

ACSBI - Release Notes – 2017-03 Release

ACSBI Program Overview

The ACSBI Portal provides Avaya and it's Partners, a platform for decision making by managing business data and providing historical, current, and future views of service delivery and customer trends.

Major Features and Functionality:

- Design and Renewal Reports
- Product Information Reports
- Registration Reports
- Avaya Software Compatibility Audit (ASCA) Report
- Traffic Study Expert (TSE) Report
- CM Main/Remote Survey
- On-demand Polling of product information for quoting purposes
- Self-service connectivity ticket creation for polling
- Customer Authorization Tool Reporting
- Adhoc Report Generation
- Functional Location/Sold-to Search
- FL/Sold-to List Management
- Report List Management
- Report Archival

ACSBI Direct Access URL: <https://acsbi.avaya.com/>

ACSBI information Portal: <https://support.avaya.com/acsbi>

ACSBI 2017-03 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2017-03** software release.

Table1:2017-03 Content

Keywords	Description	ID Reference
Subscription Offer	Added Subscription Offer support to Quote Preparation Report and to ZTSV	JIRA 2247
Compatibility Matrix Data	Updated the code to use the latest critical note and Date for ME	JIRA 2286
ASD Config Report	ASD Config report was showing assets that were inactivated in Siebel. Fixed code to show assets only if there are active in Siebel	JIRA 2279

Known Issues & Work Arounds

ACSBI 2017-02 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2017-02** software release.

Table2:2017-02 Content

Keywords	Description	ID Reference
ASD Config Report	This report was showing stations used as zero when the stations were v17. Resolved it now.	JIRA 2271
PLDS SAP comparison Report	Added Open SR count and Technical Onboarding information to PLDS-SAP comparison report	JIRA 2264
SEID Report	- Added Alarm Status PIE Chart and made the following enhancements - Moved “RA Status” from Column C to Column B and “KB Resolution” from Column B to C - Renamed “RA Status” to “Remote Access Status” - Renamed “KB Resolution” to “Remote Access Scenario” - Moved “Alarm Status” from column AC to be column - Moved “Alarm Scenario” from column AD to column E - Renamed “Alarm Status” to “Alarming Status” - Renamed “Alarm Scenario Number” to “Alarming Scenario”	JIRA 2263
TSE Reports	Added the TSE Report Deletion capability	JIRA 2256
SALNG	ACSBI code was updated to support SALNG in all our reports	JIRA 2227

Known Issues & Work Arounds

ACSBI 2017-01 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2017-01** software release.

Table3:2017-01 Content

Keywords	Description	ID Reference
Alarm Status in SEID report	Alarming Status Column is added to SEID report. This will help in identifying and resolving issues with Alarming connectivity between the customer systems and Avaya.	JIRA 2236
ASD Config Report	ASD Configuration Report was showing 0 license counts for V12 and below. This is resolved now.	JIRA 2251
EPN Survey Automation	Resolved the EPN Survey Automation failures caused by Siebel web service failures	JIRA 2248
SEID report timeouts	Resolved the SEID report timeouts with large number of FLs	JIRA 2244
Software Version Information	Update the source of the SUM software versions file to more secure methods	JIRA 2183

Known Issues & Work Arounds

- Avaya is changing the data source of how devices are associated to SAL Gateways. This change may cause some changes in certain situations with regards to the RA Status column.

ACSBI 2016-12 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2016-12** software release.

Table4: 2016-12 Content

Keywords	Description	ID Reference
Co-delivery connectivity report	Updated the codelivery connectivity report Date Filter	JIRA 2221
XEN/VCM on ASCA report	Updated the ASCA report to show the hardware data instead of just showing XEN/VCM	JIRA 2211
Compatibility Data Warehousing	Created the data warehousing for use by the Compatibility Matrix Tool	JIRA 1909

Known Issues & Work Arounds:

ACSBI 2016-11 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2016-11** software release.

Table5: 2016-11 Content

Keywords	Description	ID Reference
Product connect data	Fix product connect missing data issue, which impacts connectivity related reports	JIRA 2212
APCS matrix data feed	Setup APCS matrix data feed for internal reporting	JIRA 2204
Avaya Diagnostic Portal	Improve the performance of the queries used by ADP so that the asset list can be populated quickly	JIRA 2207
Installbase comparison report	Include the SiebelOnly assets in the Installbase comparison report	JIRA 2208

Known Issues & Work Arounds:

ACSBI 2016-10 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2016-10** software release.

Table6: 2016-10 Content

Keywords	Description	ID Reference
New CM server type report added	Added a new CM Server Hardware Report in ACSBI that shows the Server hardware information for CM6 and newer servers.	JIRA 2015
Allow BPs access to run co-delivery connectivity report for all their FLs	Business partners can now run the co-delivery connectivity report for all the FLs they have access to, without specifying individual FLs	JIRA 2203
Invalid FLs	Users are now able to see which FLs are invalid when they are entering a list of FLs that include valid and invalid FLs.	JIRA 2174
Material Lookup Tool	Material Lookup application has been enhanced to include SA bundled material codes. Those codes now show up as covered under the product MPC.	JIRA 2184
Case Creation Page	SR Case creation page was not including assets with SE Codes CMLX and VAAM. Corrected this now.	JIRA 2175
PIE polling error 115 resolved	Fixed PIE polling error 115	JIRA 2177
Quote Preparation Report – bundled material codes	QPR is updated to show SA bundled material codes as covered under the product MPS.	JIRA 2188
Quote Preparation Report – Material codes with Preferred 3 year annual as the base offer	QPR was marking the material codes that have SA preferred as the base offer (no essential offer) as “UNQUOTABLE”. Fixed this now.	JIRA 2187
Quote Preparation Report – MPICs	Utility offer MPICs were not shown as “QUOTABLE”. Now they are.	JIRA 2176
Polling of G450MS devices	Polling for these devices was failing. Fixed it now.	JIRA 2171
Blacklist feature	Added the black list feature for ACSBI portal so that we can manage user access better	JIRA 2181
Product Inventory Report	Product Inventory Report was showing wrong version information for Intuity products. Fixed this.	JIRA 2179
ASCA report	ASCA was not showing the latest release information correctly. Fixed the issue.	JIRA 2178
Typo in Enterprise Wide Licensing Report	Corrected a typo in the report title	JIRA 2185

Known Issues & Work Arounds:

ACSBI 2016-08 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2016-08** software release.

Table7: 2016-08 Content

Keywords	Description	ID Reference
Station Info Report Timeout	Fixed an issue that was causing Station Info Report to timeout for large locations	JIRA 2168
Avaya Aura Messaging Products added to PIE Polling	Added Avaya Aura Messaging products (VAAM SECODE) to PIE polling	JIRA 2109
Messaging User Report	Added a report that shows the complete list of users and their COS	JIRA 2126
SALGW SHA2 compliance report	Updated SHA2 compliance report to show the SALGW version similar to OPS suite report	JIRA 2166

Known Issues & Work Arounds:

ACSBI 2016-07 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2016-07** software release.

Table8: 2016-07 Content

Keywords	Description	ID Reference
CM Survey timeout error	Fixed the issue where CM Main/Remote survey was timing out immediately after submission and “Error Detected” message was getting displayed.	JIRA 2134
CM Survey missing Spreadsheet link	Fixed the issue where spreadsheet link was missing from the CM Main/Remote Survey page in certain instances	JIRA 2158
New SSL Certificates	New certificated have been installed on ACSBI servers	JIRA 2157
No SEIDs showing up on ASCA page	Fixed the issue of SEIDs not showing up if no ASCA polls have been completed already	JIRA 2148

Known Issues & Work Arounds:

ACSBI 2016-06 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2016-06** software release.

Table9: 2016-06 Content

Keywords	Description	ID Reference
Radvision and Scopia Edition codes	Radvision and Scopia Edition codes are now supported in Quote Preparation Report	JIRA 2147
FL search by name	Added option on Report Wizard Step 2 to search FLs based on customer location name	JIRA 2145
IPOSS offer code support	IPOSS offer codes are now supported in Quote Preparation Report (QPR)	JIRA 2143
Error with SR creation Page	SR creation was failing when the name and other information exceeds 255 characters. Fixed this.	JIRA 2142
Copy SEID feature too restrictive	Copy SEID feature was not allowing copy if the ip addresses do not match. Relaxed this rule.	JIRA 2137
Upgrade and Download codes in PLDS-SAP comparison report	- PLDS upgrade and download codes have been added to PLDS-SAP comparison report. - They show up as PLDS-Only codes	JIRA 2123

Known Issues & Work Arounds:

ACSBI 2016-05 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2016-05** software release.

Table10: 2016-05 Content

Keywords	Description	ID Reference
CM Server Configuration Type	Added CM Server Platform Type (e.g. S8500) and server Type (e.g. Proliant DL360 G7) to ASD Configuration Report	JIRA 2133
Main/Remote Survey Enhancements	- Added the copy capability so that the users can fill the data for one server and copy it to the duplicated server. - Removed the zero out capability for FLs. It is no longer necessary to zero out FLs on the duplicated server to eliminate the double counting.	JIRA 2119
Adhoc CM Survey Report	This report has been updated to match the CM/Main Remote Suvery page	JIRA 2115
Inactive assets in SEID report	SEID report has been enhanced to show inactive assets with asset or site level entitlements. This is a configurable option on the "Edit Filters" page.	JIRA 2131
SEID report	SEID report now include Axeda SALGW version displaying the greatest version in case of more than one version.	JIRA 2121
Enhancements to Project Horizon BP report	Project Horizon BP connectivity report (which in controlled introduction mode) has been enhanced to allow for better sorting/filtering and better readability.	JIRA 2116
New ACSBI SALGW Report	A new report has been created to help customer's determine their SAL GW Versions and whether they are SHA2 ready or not	JIRA 2122
Report package Refresh	When users click 'Refresh' on a previously generated Report package, they are directly taken to last step, instead of going through all steps again.	JIRA 2097
Contract Lapse report	Now users have option to view the data for more than 3 months.	JIRA 2083

Known Issues & Work Arounds:

ACSBI 2016-04 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2016-04** software release.

Table11: 2016-04 Content

Keywords	Description	ID Reference
Alarm journey report	Alarm journey report now GA for business partners.	JIRA 2106
CM remote survey	Type details and identifier details include in the survey results.	JIRA 2107
Intuity messaging report	Fixed typo on selecting Inty Messaging Hardware disks	JIRA 2102
SEID report	- SEID report asset's connectivity chart breakdown now doesn't shows 'Refused' status. - Users now have the option to generate the report with inactive assets.	JIRA 2099, 2096
PLDS to SAP comparison report	Report now correctly lables RFA and ADI codes.	JIRA 1959
Project Horizon report	Report under limited BP release.	JIRA 2101

Known Issues & Work Arounds:

ACSBI 2016-03 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2016-03** software release.

Table12: 2016-03 Content

Keywords	Description	ID Reference
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Alarm journey report	Alarm journey report now available as ad-hoc report under Product Information with limited beta release for BP's.	JIRA 2066
Updated CM survey warning message	The email message has been changed to say this: "Polling data has been modified since the survey was last saved. You must review new data, make necessary updates and save survey again."	JIRA 2065
ASD config report	Correction made for section 10 of the ASD config report, board type information now displayed accurately.	JIRA 2062

Known Issues & Work Arounds:

ACSBI 2016-02 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2016-02** software release.

Table13: 2016-02 Content

Keywords	Description	ID Reference
Improved user experience	Unmerging merged cells so that users can sort and filter on different columns in reports.	JIRA 2017
ASD config report	Firmware Version information is displayed in the Media Gateway Listing table in the section 9 Ports and Trunks of ASD Config Report whenever the FW version info is available	JIRA 2016
On Demand Poll Request	Account name being displayed in on demand poll request.	JIRA 2026
EQR report performance	This report will now work for larger set of FL's and is available under Report Wizard. – Long term fix	JIRA 2010
CM remote survey	Removed old example FL's which are not relevant anymore.	JIRA 2058
Report Archive Management	- Added search capability to the report request downloads - Can now search by FL number or the account name - Can also search by Report Name	JIRA 2033
FL List Management	Users now have the ability to upload FL's in a .xls file format as well as a .txt file.	JIRA 2018
ASCA application table	Delete/Refresh option added to ASCA application table.	JIRA 1895

Known Issues & Work Arounds:

ACSBI 2016-01 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2016-01** software release.

Table14: 2016-01 Content

Keywords	Description	ID Reference
SQL Server 2012	ACSBI has now upgraded to SQL Server 2012 which allows the reports to have more than 65k line items.	JIRA 1897
On demand poll message change	The email message has been changed to say this: If results above are not "Successfully polled" then you may open a polling support ticket here: https://acsbi.avaya.com/applications/connectivity_cases/Default.aspx?bld=1	JIRA 2005
Equipment IDs in the SAP ILO3 reports	Multiple rows with the same material code have been combined and equipment id's now in 1 cell; improving the readability and usability of ILO3 report	JIRA 1997
Contract Lapse report	This report will now work for target set of FL's and is available under Report Wizard. – Long term fix	JIRA 1993

Known Issues & Work Arounds:

ACSBI 2015-12 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2015-12** software release.

Table15: 2015-12 Content

Keywords	Description	ID Reference
Material Information Lookup phase II	Users can now lookup material information based on material description.	JIRA 1955
BP search functionality	Users and now search FL's using a BP name	MMF 957 (JIRA 1443)
Contract Lapse report	This report will now work for target set of FL's and is available under Report Wizard. – Short term fix	JIRA 1993
Conversant report	Conversant reports were showing CMS products	JIRA 1992
PLDS to SAP comp. report	PLDS to SAP comparison report working for larger set of FL's in CSV o/p format.	JIRA 1979

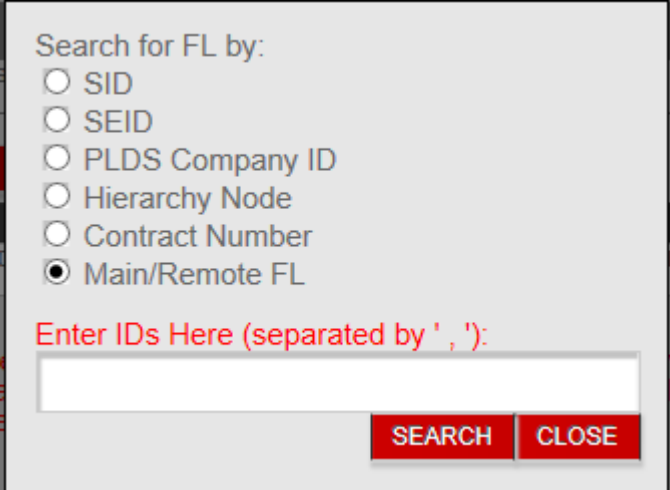
Known Issues & Work Arounds:

- Lapse contract report was not working for large number of FLs – awaiting long term fix in next release.

ACSBI 2015-11 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2015-11** software release.

Table16: 2015-11 Content

Keywords	Description	ID Reference
Additional input options	Users can now run ACSBI reports using PLDS company ID or Legal Hierarchy Node or Contract Number or any of Main/Remote FLs 	JIRA 1942
PROD_FAMILY and other data in QPR	Quote Preparation Report now shows Product Family, Product description, HW_SW and Version information in the contract section.	JIRA 1972
User guides are no longer links under the report names	Having the user guide be a link under the report name was causing end user confusion. They were clicking the report name and expecting us to run that report. Instead they were getting user guide pop-up. Moved user guide links to a separate column by themselves to address this issue.	JIRA 1971
SEID report updates	- SEID report now has the Title Page, Master Site List, and Terms and Definitions. - SEID report can be run at a BP Link ID level “Last RA Time” column renamed to “Last Connected Date”	JIRAs 1914,1921,1968
Migration of SSO	Tool upgraded to newer version of SSO	JIRA 1848
TSE Enhancements	- Short term study option added – study can be done for 1 day now. “Good or bad” option added to each duration - The study start date field now allows today's date - Added Last successful poll date in the table of SEIDs to assist the users in identifying the best SEID to select for study - TSE can not be requested for assets marked “Do not touch” - Changed SEID selection to radio buttons since TSE can only be run with one SEID at a time	JIRAs 1899,1900
Auto refresh of the downloads page	Downloads page is automatically refreshed every two minutes, so that the user will see the report download button without having to manually refresh the page	JIRA 1913

Deprecated All Product Requote Report	MSQT has now switched to the ACSBI interface that returns server and gateway counts from install base instead of polling data. This renders All Product Requote Warehouse(SA) report obsolete. The description of All Product Requote Warehouse(SA) has been changed to redirect people to QPR.	JIRA 1976
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Known Issues & Work Arounds:

The Equipment Removal Compliance Report (EQR) can potentially hit performance issues where it times out before the report is complete when a very large number of FLs are requested. To avoid this issue, it is advised to limit each EQR report request to 25 FLs or less.

ACSBI 2015-10 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2015-10** software release.

Table17: 2015-10 Content

Keywords	Description	ID Reference
Material Information Lookup	A lookup tool to help you map the services offer codes to product material codes and vice versa is now available in controlled introduction. If you don't see "Material Lookup" on the "Applications and Surveys" page under "Design and Renewals", please send an email to acsbi@avaya.com to be included in the access control list.	JIRAs 1923-1930, 1953
On-demand poll	We used to require customers to run an on-demand poll before running the quote when they update PLDS/SAP data since the data refresh in certain scenarios was not happening hourly. We now pickup the changes as part of the hourly update, so an on-demand poll is not necessary. If the polled data itself changes, on-demand polling is still necessary.	JIRA 1947
UI updates	Update ACSBI footer to match the latest standards. Updated various links and the copyright notice.	JIRA 1940
Quote Preparation Report	Quote Preparation Report was not showing any data for the FLs that do not have any pollable assets. We now include data as long as there are materials in the Install Base for the FL.	JIRA 1893
CMS R16	Polled data for CMS R16 and below was not being picked up until the weekly refresh happens. Now it is being picked up as part of the hourly refresh.	JIRA 1892
FL selection	Radio buttons were added to the FL selection page so that it is explicitly clear to the user as to which FLs we are using for the reports	JIRA 1881
Duplicate report requests	Report request Submit button is now disabled on the first click so that users can not inadvertently submit multiple requests	JIRA 1774

Known Issues & Work Arounds:

The Equipment Removal Compliance Report (EQR) can potentially hit performance issues where it times out before the report is complete when a very large number of FLs are requested. To avoid this issue, it is advised to limit each EQR report request to 25 FLs or less.

ACSBI 2015-08 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2015-08** software release.

Table18: 2015-08 Content

Keywords	Description	ID Reference
CMS Reporting	Further data collection, transfer, and storage updates have been put in place for CMR R17 CMSLX systems. CMS product reports will now include CMSLX data when applicable. This was not fully functioning with the July 2015 release.	JIRA 1874, 1850
Quote Preparation Report (QPR)	Polling Status and System Information: CM Station Breakdown of license types is now included. Note: In far right columns. Product Information Section: G650s now show as “Not Required” in SEID field, line items not under contract are now flagged with red background, edition (/E) codes that are part of bundled product offers now show as “INCLUDED” in the Maintenance Quote Eligibility field, and a PLDS quantity field has been added next to SAP Install Base (IB) quantity Contract Section: Heritage Nortel Contract Data from the Clarify system is now included. Performance Improvements: Including streamlined SQL queries called and splitting the data out into 5 separate database tables for each of the QPR sections. This should also eliminate the occasional QPR timeouts experienced by users.	JIRA 1875, 1866, 1835, 1765, 1375, 1371
Avaya Software Compatibility Audit (ASCA) Application	ASCA report now has additional real-time informational error messages on the UI as part of the report request process to ensure successful requests.	JIRA 1018
SEID Report	- The Solution Element ID (SEID) report now includes simplified connectivity status along with documented steps to resolve any connectivity problems. - The Remote Access Status field provides a simple color-coded status category for every SEID. If a SEID's connectivity is in trouble, the report will also provide a link to a specific actionable article within the Avaya Knowledge Base to resolve the connectivity issue. - There are also graphs to show a Remote Access Status Summary and a Compared to other Avaya Customers graph. Learn more by watching the following video: at https://youtu.be/XMGkGtmEzRs and referencing the user guide by clicking on the hyperlink report name in the Ad Hoc report table in ACSBI under the Registration section.	JIRA 1856
TSE Report	- BPs can now request 5 or 7 day traffic study's directly from the ACSBI TSE application. No more overhead with creating tickets and delays. - TSE is a system for polling Communication Manager (CM) systems, collecting data, processing the data into reports, and distributing the reports. These reports describe system performance which allows users to compare products. ACSBI now provides a self-service automated way for BPs to request and receive TSE reports.	JIRA 1773

User Interface	• Use SEID or SID as input parameter for ad hoc report requests and FL list management. ACSBI will find the related functional locations (FLs) based on the SEIDs or SIDs entered. Reports will be run on the full FLs selected.	JIRA 1786
Polling	• For On Demand Polls the UI default is now set to full polling versus “quote only”. The “quote only” option can be selected by clicking on the checkbox. Quote only is only recommended to top off polling data when the last full successful poll was obtained within the last 90 days.	JIRA 1871, 1844
Corrections	• A high volume of inactive assets have been removed and dismantled from SAP. On occasion inactive assets were being reflected in ACSBI reports . ACSBI is now in-sync with the latest SAP updates. • Product Reports were not including latest successful poll results in all cases from 7/18-7/24. This has been corrected.	JIRAS 1873, 1863

Known Issues & Work Arounds:

The Equipment Removal Compliance Report (EQR) can potentially hit performance issues where it times out before the report is complete when a very large number of FLs are requested. To avoid this issue, it is advised to limit each EQR report request to 25 FLs or less.

ACSBI 2015-07 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2015-07** software release.

Table19: 2015-07 Content

Keywords	Description	ID Reference
CMS Reporting	Data collection, transfer, and storage updates have been put in place for CMR R17 CMSLX systems. CMS product reports will now include CMSLX data when applicable.	JIRA 1829
Quote Preparation Report (QPR)	- Occurrences where 'unquotable' was being reflected in QPR for hardware codes supportable by Small/Medium/Large Support Advantage Offer Codes has been corrected. - An occurrence of duplicate rows, showing the same product material code and quantity twice in the Product Information section has been corrected.	JIRAs 1820, 1766
Avaya Software Compatibility Audit (ASCA) Application	In rare cases, the SoldTo displayed inside the ASCA audit was not reflecting the SoldTo input by the user. the ASCA data itself was correct per the SoldTo requested. This SoldTo field has been corrected.	JIRA 1784
Equipment Removal Compliance Report (EQR)	Some reports were being generated with Active Contract field showing YES, yet no contract dates were included. This has been resolved.	JIRA 1756
Polling	- For users still requesting the Product Poll Report, we have added a message to the report suggesting the Quote Preparation Report (QPR) or the Application, Create/Review Polling Cases to obtain the latest Polling information as a better alternative. The Product Poll Report will be decommissioned once active users are fully aware of these other options. - Approximately 2000 devices were not included in the automated monthly polling jobs as they failed consistently earlier due to connectivity/data issues. This has been corrected which should reduce polling ticket occurrences.	JIRA 1771, 1114

Known Issues & Work Arounds:

The Equipment Removal Compliance Report (EQR) can potentially hit performance issues where it times out before the report is complete when a very large number of FLs are requested. To avoid this issue, it is advised to limit each EQR report request to 25 FLs or less.

ACSBI 2015-06 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2015-06** software release.

Table20: 2015-06 Content

Keywords	Description	ID Reference
ACSBI Portal User Interface	- For consistency and ease of locating, all reports in all ad hoc tables are now sorted alphabetically. - The maximum number of FLs allowed for reports are now more clearly shown on the UI with “Max FLs for Excel output” indicated. CSV output option are presented when FL requests exceed Excel output maximum.	JIRAs 1737, 1585
Quote Preparation Report (QPR) Enhancements	- For consistency and ease of locating, the QPR report name has changed! We removed the prefix ACSBI. The report name is now Quote Preparation Report. - To avoid appearance of an empty report the Expand/Collapse capability now defaults to expanded.	JIRAs 1749,1736
SEID Report Enhancements	Additional fields have been added to provide further insight into SAL Gateway version and capacity. New columns include: SAL Managed Element (ME) count & SAL version	JIRA 1731
MSQT Quoting Correction	Occurrences of doubled SW line items in MSQT. Previously stored SW license counts were not always getting removed from the data warehouse when CM main remote changes were made causing duplication. Data storage and refresh logic has been updated to ensure duplication does not occur. Example: If a PPN was first designated as a Remote and then at a later date was changed to the main, this problem could have occurred.	JIRA 1725

Known Issues & Work Arounds:

The Equipment Removal Compliance Report (EQR) can potentially hit performance issues where it times out before the report is complete when a very large number of FLs are requested. To avoid this issue, it is advised to limit each EQR report request to 25 FLs or less.

EQR - Periodically the Active Contract field is not aligned with Contract Date information. For example, Active Contract = Yes, yet no contract dates are reported. If Active contract = Yes there is an active contract and the asset does not need to be investigated for removal.

ACSBI 2015-05 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2015-05** software release.

Table21: 2015-05 Content

Keywords	Description	ID Reference
ACSBI Portal User Interface	Links to applicable user guides are built right into the report name as a hyperlink for easy reference while selecting ad hoc reports. Now more visible with standard blue color and underline.	JIRA 1720
Quote Preparation Report (QPR) Enhancements	• Sales order numbers are now included in Product Information section for PLDS license codes • Expand/Collapse capability added to each section to improve usability • Refactored background color to improve readability	JIRAs 1372, 1374, 1344
Main Remote Survey (EPN Survey)	VCM collection for Main Remote Survey (EPN Survey) improvement. When polling duplicated CMs, data from the most recently polled CM will be used for quoting, and automatically reflected in the CM Main/Remote survey. This eliminates the need to update Main/Remote survey manually to pick the most recently polled CM in a duplicated CM environment.	JIRA 1361
SM and SES configuration reports	SM and SES configuration reports were generating blank results due to a product information parameter that was missing. This has been resolved.	JIRA 1698

Known Issues & Work Arounds:

The Equipment Removal Compliance Report (EQR) can potentially hit performance issues where it times out before the report is complete when a very large number of FLs are requested. To avoid this issue, it is advised to limit each EQR report request to 25 FLs or less.

ACSBI 2015-04 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2015-04** software release.

Table22: 2015-04 Content

Keywords	Description	ID Reference
ACSBI Portal User Interface	We have made filter selection steps optional on all reports. The SAP IL03 with Warranty report, the ZTSV report, the CM Main/Remote Survey (read-only), and the Quote Preparation Report (QPR) are now available in the Product Information section of the ACSBI portal as well. FL and Report Lists are now presented in alphabetical order. Finally, when creating a new FL list, the State and Country fields are no longer mandatory.	JIRAs 1373, 1314, 1313, 1513, 1557, 1501
SEID Report Enhancements	New columns include: Modem Number, Connectivity Type	JIRA 1432
Slimmed Down Equipment Removal Compliance Report (EQR)	The slimmer version of the Equipment Removal Compliance Report provides the user with smaller, less-complex data sets for easier filtering.	JIRA 1461

Known Issues & Work Arounds: None.

ACSBI 2015-03 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2015-03** software release.

Table23: 2015-03 Content

Keywords	Description	ID Reference
ACSBI Portal User Interface	We now provide direct link to applicable user guides right from the report name title in all ad hoc report tables.	JIRAs: 1368, 1414, 1415
SEID Report Enhancements	New columns include: Registration ID , Registration Status Field, New Notification Contact Email and Created By Email	JIRA 1276
Quote Preparation Report (QPR) Report Enhancements	Updates Include: • Now Organized Product Section by MPC • Added BP and Distributor Sold To Information per contract line item • Polling Status section now shows <u>all</u> PIE assets • Added EC500, X-Mobility, and Administered IP Ports counts to System Information • Resorted Contract Section to group offer types and rollup codes together	JIRAs: 1338, 1343, 1355, 1357, 1358

Known Issues & Work Arounds: None.

ACSBI 2015-02 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2015-02** software release.

Table24: 2015-02 Content

Keywords	Description	ID Reference
ACSBI Portal User Interface	Improvements Include: • New delete option to clear out old on demand polling requests added • Report package names are now defaulted • Ad-hoc reports are now presented in a scrolling table to select from • The CM Main Remote Server Preparation Data page can now be exported	JIRAs: 1315, 1316, 1317, & 1322
BP Permission Expiration Report Improvements	This customer authorization report now includes permissions that have already expired along with a future view of upcoming expiration dates.	JIRA 1312
Equipment Removal Compliance Report (EQR)	Based on business intelligence, considering several data points, this report provides a list of equipment candidates for removal. Data Points include: Last Date Under Maintenance, Last Polling Date, Last SR Opened Against the Asset, Last Alarm Date	MMF 873
Quote Preparation Report (QPR)	Updates Include: • Both Contract and Polled quantity fields reflected • Inactive records are now excluded from the report • Performance improvements have been implemented to reduce run time. • Section Headers and Polling results updated to provide more information and clarity.	JIRAs: 1298, 1334, 1335, 1337, & 1354

Known Issues & Work Arounds: None.

ACSBI 2015-01 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2015-01** software release.

Table25: 2015-01 Content

Keywords	Description	ID Reference
SAL Malfunctioning Gateway Detail Trending Report	This is a weekly report detailing the malfunctioning SEIDs.	MMF 893
Permissions for Registration Reports	Users now have Quoting and Registration permissions for Registration Reports.	JIRA 1281
All Product Requite Warehouse Report	The All Product Requite Warehouse Report has been updated to reflect all IP Port Counts as well as all TDM Ports.	JIRAs 1277, 1262
Quote Preparation Report (QPR)	When validating an FL on the QPR, the FLs that are not supported are now indicated.	JIRA 1258
Alarm Funnel Report	All data issues have been resolved.	JIRAs 1255, 1240
Customer Authorization Tool (CAT)	The link to the CAT tool is now included in the error text when a user is not authorized for that FL.	JIRA 1248
SAP to Siebel Comparison Report	V Codes are now displayed on the SAP to Siebel Comparison Report.	JIRA 1127

Known Issues & Work Arounds: None.

ACSBI 2014-12 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2014-12** software release.

Table26: 2014-12 Content

Keywords	Description	ID Reference
Quote Preparation Report (formerly known as the Consolidated Quote Report or CQR)	This more detailed report includes everything you need to support renewal preparation activity. It includes information on Polling Status, Product Detail, Contract Detail, Eligible Services Offers, and Technically On-boarded Assets. The report is located in the Ad Hoc report sections via Design and Renewals or Product Information. You will save time and highlight potential up sells with the easy navigation and consolidated view.	MMF 954
Equipment Removal Compliance Report	The data behind this report has been updated for accuracy and is currently under Controlled Introduction.	JIRA 1181
CAT Request Status Report	This report has been enhanced to allow users to search using SoldTos/FLs	JIRA 1078
Customer Authorization Tool	A link to CAT has been added to the error message displayed when a Business Partner does not have access to the SoldTo entered by the user.	JIRA 1102
On-Demand Polling	The final polling result has been restructured for readability and usability, especially when multiple products are requested for polling.	JIRA 1112

Known Issues & Work Arounds:

Alarm Funnel Report: There are known data sync issues between SAL to SRAM, SRAM to Remedy, and Remedy to Siebel. JIRA 120 & 1241 have been opened to fix these issues.

ACSBI 2014-11 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2014-11** software release.

Table27: 2014-11 Content

Keywords	Description	ID Reference
EQR Compliance Report	Based on Avaya maintenance policies and polling data, this new report provides a list of assets that should be removed from a customer site.	MMF 873
On Demand Polling	The SEID and FL relationships have been clarified for users.	JIRA 1146
CAT Expiration Report Enhancement	CAT Customer Linkage Reports now allow Date Filtering.	JIRA 1010
BP Link ID Feature	Enhanced Report Package feature allowing BP Link Ids to be used in Report Package Requests. Initially enabled for Registration Reports.	JIRA 1176

ACSBI 2014-10 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2014-10** software release.

Table28: 2014-10 Content

Keywords	Description	ID Reference
SEID (Record Building) Report	A new report that provides you all the serviceable asset information in one place is now available. You can pull this report by going to the Registration functional area on ACSBI portal.	MMF 833
CM Main/Remote Survey	You no longer need to go through the trouble of finding the main site FL when you want to administer CM Main/Remote Survey. ACSBI now suggests the Main Site FL to you when you enter a remote site FL. CM Main/Remote Survey is under Applications and Surveys section of Design and Renewal functional area on ACSBI Portal.	JIRA 1118

ACSBI 2014-09 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2014-09** software release.

Table29: 2014-09 Content

Keywords	Description	ID Reference
Consolidated Quote Report (CQR)	This report now supports multiple site (FL) requests. In an effort to minimize time-outs, the limit has been set to 25 sites (FL's).	MMF 867
Install Base Comparison Report (IBCR)	This report now supports multiple site (FL) requests. In an effort to minimize time-outs, the limit has been set to 25 sites (FL's).	MMF 850
Polling Case SR Creation Enhancements	Seibel tickets are now created real time. An email with the SR number in it is now sent out when an SR is created for enhanced customer tracking. The contact field is now auto populated.	MMF 848
Polling Case Creation Display Enhancements	This report now shows a complete list of all assets under a FL regardless of connectivity issue. Previously, only assets with failed polls appeared here.	MMF 847
Partner Registration Status Report	Registration is now available for partners through this report.	MMF 733

ACSBI 2014-07 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2014-07** software release.

Table30: 2014-07 Content

Keywords	Description	ID Reference
ASCA	ASCA URL's changed to reflect updated link and redirect through ACSBI. https://wqcuatsvr1.global.avaya.com/applications/ASCA/Default.aspx	MMF 726g04
CQR Enhancement	Quotable/Unquotable IL03 assets listed, Product MC vs. Offer Code mapping for SSI contracted items added, assets entitlements for all IL03 added, Column AG changed to "Most Recent Poll Result" from "Error Message", no error message displayed unless an actual error has occurred, and Timeout processing improved.	JIRA 1012
SR Creation for Flat Rate Products Disabled	The check box to select SE Code for SR Creation has been disabled for Flat Rate Products as it is not needed. A message has been added to display: "Products quoted using a flat rate, do not require polling".	JIRA 993
On-Demand Poll Request Number of Devices Limited	The user is now allowed to run 25 soldto's or 50 SEID's in requesting an On-Demand Poll. This was implemented to increase efficiency and accuracy of the On-Demand application.	JIRA 899

ACSBI 2014-05 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2014-05** software release.

Table31: 2014-05 Content

Keywords	Description	ID Reference
Consolidated Quote Report – Generally Available	The Consolidated Quote Report (CQR) combines Information about products, services <i>available</i> for those products, services contracted, registration of those products and services, and polling health of the registered products. CQR reduces the amount of time for quote specialists to pull the separated, and seemingly unrelated reports, by combining all of the needed information into one place; displaying the full relationship. This report is now generally available. .	MMF 597
SAL Alarming Heartbeat Status Report Axeda 6.5 merge with Axeda 5.3.8	Provides an aggregate view of the Alarm HB Status for SALGW's. Data flow created to extract Axeda 6.5 into Axeda 5.3.8 performing merge and/or update ensuring data transfer accuracy.	MMF 706
Alarm Funnel Report	Automated report showing the number of alarms at various stages of the Alarm Funnel.	MMF 704
EPN Survey Usage Report	Report which displays the usage stats of the CM Main/Remote Survey application on ACSBI. Shows the users that have updated EPN Survey data over the past two years.	JIRA 892
PIE Accuracy	Stricter parameters were implemented with regards to inputting information into PIE, thus eliminating areas of data being entered incorrectly.	JIRA 514

ACSBI 2014-04 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2014-04** software release.

Table32: 2014-04 Content

Keywords	Description	ID Reference
Consolidated Quote Report – Controlled Introduction	The Consolidated Quote Report (CQR) combines Information about products, services <i>available</i> for those products, services contracted, registration of those products and services, and polling health of the registered products. CQR reduces the amount of time for quote specialists to pull the separated, and seemingly unrelated reports, by combining all of the needed information into one place; displaying the full relationship. This is being introduced in a Controlled manner with our April release.	MMF 597
SAL Alarming Heartbeat Status Report Axeda 6.5 merge with Axeda 5.3.8	Data flow created to extract Axeda 6.5 into Axeda 5.3.8 performing merge and/or update ensuring data transfer accuracy.	MMF 706
PIE Improved Polling	PIE Polling process was improved to enhance connectivity/polling success rate by eliminating polling of devices with connectivity/registration data issues, until the issue has been resolved.	MMF 707
MSQT quoting data can be pulled in ACSBI as an On Demand Report	Reports can now be run as 'On Demand' type of report to allow for measuring quotes that showed connectivity issues related to them.	JIRA 694
ACSBI Support page	A support page informing users how to: 1) Obtain training, 2) Report issues, 3) Links taking Partners and Associates directly to ticketing for issues.	JIRA 897

ACSBI 2014-03 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2014-03** software release.

Table33: 2014-03 Content

Keywords	Description	ID Reference
PIPS Migration	• Reports will display FL(Sold-To) along with SE Code • Details on PIPS reports now added • Station Info Reports have been re-activated • Inactive products are included but are distinctively marked with '~' at the end of the Excel label • Document map was added at the first tab of a report which links to each product report • G3 has been removed from three Product Information reports • Minimum Vintage Exception Report has been retired and replaced with Minimum Vintage Firmware Exception Report.	MMF 726g01
Aura CM ESS SA Renewal Recast	Support for reporting of ESS added and ESS's have been added to the CM Main Remote Survey and to the All Product Re-quote reports supporting MSQT Quote Processing.	MMF 699
Local Advantage Maintenance Offer Support for MSQT	Support to MSQT. Local Advantage Advanced Offer codes will now come across in SA quote requests.	MMF 755
Last Booked Revenue (Lapse)	Allows Channel Partners to determine duration of lapse in coverage for maintenance data.	JIRA 852
PIE On Demand Polling	BI updated to include the proper data formerly provided by PIPS. System has been debugged to improve input of device data to only allow devices that meet accurate polling requirements.	JIRA 514
Axeda 6.5 DB for Reporting	Axeda DB schema for 6.5 is now included into BI reporting for Remote Access heartbeats, device profiles, and all existing reports. Run daily.	JIRA 754
Added Error Description	Connectivity Report Displayed PIE fail error codes only; inclusion of an additional Column for code description is now available.	JIRA 768
Customer ACSBI Login shows CAT	Customers now logging into ACSBI will only see the authorization report that we are creating for CAT project.	JIRA 774
AMMSSR to SA Reports (MSQT Notes)	Addition of AMMSSR to SA Reports from SAP.	JIRA 830
CAT Postal Codes	CAT reports have been improved to add Zip Code along with entire address.	JIRA 824
SR Number creates Cases Form and Update Email	"Create Polling Cases" page to "Create/Review Polling Cases", Email message body to include SR with Link.	JIRA 840
All Products Report, SAP, PLDS	'All Products Report' in BI was debugged to now correctly display accurate numbers as shown in SAP and PLDS.	JIRA 844

ACSBI 2014-02 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2014-02** software release.

Table34: 2014-02 Content

Keywords	Description	ID Reference
List Discrepancy in PIPS and BI UAT	Resolved the data discrepancy between production and User Acceptance Testing environment.	JIRA 738
Enhance ZTSV	Report enhancements suggested by Sales Engineering implemented to increase end users ability to understand and utilize data provided.	JIRA 773
ACSBI ASCA	Fixed a problem that was causing the ASCA report to not show information for both CM main servers in some cases.	JIRA 777
Traffic Study/Repair SQL Failure PWACSDB01	Analyzed and repaired SQL Server job to improve efficiency.	JIRA 790 & JIRA 791
ASDConfig Discrepancy	OPS Ports was added to Summary section. Was not showing previously.	JIRA 792
Messaging Products Report Discrepancy	ETL changes made to correct information provided in reports and included additional data.	JIRA 793
CIRR Quote Status	Captured an additional PIE Table for storage datamart.	JIRA 801
CAT- LOA Queries	Go-Live supported by extract from LOA-Voyager, CAT Permissions, and comparing results. CAT Dashboard updated and enhanced.	JIRA 804, 805

ACSBI 2014-01 – Release Content

The table below gives details of some of the enhancements included in **ACSBI 2014-01** software release.

Table35: 2014-01 Content

Keywords	Description	ID Reference
Quote-only On-demand Poll	ACSBI users now have the ability to run on-demand poll that will collect only the data needed for quoting. This reduces the time to collect data and improve the response time. For more information Please see https://downloads.avaya.com/css/P8/documents/100156577 and https://support.avaya.com/acsbi/	MMF 588b
Create Connectivity Cases for Polling	ACSBI users can now see a report that shows the polling connectivity status for given Functional Location(s). Users can then select the SEIDs that they want to create tickets against and submit the form to create tickets. This improves the time-to-resolution for the connectivity issues. For more information Please see https://downloads.avaya.com/css/P8/documents/100156577 and https://support.avaya.com/acsbi/	MMF 589
Advanced Search for Customer Authorization Tool	BPs working authorization requests now have an advanced search tool helping them find the accounts. They can only see search results based on their delegated admin relationship to those accounts. For more information, please see the CAT Business Partner Guide on https://support.avaya.com/acsbi/ Note: This is hidden and will go live when the CAT tool goes live.	MMF 568
Customer Linkage Report	Customer with Avaya Single Sign On credentials can now login to ACSBI and get a report that shows the sites that customer have in their hierarchy and the business partners that have access to each site. For more information, please see the CAT End Customer Guide on https://support.avaya.com/acsbi/ Note: This is hidden and will go live when the CAT tool goes live.	MMF 571

Business Partner Permission Expiration Report	Business Partners will be able to see all the Functional Locations/Sold-Tos that are expiring within the next 90 days, and the expiration date for each permission type. For more information, please see the CAT Business Partner Guide on https://support.avaya.com/acsbi/ Note: This is hidden and will go live when the CAT tool goes live.	MMF 573
Business Partner Request Status Report	Business Partners will be able to see the status of their Customer Authorization Requests that have not been approved yet. For more information, please see the CAT Business Partner Guide on https://support.avaya.com/acsbi/ Note: This is hidden and will go live when the CAT tool goes live.	MMF 574
Business Partner Approved Permissions Report	Business Partners will be able to see all the approved customer authorization requests. For more information, please see the CAT Business Partner Guide on https://support.avaya.com/acsbi/ Note: This is hidden and will go live when the CAT tool goes live.	
Authorization Framework Integration with CAT	User logging into ACSBI will now be authorized against the CAT database in lieu of the Voyage/LOA database. This will expand the usage to BPs that were not part of the LOA/Voyager process before.	MMF 568
ZTSV Report Updates	ZTSV report now includes a Contract Type (wholesale, retail, direct, codelivery). Report created date and the header is included on all the tabs. Contraction Information contains material code and quantity information. If Material Description is unknown, the field will be to Blank, instead of “unknown”. Report now included the Contract Number. Bill Start and End Date are removed. UPC Section is removed. Multiple/duplicate tab issue is solved.	JIRAs 773,781
Report Naming	All ACSBI report names are now timestamped.	JIRA 781
List Management enhancements	Enhanced user feedback when dealing with FL lists and Report lists. Empty lists are handled correctly now.	JIRAs 749,759
Customer record synchronization	ACSBI now synchronizes data with Siebel in real time. This improved the accuracy of the data sourced from Siebel.	JIRA 782
MM 5.2 SA Hardware from IB	MM 5.2 hardware information is now sourced from SAP Install Base records, instead of PIE polled info. This was done due to a product defect on that release.	JIRA 780
User Account Parsing	Improved the parsing of incoming user data, so that users logging into ACSBI for the first time no longer encounter errors.	JIRAs 785,783,799