID)
Assign Order Items
General Customer Info
Module/App Details
Features
Delete Transaction
Complete Transaction

Assign Platforms, Releases and Add Modules

SAP Order Details for SAP Order Number: 1017024

Select an Operation by clicking the radio button to it's left then follow the Instructions in the column to the right. For more Instructions, click on the [Help] button. Help

Select	Seq #	Operation	Instructions	Module Type	Platform Type	Application	Release on Order	Quantity Ordered	Quantity Remaining
☐	1	Platform Migration	No Action Necessary by User.	Main Server	S8300 in G700	Communication Manager	R013	1	0
☒	2	Upgrade	You may select a New Release for an application.	LSP	S8300 in G700	Communication Manager	R013	4	4
☐	3	Platform Migration	You may select a New Platform Type for a module.	LSP	S8300 in G350	Communication Manager	R013	2	2

Be sure to click on the [Submit] button to submit your changes before you go to another tab or leave this transaction. When all remaining quantities are zero, the [Finish] button will appear at the bottom of the page next to the [Clear] button. You must then click the [Finish] button to complete the platform and release assignments. When all validations have passed, the General Customer Info tab will be displayed.

Transaction Number: 220052 SID: 7460

Existing Module Details appear in black lettering. SAP Order Selections appear in red lettering.

Module ID: 1
Module Type: Main Server
SAP Order
RFA has automatically

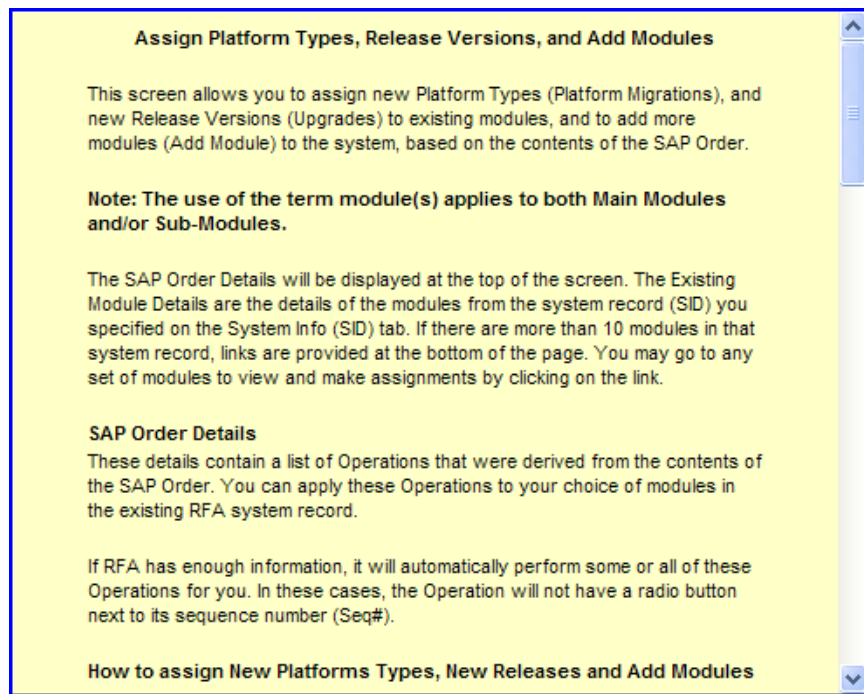
Use the **Assign Platforms, Releases, and Add Modules** screen when performing the following operations:

- 1 Addition of a new module
- 1 Platform migration
- 1 Upgrade
- 1 Platform migrations and upgrade
- 1 Upgrade and add module
- 1 Platform migration and/or add module
- 1 Platform migration and upgrade and/or add module

On-line Help

RFA provides on-line help for the **Assign Platforms, Releases, and Add Modules** screen. You can access the on-line help by clicking on the **Help** button located at the top right of the screen or directing your computer mouse to a word underlined in blue. The **Help** button contains step-by-step instructions on how to use the screen. For an example of the help screen, see [Figure 118](#).

Figure 118: Help screen example



Screen layout

The **Assign Platforms, Releases, and Add Modules** screen can contain up three sections:

- 1 [The SAP Order Details section](#) on page 269
- 1 [The Add Modules box](#) on page 271
- 1 [The Existing Module Details section](#) on page 271

The following section provides detailed information on the three sections.

The SAP Order Details section

The top section of the **Assign Platforms, Releases, and Add Modules** screen is titled **SAP Order Details** ([Figure 119](#)).

Figure 119: SAP Order Details section

SAP Order	System Info(SID)	Assign Order Items	General Customer Info	Module/App Details	Features	Delete Tr
------------------	------------------	--------------------	-----------------------	--------------------	----------	-----------

Detailed Feature Information

The feature information shown below is based on the contents of the
It does not reflect RFA processing the order yet. Information is sorted by a

Application: Call Center

Type II Feature Information derived from the SAP Order

The **SAP Order Details** section contains a list of operations and information from the contents of the SAP order. The following information is provided for each operation:

- 1 **Select:** If RFA is able to automatically assign the operation to the existing modules, this column will be blank. If RFA is not able to automatically assign the operation, a radio button appears in this column. The radio button allows you to select the operation that you want to apply to the existing module. The system automatically selects the first radio button that appears in the **Select** column by default.

When you click on a radio button for an operation, check boxes appear in the **Existing Modules Details** section for each module that is qualified for that operation (see [Qualified modules](#) on page 259). When the radio button is unchecked, the check boxes disappear. You select the check box within each module that you want to apply to the operation.

- 1 **Sequence number:** A sequence number is assigned to the operation. The sequence number helps you to identify the operation assigned to a module by appearing in red in the module's box. For information on the module box, see [The Add Modules box](#) on page 271.
- 1 **Operation:** The operation column contains a description of the operation.
- 1 **Instructions:** This column contains instructions for the operation.

Note:

If the operation contains 'and/or' you may select to perform either operation on qualified modules. You may continue to perform one or both of the operations until the **Quantity Remaining** field is equal to a zero.

If the operation contains 'and', both operations will be applied to the module you select. For example, you could select three modules for an upgrade and migration operation where the quantity for the operation is three. The upgrade and migration operation will be applied to all three selected modules.

The following instructions can appear for an operation:

- No Action Necessary by User: This instruction appears if RFA automatically assigned the operation to the module. A **Finish** button appears at the bottom of the screen if all the operations on the order were automatically assigned by RFA.
 - You may select a new release for an application: This instruction appears for an upgrade operation. This operation may contain a quantity of one or more upgrades. Select a module for the upgrade operation from the list of modules that appear in the **Existing Module Details** section.
 - You may select a new platform type for a module: This instruction can appear for a platform migration operation. This operation may contain a quantity of one or more migrations. Select a module for the migration operation from the list of modules that appear in the **Existing Module Details** section.
 - You may add modules and/or select a new platform type for a module: This instruction can appear during a platform migration and/or an add module operation. This operation can contain a quantity of one or more migrations and/or module additions. The total quantity ordered for this operation can be applied to migrating modules, adding modules, or a combination of migrating and adding modules.
 - You may add modules and/or select a new release for an application: This instruction can appear during an upgrade and/or an add module operation. This operation can contain a quantity of one or more upgrades or module additions. The total quantity ordered for this operation can be applied to upgrading modules, adding modules, or a combination of upgrading and adding modules.
 - You may add modules and/or select a new platform type and new release: This instruction can appear during a platform migration and upgrade, and/or an add module operation. This operation can contain a quantity of one or more platform migrations and upgrades and one or more module additions. The total quantity ordered for this operation can be applied to adding modules, platform migrations, or a combination of adding and migrating modules.
 - You may select a new platform type and new release: This instruction can appear during a platform migration and upgrade operation. In an 'and' operation you must perform operations on the same module.
- 1 **Module Type:** This field contains the type of module that can be applied to this operation.
- 1 **Platform Type:** This field indicates the type of platform that you are migrating to or the platform type of the module you are adding or upgrading.
- 1 **Applications:** This field contains the name of the application.
- 1 **Release on Order:**
- For an upgrade or an add module: This field displays the release of the application in the module that is being added.
 - For a migration: This field displays the current release of the application.

- 1 **Quantity Ordered:** This field displays the quantity ordered for the operation.
- 1 **Quantity Remaining:** This value equals the number in the **Quantity Ordered** field minus the number of modules selected in the **Existing Module Details** section and/or added in the **Add Modules** box. When the quantity remaining for all operations on the SAP order is equal to zero, a **Finish** button appears at the bottom of the screen.

The Add Modules box

The **Add Modules** box appears in the **Assign Platforms, Releases, and Add Modules** screen when an 'and/or' or an 'and add module' operation exists on the SAP order and RFA cannot automatically make the add module assignment ([Figure 120](#)). The add module operation can be combined with another operation such as an upgrade. When the **Add Modules** box appears the value inside the box is set to zero. To add one or more modules, enter the quantity in the **Add Modules** box and hit the enter key on your keyboard. In the **SAP Order Details** section, the **Quantity Remaining** field for the selected operation, decrements by the number that you entered in the **Add Modules** box.



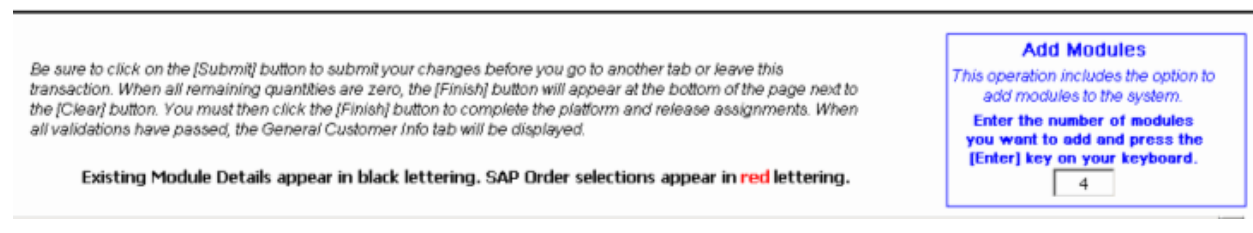
Important:

You must hit the enter key on your keyboard after you type a value in the **Add Modules** box.

If there are no add module operations on the SAP order that need to be assigned by a user, the **Add Modules** box does not appear.

If the operation is an Add Module only operation or if RFA automatically assigned the Add Module operation, you do not see the new modules on the **Assign Platforms, Releases, and Add Modules** screen. To verify the addition of the new module, click on the drop-down menu in the Module/Applications Details screen. The drop-down menu contains a list of all new and existing modules.

Figure 120: Add modules box



The Existing Module Details section

The **Existing Module Details** section contains the modules that exist in the RFA system record ([Figure 121](#)). When there are more modules that qualify for an operation than the quantity ordered for the operation, you must choose the module to apply to the operation from the list of modules in the **Existing Module Details** section.

Figure 121: Existing Module Details section

Existing Module Details appear in black lettering. SAP Order Selections appear in red lettering.

Module ID: 2	Module Type: LSP	SAP Order Detail Seq #	Select
Module Description:	Platform Type: S8300 in G700		
	Application: Communication Manager	Release: R012	New Release: R013 1
Module Location:			☒ New Release
Bethesda Maryland	IP Address:		
	Serial Number: 04J253802455		
Module ID: 3	Module Type: LSP	SAP Order Detail Seq #	Select
Module Description:	Platform Type: S8300 in G350		
	Application: Communication Manager	Release: R012	
Module Location:			☐ New Release
Marina Del Rey	IP Address:		
	Serial Number: 05IS31657297		
Module ID: 4	Module Type: LSP	SAP Order Detail Seq #	Select
Module Description:	Platform Type: S8300 in G350		
	Application: Communication Manager	Release: R012	
Module Location:			
	IP Address:		
	Serial Number:		

Go to other modules: 1 - 4

Submit Clear

Existing RFA data displays in black. As you select the check box within a module, the upgrade or migration information appears in red. Red information represents what the module is upgrading or migrating to.

Ten modules display on the **Assign Platforms, Releases, and Add Modules** screen at one time. Links for additional modules are provided on the bottom of the page. When you click on a link for additional modules, the changes that you made on the existing screen are automatically saved.

Note:
You must click **Submit** to save the data anytime you leave the **Assign Platforms, Releases, and Add Modules** screen. For example, you must click **Submit** when you click on another tab or when you quit the transaction without finishing it.

The **Existing Module Details** section contains the following RFA system record information:

- 1 **Module ID number:** The field displays the Module ID (MID) number for this module. For more information on the MID, see [The Module Identification \(MID\) number](#) on page 30.
- 1 **Module Description:** This field contains the description of the module that was entered in the **Module/Apps Details** screen. If the **Module Description** field was not populated in the **Module/Apps Details** screen this field will be blank.
- 1 **Module Location:** This field contains the module location that was entered in the **Module/Apps Details** screen. If the module location information was not populated in the **Module/Apps Details** screen this field will be blank.
- 1 **Module Type:** The system displays the type for this module ID.

- 1 **Platform Type:** The system displays the platform type for this module ID,
- 1 **Application:** The system displays the application(s) for this module ID.
- 1 **IP Address:** The system displays the IP address of the server if previously populated on the **Module/Apps Details** screen.
- 1 **Serial number:** The system displays the serial number for this module ID. Two serial numbers appear if this module has duplex servers.
- 1 **Release:** The system displays the release of the application(s) for this module ID.

How to use this screen

This section contains instructions on how to use the **Assign Platforms, Releases, and Add Modules** screen.

High-level steps to assign an operation to a module

Note:

If RFA automatically assigned all the operations to the appropriate modules, you cannot make any selections in the **Existing Module Details** section. Click **Finish** to save the information and continue the transaction.

Use the following high-level steps to assign an operation to a module:

1. In the **SAP Order Details** section, select the radio button next to the SAP segment number for the operation you want to assign.
2. In the **Existing Module Details** section, click the check box for the module that you want to associate with the operation. The sequence number along with the new platform type and/or the new release, appears in red in the module box.
3. If the quantity remaining for the operation is zero and there are additional operations on the order, select another operation by clicking the radio button next to the segment number for that operation. If all the operations have been assigned, and the quantity for the operations is zero, a **Finish** button appears at the bottom of the screen. Click **Finish** to submit the data and continue the transaction.

Note:

For information on an add module operation see [The Add Modules box](#) on page 271.

Platform Migrations

For product families with only one module, RFA automatically selects the module for the platform migration. When RFA automatically selects the module, the **Assign Platforms, Releases, and Add Modules** screen is display-only. You can view and accept the selection by clicking **Finish** at the bottom of the screen.

For multi-module systems, RFA attempts to determine which module to apply the platform migration to. If RFA cannot determine the module to apply the migration to, you can select the module from a list of existing modules. When a migration operation is selected, the system displays a **New Platform Type** check box in each module of the **Existing Module Details** section that meets the following criteria:

- 1 The platform type for the existing module is different than the platform type for the selected SAP order segment.
- 1 The **New Platform Type** field in the **Existing Module Details** section has not already been populated by a SAP segment number for a different platform migration operation.

Figure 122: The Assign Platform, Releases, and Add modules for a migration

Assign Order Items

Assign Platforms, Releases, and Add Modules

SAP Order Details

Select an Operation by clicking the radio button to it's left. Follow the Instructions in the column to the right. For more instructions, click on the [Help] button.

Select	Seq#	Operation	Instructions	Module Type	Platform Type	Application	Release on Order	Quantity Ordered	Quantity Remaining
☐	1	Platform Migration	No Action Necessary by User	Main Server	S8300 in G700	Communication Manager	R012	1	0
☐	2	Add Module	No Action Necessary by User	LSP	S8300 in G700	Communication Manager	R013	4	0
☒	3	Platform Migration and/or Add Module	You may add modules and/or select a 'New Platform Type' for a module.	LSP	S8300 in G700	Communication Manager	R013	10	5
☐	4	Platform Migration and Upgrade	You may select a 'New Platform Type and Release' for a module.	ESS	S8300 in G700	Communication Manager	R013	6	6
☐	5	Upgrade and/or Add Module	You may add modules and/or select a 'New Release' for a module.	ESS	S8300 in G700	Communication Manager	R013	4	4

Click on the [Submit] button to submit your changes before you go to another tab or leave this transaction. When all remaining quantities are zero, the [Finish] button will appear at the bottom of the page next to the [Clear] button. To unassign a selection(s), click the radio button that has the same Seq# as the Platform Type or New Release and uncheck the selection(s). Click the [Finish] button to complete the assignments.

Existing Module Details appear in black lettering. SAP Order selections appear in red lettering.

Add Modules
This operation includes the option to add modules to the system.
Enter the number of modules you want to add and press the <Enter> key on your keyboard.

Module ID: 1 Module Description: LSP west Module Location: west campus	Module Type: Main Server Platform Type: S8300 in G250 Application: Communication Manager IP Address: AUDIX Serial Number: 123456789012	SAP Order Details Seq# 1 New Platform Type: S8300 in G700 Release: R012 Release: R5	RFA selected.
Module ID: 2 Module Description: LSP east Module Location: east campus	Module Type: LSP Platform Type: S8300 in G250 Application: Communication Manager IP Address: 123456789012 Serial Number: 123456789012	SAP Order Details Seq# 3 6 New Platform Type: S8300 in G700 Release: R012 New Release: R013	☒ New Platform Type
Module ID: 3 Module Description: LSP north Module Location: north campus	Module Type: LSP Platform Type: S8300 in G250 Application: Communication Manager IP Address: 123456789012 Serial Number: 123456789012	SAP Order Details Seq# New Platform Type: Release: R012 New Release:	☐ New Platform Type

Go to other modules: [1 - 10](#) [11 - 20](#) [21 - 30](#)

When you check the **New Platform Type** check box for a module in the **Existing Module Details** section the following events occur:

- 1 A red **New Platform Type** field appears with the Platform Type of the selected operation.
- 1 A red **SAP Order Details** sequence number appears with the sequence number of the selected operation.
- 1 The **Quantity Remaining** field in the **SAP Order Details** section is decremented by one for the selected operation.

A platform migration operation does not include the following changes:

- 1 A module type such as LSP, ESS, SRP, or WSP
- 1 A sub-module to a main module
- 1 A main module to a sub-module

Upgrades

RFA considers an upgrade to be a change in the release version of applications for modules. An upgrade can be partial or full. In a partial upgrade only some of the modules within a system are upgraded. In a full upgrade all modules within a system are upgraded.

For a partial upgrade where there is only one possible selection, RFA automatically assigns the operation to the module. For operations where there is more than one possible selection, RFA allows the user to select the module or applications that will be upgraded using the **Assign Platforms, Releases, and Add Modules** screen.

For a full upgrade, RFA tries to determine the modules to upgrade and the releases to use for the upgrade. If RFA cannot make an absolute determination of the modules to upgrade based on the SAP order, RFA allows the user to select the module and applications for the upgrade using the **Assign Platforms, Releases, and Add Modules** screen. RFA validates the upgrade based on the following rules:

- 1 The Communication Manager release for an LSP must be equal to or greater than the main module.
- 1 The Communication Manager release for an ESS server must be equal to or greater than the main module.

When a upgrade operation is selected from the **SAP Order Details** section, the system displays a **New Release** check box in each of the modules in the **Existing Order Details** section that meets the following criteria:

- 1 The **Module Type** field for the operation in the **SAP Order Details** section contains the same module type as the module in the **Existing Module Details** section.
- 1 The **Release** field for the module in the **Existing Module Details** section is different than the release in the **SAP Order Details** section for the operation.
- 1 The **New Release** field for the module has not already been populated by a different operation.

Figure 123: The Assign Platforms, Releases, and Add Modules for upgrades

Assign Order Items

Assign Platforms, Releases, and Add Modules

SAP Order Details

Select an Operation by clicking the radio button to it's left. Follow the Instructions in the column to the right. For more instructions, click on the [Help] button.

Select	Seq#	Operation	Instructions	Module Type	Platform Type	Application	Release on Order	Quantity Ordered	Quantity Remaining
☐	1	Platform Migration	No action necessary	Main Server	S8300 in G700	Communication Manager	R012	1	0
☐	2	Add Module	No action necessary	LSP	S8300 in G700	Communication Manager	R013	4	0
☐	3	Platform Migration and/or Add Module	You may add modules and/or select a 'New Platform Type' for a module.	LSP	S8300 in G700	Communication Manager	R013	10	5
☐	4	Platform Migration and Upgrade	You may select a 'New Platform Type and Release' for a module.	ESS	S8710	Communication Manager	R013	1	0
☐	5	Upgrade and/or Add Module	You may add modules and/or select a 'New Release' for a module.	ESS	S8300 in G250	Communication Manager	R013	5	5

Be sure to click on the [Submit] button to submit your changes before you go to another tab or leave this transaction. When all remaining quantities are zero, the [Finish] button will appear at the bottom of the page next to the [Clear] button. You must then click the [Finish] button to complete the platform and release assignments. When all validations have passed, the General Customer Info tab will be displayed.

Existing Module Details appear in black lettering. SAP Order selections appear in red lettering.

Module ID: 4
Module Description: ESS west
Module Location: western region

Module Type: ESS
Platform Type: S8500
Application: Communication Manager
IP Address:
Serial Number: 123123123456

SAP Order Details
Seq# 4
New Platform Type: S8710
Releases: R012 **New Releases:** R013

☒ **New Platform&Release**

Module ID: 5
Module Description: ESS east
Application:

Module Type: ESS
Platform Type: Communication Manager
Release: R012 **New Release:**

SAP Order Details
Seq# -

☐ **New Platform&Release**

The following events occur when you mark a check in the **New Release** check box:

- 1 A red **New Release** field appears displaying the release from the selected operation.
- 1 A red sequence number appears.
- 1 The **Quantity Remaining** field in the **SAP Order Details** section is decremented for the selected operation.

Material codes with multiple operations

An SAP order can contain a material code with just one operation such as adding a module, or a combination of operations such as a platform migration and an upgrade. When this happens you will see the combination of operations within the **Operation** field of the **Assign Platforms, Releases, and Add Modules** screen. If the operation contains the wording 'and/or' you may select to perform either operation. You may continue to perform one or both of the operations until the **Quantity Remaining** field is equal to zero. If the operation contains the word 'and' than you must select both of the listed operations on the same module.

If there is an add operation in a material code with multiple operations, the **Add Module** box appears under the **SAP Order Details** section. When the **Add Modules** box appears, a zero appears inside the box. To add a module, type the number of modules you want to add to the system in the box and hit the enter key on your keyboard. In the **SAP Order Details** section, the **Quantity Remaining** field for the selected operation decrements by the number that you entered in the **Add Modules** box.

When the **Quantity Remaining** field is zero for all the operations in the **SAP Order Details** section, a **Finish** button appears on the bottom of the screen. Click **Finish** to enter the data and continue with the transaction.

RFA Release 9.0 Examples

This section contains examples of SAP orders and demonstrates how to use the **Assign Platforms, Releases, and Add Modules** screen.

Example one: Migrating and upgrading the main server and adding a module

In example one, an SAP order was placed that contained the following operations:

- ┆ A platform migration of a main server from DEFINITY Server R to an S8700 Server.
- ┆ An addition of an S8300 Server in a G700 Media Gateway Local Survivable Server (LSP).

The following steps were performed for example one:

1. On the RFA main menu, **Additions, Upgrades, and Migrations** was selected followed by **Additions, Upgrades R10+, and Migrations R10+**.
2. The SAP order number and the SID were submitted.

3. After submitting the SID, the **Assign Platforms, Releases, and Add Modules** screen appears ([Figure 124](#)).

In the **SAP Order Details** section, segment 1 displays for the platform migration and upgrade operation and segment 2 displays for the add module operation. Both segment 1 and segment 2 have been automatically assigned by RFA.

When RFA automatically assigns the operations to modules:

- 1 The words 'No Action Necessary by User' appears in the Instructions column for the operation.
- 1 The words 'RFA has automatically assigned these values' appears underlined in blue within the module box.
- 1 The ability to select a module for the operation is not available. If RFA automatically selected all the operations on the order, the **Select** column does not appear. If the SAP order contains multiple operations where RFA was able to select some operations but not others, the **Select** column on the RFA assigned operations will be blank without a radio button.

Figure 124: Example 1 SAP Order Details section

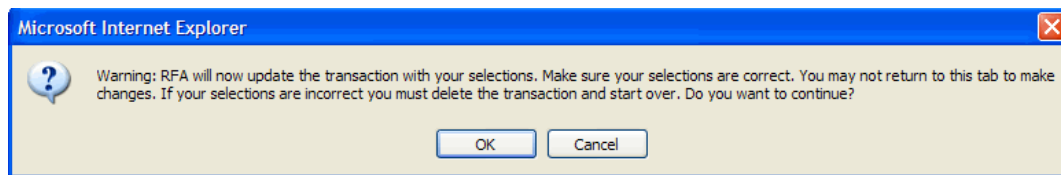
SAP Order Details for SAP Order Number: 1017913									
Seq #	Operation	Instructions	Module Type	Platform Type	Application	Release on Order	Quantity Ordered	Quantity Remaining	Modules Added
1	Platform Migration and Upgrade	No Action Necessary by User.	Main Server	S8700 Media Server MC	Communication Manager	R011	1	0	
2	Add Module	No Action Necessary by User.	LSP	S8300 in G700	Communication Manager	R011	1	0	1

Transaction Number: 220037 SID: 10142

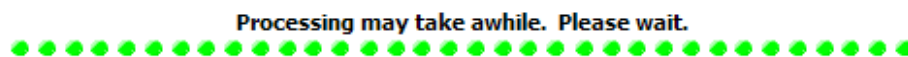
Existing Module Details appear in black lettering. SAP Order Selections appear in red lettering.

Module ID: 1	Module Type: Main Server	SAP Order Detail Seq #	<u>RFA has automatically assigned these values.</u>
Module Description:	Platform Type: DEFINITY Server R	New Platform Type: S8700 Media Server MC	1
	Application: Communication Manager	Release: R011	New Release: R011 1
Module Location:	IP Address:		
2nd Flr, South Side	Serial Number: 03DR06717731		

4. Since RFA automatically assigned the module to the operation and the quantity remaining for both the operations is zero, the **Finish** button appears on the bottom of the screen. After clicking **Finish** a warning message appears ([Figure 125](#)).

Figure 125: Example 1 warning message after finish

-
5. After clicking OK, a status message appears at the top of the screen with green lights ([Figure 126](#)).

Figure 126: Example 1 processing message

A status message appears after the processing is complete.

Example two: Upgrading and/or adding a module

In example two, an SAP order was placed to upgrade and/or add an S8300 Server in a G700 Media Gateway LSP. The SAP order was created to provide the customer with one new module and upgrades for four existing modules. All modules are LSPs made up of S8300 Servers in G700 Media Modules.

The following steps were performed for example two:

1. On the RFA main menu, **Additions, Upgrades, and Migrations** was selected followed by **Additions, Upgrades R10+, and Migrations R10+**.
2. The SAP order number and the SID were submitted.
3. After the SID was submitted, the **Assign Platforms, Releases, and Add Modules** screen appeared ([Figure 127](#)).

In the **SAP Order Details** section there is only one operation and therefore only one segment. The instructions in the Instruction column tell the user to add modules and/or select a New Release for an application. The module type is LSP with a platform type of an S8300 Server in a G700 Media Gateway. The upgrade release that was ordered is Release 13. The quantity for this combination operation is five.

Figure 127: Example 2 SAP Order Details section

Assign Platforms, Releases and Add Modules

SAP Order Details for SAP Order Number: 10000259

Select an Operation by clicking the radio button to it's left then follow the Instructions in the column to the right. For more Instructions, click on the [Help] button. Help

Select	Seq #	Operation	Instructions	Module Type	Platform Type	Application	Release on Order	Quantity Ordered	Quantity Remaining
☒	1	Upgrade and/or Add Module	You may add modules and/or select a New Release for an application.	LSP	S8300 in G350	Communication Manager	R013	5	5

4. Because this order contains a combination operation with an add module operation, the **Add Module** box appears in the **Assign Platforms, Releases, and Add Modules** screen ([Figure 128](#)).

Figure 128: Example 2 Add Modules box

SAP Order Details for SAP Order Number: 10000259

Select an Operation by clicking the radio button to it's left then follow the Instructions in the column to the right. For more Instructions, click on the [Help] button. Help

Select	Seq #	Operation	Instructions	Module Type	Platform Type	Application	Release on Order	Quantity Ordered	Quantity Remaining
☒	1	Upgrade and/or Add Module	You may add modules and/or select a New Release for an application.	LSP	S8300 in G350	Communication Manager	R013	5	4

Be sure to click on the [Submit] button to submit your changes before you go to another tab or leave this transaction. When all remaining quantities are zero, the [Finish] button will appear at the bottom of the page next to the [Clear] button. You must then click the [Finish] button to complete the platform and release assignments. When all validations have passed, the General Customer Info tab will be displayed.

Transaction Number: 220002 SID: 55921

Existing Module Details appear in black lettering. SAP Order Selections appear in red lettering.

Add Modules

This operation includes the option to add modules to the system.

Enter the number of modules you want to add and press the [Enter] key on your keyboard.

1

The amount entered in the **Add Modules** box is decremented from the **Quantity Remaining** column in the **SAP Order Details** section. For example two, a quantity of one is entered in the **Add Modules** box. The **Quantity Remaining** column changes from five to four.

The remaining quantity of four will be used for upgrades on existing modules.

5. The **Existing Module Details** section is used to select the modules for the upgrade operation ([Figure 129](#)). The **New Release** check box appears in each module that is not running the same release as the operation (R013). When a check box is checked for a module, the new release version and the segment number appears in red within the module box while the **Quantity Remaining** column in the **SAP Order Details** section is decremented. For example two, we must select four modules to complete the assignments.

Figure 129: Example 2 Existing Module Details section

Existing Module Details appear in black lettering. SAP Order Selections appear in red lettering.

Module ID: 2	Module Type: LSP	SAP Order Detail Seq #	Select
Module Description:	Platform Type: S8300 in G700		
	Application: Communication Manager	Release: R012	New Release: R013
			1
Module Location:			☒ New Release
Bethesda Maryland	IP Address:		
	Serial Number: 04J253802455		
Module ID: 3	Module Type: LSP	SAP Order Detail Seq #	Select
Module Description:	Platform Type: S8300 in G350		
	Application: Communication Manager	Release: R012	
Module Location:			☐ New Release
Marina Del Rey	IP Address:		
	Serial Number: 05IS31657297		
Module ID: 4	Module Type: LSP	SAP Order Detail Seq #	Select
Module Description:	Platform Type: S8300 in G350		
	Application: Communication Manager	Release: R012	
Module Location:			
	IP Address:		
	Serial Number:		

Go to other modules: 1 - 4

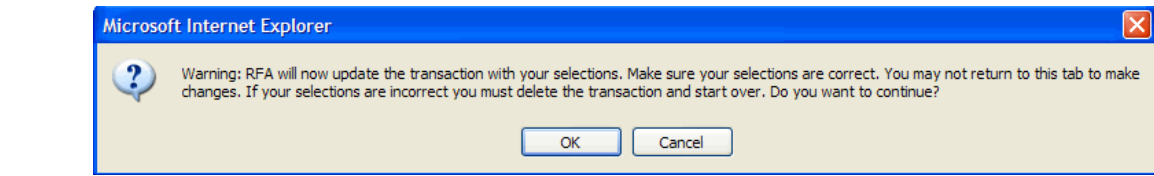
Submit Clear

Note:

It is possible that you may have to go to another screen on the **Existing Modules Details** section to find the module you want to select. To go to another page, click the number range in the bottom left side of the screen. The RFA system automatically saves any changes you have made on the first page before displaying the next page.

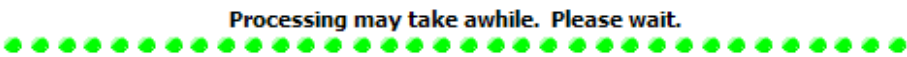
6. When all four modules are selected and the **Quantity Remaining** field in the **SAP Order Details** section is zero, the **Finish** button appears on the bottom of the screen. After clicking **Finish** a warning message appears ([Figure 130](#)).

Figure 130: Example 2 warning message after finish



7. After clicking OK, a status message appears at the top of the screen with green lights ([Figure 131](#)).

Figure 131: Example 2 processing message



Example three: Migrating and upgrading modules

In example three, an SAP order was placed that contained the following operations:

- 1 A platform migration on the main server from a S8500 Server to an S8700 Server.
- 1 Upgrades on four existing modules.
- 1 Migrations on two existing modules.

The SAP order was created to provide the customer with a platform migration on the main server, upgrades of four sub-modules, and platform migrations of two sub-modules. All existing sub-modules are LSPs made up of S8300 Servers in G350 Media Modules.

The following steps were performed for example two:

1. On the RFA main menu, **Additions, Upgrades, and Migrations** was selected followed by **Additions, Upgrades R10+, and Migrations R10+**.
2. The SAP order number and the SID were submitted.

After the SID was submitted, the **Assign Platforms, Releases, and Add Modules** screen appeared ([Figure 132](#)). The three operations contained in the SAP order are shown in the **SAP Order Details** section. The main server platform migration was automatically selected by RFA.

When RFA automatically assigns the operations to modules:

- 1 The words 'No Action Necessary by User' appears in the Instructions column for the operation.
- 1 The words 'RFA has automatically assigned these values' appears underlined in blue within the module box.
- 1 The ability to select a module for the operation is not available. If RFA automatically selected all the operations on the order, the **Select** column does not appear. If there are a combination of operations where RFA was able to select some operations but not others, the **Select** column on the RFA assigned operations will be blank without a radio button.

Figure 132: Example 3 SAP Order Details section

SAP Order Details for SAP Order Number: 1017024									
Select an Operation by clicking the radio button to it's left then follow the Instructions in the column to the right. For more Instructions, click on the [Help] button. Help									
Select	Seq #	Operation	Instructions	Module Type	Platform Type	Application	Release on Order	Quantity Ordered	Quantity Remaining
☒	1	Platform Migration	No Action Necessary by User.	Main Server	S8700	Communication Manager	R013	1	0
☐	2	Upgrade	You may select a New Release for an application.	LSP	S8300 in G700	Communication Manager	R013	4	4
☐	3	Platform Migration	You may select a New Platform Type for a module.	LSP	S8300 in G350	Communication Manager	R013	2	2

3. The first radio button in the **Select** column of the first SAP order segment requiring an assignment is selected by default by RFA.

In example three, the first SAP order segment that needs module assignment is segment 2, upgrade. When the radio button is selected for the upgrade operation a **New Release** check box appears in the **Module Details** section for every module running a software release that is different than the release on the SAP order. When you click on the check box the new release of software that the module is upgrading to and the SAP segment number appears in red in the module box. A total of four upgrades were selected. A zero displays in the **Quantity Remaining** column for segment two.

4. The radio button was selected for segment three, platform migrations. When the radio button is selected for the platform migration operation, a **New Platform** check box appears in the **Module Details** section for every module that is on a different platform. A total of two modules were selected for a platform migration. A zero displays in the **Quantity Remaining** column for segment three.

At this point we are finished selecting the modules for the operations on the SAP order. The **Quantity Remaining** field for both segment two and segment three displays a zero. The **Finish** button appears at the bottom of the screen. The data is submitted by clicking the **Finish** button. Once the data is submitted you cannot make any changes to the **Assign Platforms, Releases, and Add Modules** screen. For help on what to do if you made a mistake on the **Assign Platforms, Releases, and Add Modules** screen, refer to [What do I do if I selected the wrong module for an operation?](#) on page 285.

Helpful hints

When do I have to submit the data in the Assign Platforms, Releases, and Additions screen?

Click on the **Submit** button to save the data anytime you leave the **Assign Platforms, Releases, and Additions** screen by clicking on another tab, or anytime you leave the transaction.

You do not have to submit the data every time you click on a check box within a module or anytime you click on a link to view additional modules.

How do I know which module to select?

There are a number of ways to identify a specific module in RFA. You can identify a module by the serial number, the module description, and/or the module location. The module description and the module location are optional fields in the **Mod/Application Details** screen. If this information is not populated in the **Mod/Applications Details** screen the module description and module location fields in the **Assign Platforms, Releases, and Add Modules** screen will be blank. In this case you could identify the module by its serial number.

What do I do if I forgot to change the serial number on a platform migration?

Not all platform migrations require a serial number change. If you performed a platform migration that does require a serial number change and you did not enter the new serial number before you complete the transaction, you must perform a Serial Number Swap-Out in RFA.

What do I do if I applied the migration or upgrade to the wrong module before the transaction was complete?

If you clicked **Finish** on the **Assign Order Items** tab and realized before the transaction is complete that you made a mistake, you can delete the transaction and start over again.

What do I do if I selected the wrong module for an operation?

If you have not already clicked the **Finish** button in the **Assign Platforms, Releases, and Add Modules** screen, you can use the following steps to make a change to the selection of a module:

1. A red sequence number associated with the operation appears in the module box when you selected the module for the operation. Find the sequence number in the module box for the operation that you want to remove.
2. Look for the sequence number in the **SAP Order Details** section. Click the radio button next to the sequence number. Clicking the radio button activates the check boxes in the **Existing Modules Details** section.
3. Remove the module as a selection by unchecking the check box.

If you have already clicked the **Finish** button, you cannot make any changes to the **Assign Platforms, Releases, and Add Modules** screen. If you have not completed the transaction, you can delete the transaction and start again. If you have completed the transaction, you must call the RFA Helpdesk and ask for a revert back.

Glossary

A

Application Name	Identifies various applications that are associated with a system.
Authentication file	In addition to the license file, Avaya servers that use an open operating system require an authentication file. The authentication file contains non-default passwords and Access Security Gateway (ASG) keys for the Avaya services logins. When you create an RFA system record for an Avaya system release 11 and later, RFA automatically creates an authentication file. For the Branch Gateway product family, the Authentication File System (AFS) is used to generate and download an authentication file.
Authentication File System (AFS)	The AFS application is used to generate authentication files for the Branch Gateway product family. AFS is accessed from the RFA Information page.

F

Feature Extraction Tool (FET)	FET is a software application used to capture customer options, current server configuration, and other data from: ┆ G3V4 through Release 9.5 Avaya DEFINITY Servers (csi, si, r) ┆ DEFINITY ONE or IP600 FET produces a Switch Configuration file that Remote Feature Activation (RFA) uses to create a license file. FET is integrated with RFA for servers running Release 8.x through release 9.x system software.
Feature keyword	RFA creates a license file based on the material codes that appear in the SAP order. RFA maps between the SAP material codes and the features and capacities in the license file. While the license file does not contain the material codes themselves, it does contain the features and the capacities that will be activated for the system. The features and capacities are represented by Feature Keywords. Feature Keywords are English text that uniquely identify which features and capacities to activate. For a complete listing of the Communication Manager Keywords see the RFA Information page at http://rfa.avaya.com.
Feature types	A feature falls into one of three categories, Type 1, Type II, or Type III. A Type I feature has an on and an off setting. A Type II feature has a value or capacity. A Type III Feature has a product ID, a release, and a capacity setting. During an RFA transaction, all feature types on an SAP order can be found in the Features tab.
FSO	Field Service Organization

Group Authorization Number (GAI)

G

Group Authorization Number (GAI) Avaya assigns a unique GAI number to each BusinessPartner. The GUI allows access to transactions and system records. At least one GAI must be included in the system information when a BusinessPartner is responsible for creating, modifying, or delivering a license file.

H

Host ID For all RFA supported products that use Host IDs (except Modular Messaging), a Host ID is the Media Access Control Address (MAC) of the first ethernet port (eth0) on the server or License Server. For Modular Messaging the Host ID is the voice mail domain identifier. The Host ID may be alpha/numeric and up to 50 characters in length.

L

License file An RFA license file is an encrypted file that is used to activate software features including capacities, release, and offer categories.

License Installation Tool (LIT) LIT installs an RFA license file on the following Avaya systems running Release 10 or higher software:

- ┆ Avaya DEFINITY Server csi with the TN2402
- ┆ Avaya DEFINITY Server si with the TN2404
- ┆ Avaya DEFINITY Server r with the Un332C

M

Migration A migration is performed when the platform hardware is changed out for another type of platform hardware. For example, if you are changing out an S8500 Server to an S8700 Server, you are performing a migration.

Module Identification Number (MID) A separate license file is required for every Avaya server. RFA refers to each server as a module. Each module is given a module identification number (MID). The main server is always module 1. Additional modules, such as a Local Survivable Processor (LSP) or an Enterprise Survivable Server (ESS) are assigned module numbers greater than 1.

R

RFA Remote Feature Activation: The web-based application used to generate license and authentication files.

S

Serial numbers The hardware serial number is used to create a valid license file. The hardware serial number and the serial number within the license file must match.

Shared Blade Server	The Shared Blade Server (SBS3000) system uses virtual machines plus multiple blades to allow multiple instances of Communication Manager on one SBS3000 system. RFA contains a system record for each instance of Communication Manager running on an SBS3000 system. Each system record is populated based on the specific instance of Communication Manger. RFA is also used to generate additional licenses over the life of the system to support maintenance activities such as an IPSI or gateway replacement.
Single Sign On (SSO)	An Avaya corporate mechanism that requires a single login to allow users access to certain web sites.
Systems, Applications and Products (SAP)	Avaya's ordering system for products and services.
System Identification Number(SID)	Each licensed system is assigned a unique number called a SID. The SID can be used to located the RFA system record.
System Record	After a transaction is completed, a system record is created in the RFA database. The system record contains information pertaining to the customer and the Avaya system. A system record can never be deleted. Changes or additions to the system record are reflected in a change in the version number for the system record.
T	
Transaction Record	A transaction record is created when a user selects an option from the RFA Main Menu. The transaction record contains all of the information added or modified during the session. Each transaction is assigned a unique number. If you do not complete the transaction, you can enter the transaction number and find the transaction record. You can delete a transaction record at any time.
Type 2 feature upgrade	Upgrades can take place at a feature level for SAP orders with a material code of VALUE_STA and a setting of PER USER. Upgrades to type II features can contain all or part of the stations that are on the RFA system record.
Type 3 feature upgrade	
U	
Update	An update is part of a maintenance solution for a customer that is under warranty or has a Avaya maintenance contract. An upgrade is a release of software with new or enhanced capabilities and is purchased by a customer.

Upgrade

Upgrade

RFA considers an upgrade to be a change in the release version of applications for a module. An upgrade can be partial or full. In a partial upgrade only some of the modules within a system are upgraded. In a full upgrade, all modules within a system are upgraded.

For a partial upgrade where there is only one possible selection, RFA automatically assigns the operation to the module. For operations where there is more than one possible selection, RFA allows the user to select the module or applications that will be upgraded using the **Assign Platforms, Releases, and Add Modules** screen.

For a full upgrade, RFA tries to determine the modules to upgrade and the releases to use for the upgrade. If RFA cannot make an absolute determination of the modules to upgrade based on the SAP order, RFA allows the user to select the module and applications for the upgrade using the **Assign Platforms, Releases, and Add Modules** screen. RFA validates the upgrade based on the following rules:

- 1 The Communication Manager release for an LSP must be equal to or greater than the main module.
- 1 The Communication Manager release for an ESS server must be equal to or greater than the main module.

W

Warning messages

There are two types of warning messages in RFA, general and detailed. General warning messages provide information about a condition that occurred when the order was applied to the RFA system record. Detailed warning messages provide exact information on a warning condition and describe how RFA processed the order after the condition occurred.

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