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Product Bulletin

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BCM1000/200/400/450/50 Keycode Migration Process

Revision History		
Date	**Revision #**	**Summary of Changes**
11 July 2007	Original bulletin	This is the original publication
3 August 2007	Revision 1	Delay availability of Application migration authorization code to August 20, 2007
14 December 2007	Revision 2	Clarify product return options and instructions
30 January 2008	Revision 3	Clarify regional applicability and return locations.
20 October 2008	Revision 4	Add BCM 450 and update regional procedures as well as remove reference to expired rebate program.
4 November 2009	Revision 5	Add information about Keycode Migration process for BCM50 to BCM450 migration.
16 December 2011	Revision 6	Update of return information for equipment that needs to be returned after migration.

Update Reason

This document has been updated to reflect changed contact information for the Avaya Repair Services organization to request the return of BCM hardware that the needs to be returned to Avaya after an Emergency Keycode Regeneration or License Migration from BCM50 or BCM200/400/1000 to BCM450.

Introduction

This is an update to the bulletin published to inform Partners of a service to allow the transfer of software licenses to enable migration of BCM applications from one system to another for a given customer.

This update provides information about a new capability that enables migration of keycodes from a BCM50 system to a BCM450 system. This new capability is introduced in BCM Rls 5.0 and allows customers to retain the value of their investment in BCM software when replacing a BCM50 system with a larger BCM450 system.

Service Description

Avaya recognizes the importance of protecting the investments that customers make in BCM software and applications. Being able to retain the value of this investment when changing or upgrading their BCM platform is key to customers. The Keycode Migration capability is geared at making this possible in the context of a wide range of migration or platform upgrade scenarios.

In this bulletin revision, Avaya is pleased to announce the continued support for this service and the introduction of a keycode migration capability to support migration from BCM50 to BCM450.

Keycode Migration for BCM200/400/1000 to BCM450

This solution allows migration of purchased software licenses from any BCM1000, BCM200 or BCM400 to a new BCM450 system. This service and capability is intended to allow an existing customer to migrate their enabled keycodes to the new BCM450 platform for a transfer fee, represented in the price of the "BCM450 Keycode Migration from BCM200/400/1000 Rel 4.0 Authorization Code".

This Keycode Migration capability is also an element of the BCM200/400 Rls 4.0 to Rls 5.0 Hardware & Software Upgrade Kit which includes the "BCM450 Keycode Migration from BCM200/400/1000 Rel 4.0 Authorization Code". If the original or source system is not at release 4.0 level, a BCM 4.0 upgrade keycode will be required in KRS prior to the Keycode Migration operation.

Keycode Migration from BCM50 to BCM450

This solution allows migration of software licenses purchased and installed on an existing BCM50 system to a new BCM450 system running software release 5.0.

Customers who expect their capacity requirements to grow beyond the capacity of their BCM50 system may consider replacing it with a higher capacity BCM450 system. With this solution, customers will retain relevant software investment when performing such a replacement.

This feature is enabled by the purchase of a BCM450 Keycode Migration from BCM50 Authorization Code. The authorization code can then be used in the KRS environment to migrate the feature entitlements from the source BCM50 system to the target BCM450 system – the KRS user will use the “Migration of Keycode” menu item in KRS.

With this feature, all relevant feature entitlements are migrated from the BCM50 system to the BCM450 system in one transaction. Some feature entitlements are not applicable to the BCM450 systems and are therefore not migrated – these are:

- Analog Station Port Authorizations
- Digital Station Port Authorizations
- Analog Trunk Port Authorizations
- BRI Trunk Port Authorizations
- BCM50 Software Upgrade licenses

The BCM50 system must be at software release 2.0, 3.0 or 5.0, or in the case of a BCM50 system running software release 1.0, a BCM50 Rls 1.0 to 3.0 software upgrade authorization codes must be purchased and applied in KRS prior to the Keycode Migration operation.

This feature is to be used only if the BCM50 system is replaced by the BCM450 system. As a condition of use of this feature, the source BCM50 system must be sent to Avaya after the migration is completed.

Keycode Migration from BCM1000/200/400 to BCM1000/200/400

This solution allows migration of purchased software licenses from any BCM1000, BCM200 or BCM400 to another BCM1000, BCM200 or BCM400 system. If the destination system is a BCM200/400 at Rls 4.0 software level there is no need to purchase a BCM 4.0 upgrade keycode separately. When re-generating the keycodes on KRS, just specify 4.0 as the desired keycode format for the re-generated keycodes.

The solution entails purchasing of the BCM Application Migration Paper Authorization Code via standard catalog ordering procedures, and utilizing this keycode in conjunction with KRS to provide regeneration of application capabilities between BCM systems.

Restrictions and Limitations

While the service will transfer/regenerate keycode capabilities on the destination BCM system, standard backup and restore procedures will be required to ensure system programming can be replicated on the destination system. Note that backup and restore is only supported within the same BCM platform and software release.

Per standard application regeneration policies, KRS must have a record of all or part of the applications enabled on the source BCM system. If this is not the case, proof of purchase of the applications enabled on the source BCM system, as well as the original authorization number or numbers, will be required. If this is not available, only those software licenses on record in KRS for the source MSC or BCM50 unit will be regenerated to the new BCM system.

Keycodes are licensed for use to the BCM customer on only one BCM system at a time.

The destination BCM must be clean of any keycodes in order to accept the migrated Keycode entitlements. If additional authorization codes are to be applied to the new BCM, they must be applied after the Keycode Migration operation.

Required Information

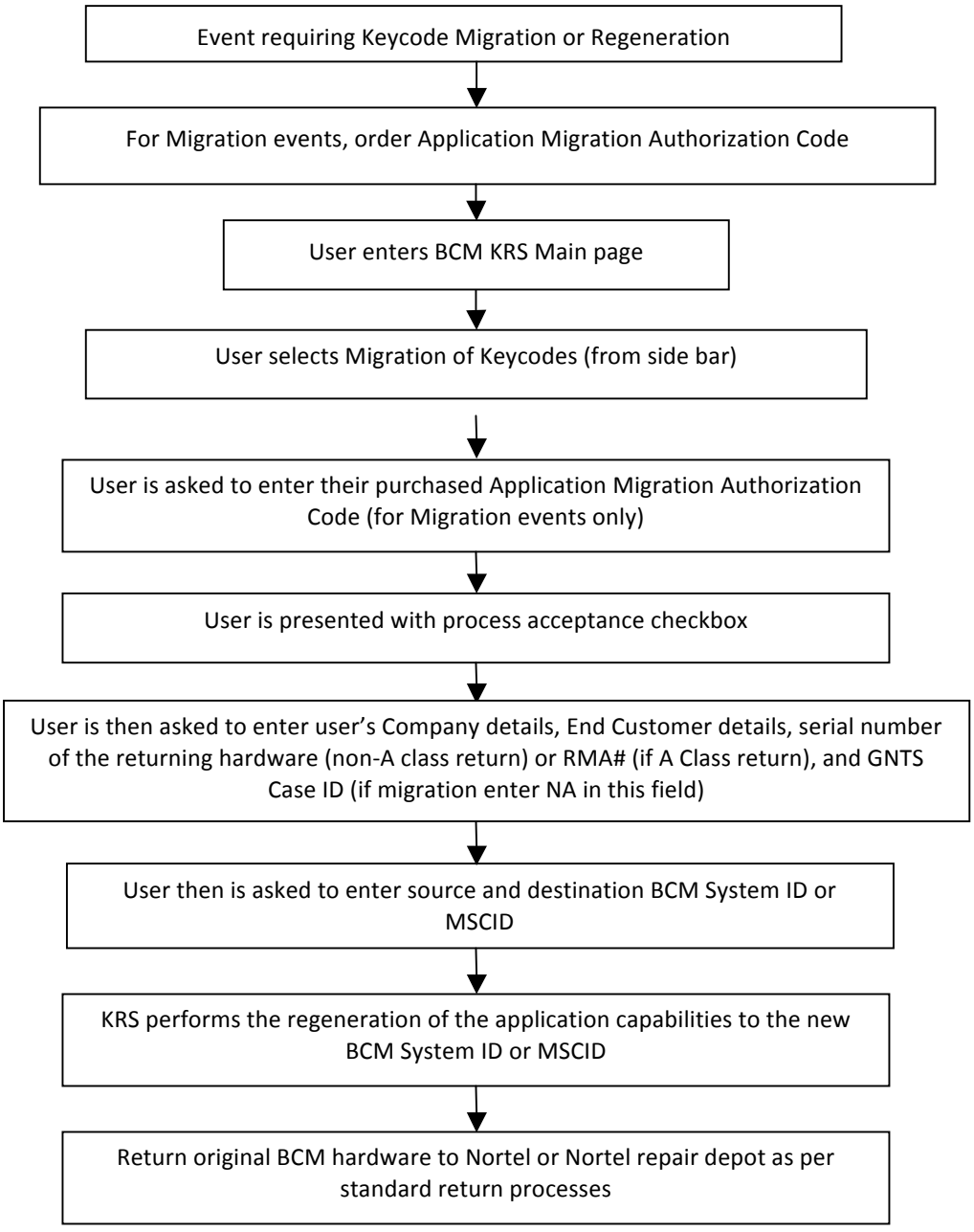
Partners utilizing this capability will be required to have access to KRS, have the source system ID (MSCID for BCM200/400/1000 or BCM50 system ID) and destination system ID (BCM450 System ID or MSCID for BCM200/400/1000), and have purchased the appropriate Application/Keycode Migration Authorization Code (in paper format or electronic format) as listed in the Global Product and Pricing Catalog (GPPC) and pre-requisite upgrade authorization codes if appropriate.

Return of either the source BCM50 main unit, MSC or BCM200/400/1000 System (with MSC card) hardware will be required to avoid charges for equivalent application capability costs. Either an Avaya RMA number or Serial number of the returned hardware will be required at time of migration/regeneration.

Process Flow

The solution entails purchasing an Keycode/Application Migration Authorization Code via standard catalog ordering procedures, and utilizing this keycode in conjunction with KRS to provide migration/ regeneration of application capabilities between BCM systems for a given customer.

A simplified visual representation of the process flow follows:



Avaya will continue to support software license migration for disaster recover scenarios without the requirement to purchase an Application Migration Authorization Code.

Return of Hardware

In either case of disaster recovery or keycode migration, regeneration of keycodes will require a hardware return (either an MSC card or BCM System) to avoid charges for keycodes remaining on the source platform.

Please note that all defective returns will be directed to either Avaya if A Class returns, or to Avaya repair depot (please see location table below for Avaya repair depot. if outside of 90 day DOA timeframe, otherwise noted as B class returns. A Class returns applicable to this scenario will typically be for systems that fail within the 90 day DOA/OBF criteria per the Returns Routing Guide, see below for reference.

For A class (DOA/OBF) returns, enter the Avaya RMA number in the appropriate field on the KRS Keycode Regeneration page. If an Avaya RMA number is not available at the time of regeneration, the user will be reminded via an email of the need for an RMA. Also, unless a problem has been diagnosed to the MSC, the entire system will need to be returned.

For B class returns (past the A Class (DOA/OBF) 90 day interval), users may choose to return the entire BCM system, or return the MSC only – in the case of Keycode Migration from BCM50 to BCM450, the BCM50 main unit must be returned. **At the time of migration/regeneration and while on KRS Website, users will be required to enter the serial number of the source hardware being returned, either the MSC, BCM System or the BCM50 main unit.**

Users may request either a return only RMA, or a repair order. If the latter, Avaya will provide a refurbished system/MSC in return for the source system/MSC. Repair charges for a Class B replacement system/MSC will apply per current pricing on GPPC for repaired items, assuming the system/MSC is not under warranty. Returned systems or MSC's under warranty will be replaced at no charge.

Note: The same KRS field is used for entry of either the RMA number or the hardware serial number, depending on whether the return will be classified as A Class or B Class.

Self Service Option

In addition to the Call Center contacts below, customers/channel partners/distributors may go to the **Avaya Support** website (support.avaya.com) and select **Parts Replacement** in the right-hand **Self Service** menu.

Call Center Option

To request the RMA through one of the Avaya Repair Service Call Centers please use the contacts below.

United States

Partner: CTDI

Contact:
Email: usenterp@avaya.com
Phone: 1-800-242-2121

Dial the following options to open an RMA:

option2: (Service Request Status)
option1: (Part Delivery)
option1: (Former Nortel)
option1: (Voice Return & Repair)

Canada

Partner: Telmar

Contact:
Email: avaya.enterprise@telmarnt.com
Phone: 1-800-387-4268

Dial the following options to open an RMA:

option1: (Customer)
option1: (Case Creation or Status)
option2: (Case Status)
option1: (Part Delivery)
option1: (Former Nortel)
option1: (Voice Return & Repair)

Europe, Middle East and Africa (EMEA):

Please refer to the Global Support Services - Support Directory to identify regional support contact:

http://support.avaya.com/css/appmanager/public/support?_nfpb=true&_pageLabel=Support_Directory_Public

Asia Pacific (APAC):

No call center is available in APAC for BCM Repair Services. Please contact: apachn@avaya.com

Requests for "return only" RMA's can be made directly to the representative taking the RMA request.

For more information on return procedures, please refer to support.avaya.com.

Location and Format of Serial Numbers

The serial numbers are in one of the two following formats 1) NNTM followed by 8 alpha-numeric characters or 2) LBNNTM followed by 10 alpha-numeric characters. It is important to provide this information completely and accurately so that Avaya can validate the returned hardware against the regeneration activity.

For BCM systems the serial number is located on the product identification label.

- BCM1000/200/400/450: on the rear of the chassis.

- BCM50: the product label is located on the underside of the BCM50 enclosure.

For MSC's, the serial number is located on a label on the "solder side" or back side of the MSC card.

Ordering Guidelines and Procedures

The BCM Keycode/Application Migration Authorization Codes are available for order. The order codes are:

NTKC0950	N0156135	BCM Application Migration Paper Authorization Code
NTKC0951	N0156136	BCM Application Migration Electronic License
NTC01073KC	N0174259	BCM450 Keycode Migration from BCM200/400/1000 Rel 4.0 Authorization Code
NTC02029KC	N0172465	BCM450 Keycode Migration from BCM200/400/1000 Rel 4.0 Electronic License
NTC01106KC	N0205050	BCM450 Keycode Migration from BCM50 Paper Authorization Code
NTC02037KC	N0202677	BCM450 Keycode Migration from BCM50 Electronic Authorization License
NTKC0935	N0146690	BCM50 1.0 to 3.0 Upgrade Authorization Code
NTKC0937	N0146692	BCM50 Upgrade Electronic Authorization License 1.0 to 3.0
NTKC0945	N0154740	BCM50 1.0 to 3.0 Software Upgrade Authorization Code – EMEA
NTKC0947	N0154744	BCM50 1.0 to 3.0 Upgrade Electronic Authorization License 1.0 to 3.0 - EMEA
NTKC0273	N0055512	BCM Upgrade BCM 3.7 to BCM 4.0 Software Upgrade Authorization Code
NTKC0632	N0136020	BCM Upgrade Electronic Authorization License BCM3.7 to BCM4.0

For BCM1000/200/400 Keycode migration to latest platform software on BCM200/400, only the BCM Application Migration authorization code in either paper format (NTKC0950) or electronic format (NTKC0951) is required.

For Keycode migration to BCM450 from a BCM1000/200/400 system with software version Rel. 4.0, only the "BCM450 Keycode Migration from BCM200/400/1000 Rel. 4.0" authorization code in either paper format (NTC01073KC) or electronic format (NTC02029KC) is required.

For Keycode migration to BCM450 from a BCM1000/200/400 system with software version Rel. 2.x or Rel. 3.x, the KRS record for the source system must first be upgraded to Rel. 4.0. To accomplish this, use the "BCM Upgrade BCM 3.7 to BCM 4.0 Software Upgrade" authorization code in either paper format (NTKC0273) or electronic format (NTKC0632). The BCM1000/200/400 software does not need to be upgraded, only on KRS. Once the KRS record for the source system is upgraded to Rel. 4.0 keycodes, the "BCM450 Keycode Migration from BCM200/400/1000 Rel. 4.0" authorization code in either paper format (NTC01073KC) or electronic format (NTC02029KC) is used to migrate the application keycodes to the BCM450 platform.

For Keycode migration to BCM450 from a BCM50 system, the BCM50 system must be at software release 2.0, 3.0 or 5.0, or in the case of a BCM50 system running software release 1.0, a BCM50 Rls 1.0 to 3.0 software upgrade authorization codes (please see PEC codes in list above) must be purchased and applied in KRS prior to the Keycode Migration operation.

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References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.
02/10