



HealthCheck Tool Registration Feature Description

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Chapter 1. Introduction

Purpose

This document provides a high-level description of the Avaya HealthCheck Tool Registration feature.

Avaya HealthCheck Tool is a web-based tool that reduces the time required to diagnose errors and faults in an Avaya system. HealthCheck Tool evaluates the settings on the installed Avaya products and reports misconfigurations.

This document provides detailed instructions for registering devices using HealthCheck Tool Registration, enabling SAL administration, and connectivity/alarm testing functionality.

The intended audience of this document is the Avaya customers, Business Partners, and Avaya associates who want to register and onboard their new Avaya devices to make them serviceability ready.

Glossary

Term	Description
SAL	Secure Access Link
TOB	Technical Onboarding
ART	Automatic Registration Tool
GRT	Global Registration Tool
SEID	Solution Element ID
FL no.	Functional Location number (Location ID)
SSO	Single Sign-On
SECode	Solution Element Code

Chapter 2. Overview

HealthCheck Tool Overview

HealthCheck is a web-based tool to validate connectivity and alarming functionality on certain Avaya products. HealthCheck is used to run comprehensive configuration checks and assess a product's overall health. This can be done on a one-time, scheduled, or recurring basis. The results of the tests can be seen on the report page of HealthCheck, and failures contain information on resolution.

The new HealthCheck Tool Dashboard can be used to view the various KPIs related to the functional location of a customer or a Business Partner.

You can connect this tool to an Avaya product to gather configuration data, and compare the data to Avaya recommended settings. The tool then provides a structured report with recommendations on those settings that do not match the Avaya recommended settings.

With the new registration feature, you can now initiate the Technical Onboarding of a new device from the HealthCheck Tool. Technical Onboarding consists of new device registration, device administration on SAL Gateway and Connectivity, and Alarm testing functionality.

For details about HealthCheck Tool, see [Using HealthCheck Tool KB article](#).

HealthCheck Tool provides the following capabilities:

- **Registration:** Users can get SEIDs for their products, onboard them to SAL Gateway, and get the Connectivity/Alarming configured and tested using the Registration feature.
- **Validate Connectivity:** Ensures that the product can securely connect to Avaya for remote troubleshooting and automated diagnostics.
- **Validate Alarming:** Tests remote monitoring to validate Avaya can receive alarms from your product.
- **Validate Configuration:** Cross-checks product configuration against Avaya best practices.
- **Product Health:** Executes diagnostic routines to provide a readout on overall system health.
- **Software Currency:** Compares the currently installed version of the software against the latest available.

HealthCheck Tool Registration Feature

To make Avaya products serviceability ready, Avaya introduces an automated registration process within the Avaya HealthCheck Tool. This feature eliminates the manual steps and automates the product registration process for the user to simplify the process. This feature also gives the option to select automated product administration on SAL Gateway so that Avaya and Avaya Business Partners can service Avaya products remotely. This improves the remote connectivity success rate and user experience.

User can test for product connectivity with SAL Gateway and alarm forwarding can also be

selected to trigger automatically without any manual effort by the user. This test ensures that the new product is serviceability ready. When an Avaya product is serviceability ready, service alarms generated by the product can reach Avaya, and Avaya technicians can access the product to troubleshoot it remotely.

If a product is registered, you can still initiate the other TOB request, like administering on SAL Gateway for existing SEID, connectivity, and alarm testing. If the product SEID and Alarm ID are not already administered on SAL Gateway, the product is added to SAL Gateway automatically, and connectivity and alarm testing is initiated.

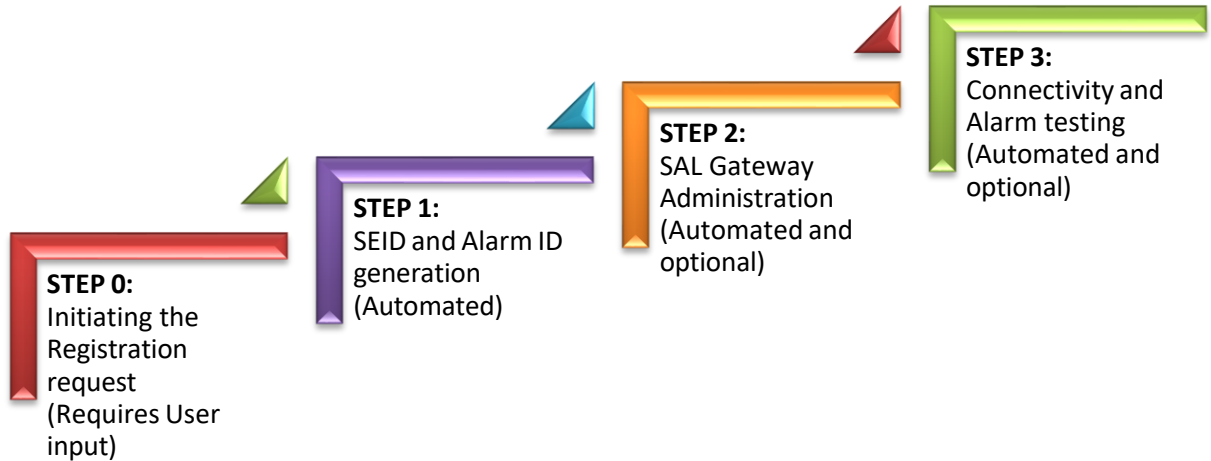
Advantages

HealthCheck Tool Registration feature ensures that:

- The registration and administration process are simplified, and the manual efforts by the users are minimized.
- All the new Avaya products are correctly registered with a valid SEID and an Alarm ID.
- The products can be serviced remotely by Avaya technicians using SALGateway.
- The product administration on SAL Gateway is automated.
- The connectivity and alarm testing for the new product is automated and completed by Avaya backend.
- Product connectivity and alarm testing functionality ensure that the product is serviceability ready. In case of errors, an SR is created automatically, and a service engineer is appointed to fix it.
- Product connectivity is improved.
- The service alarms are forwarded to Avaya for technicians to troubleshoot the product remotely.

HealthCheck Tool Registration process

HealthCheck Tool's Registration feature initiates Technical Onboarding that can be divided into three steps. Only the first step has to be completed by the user manually. The other two steps are automated and completed by Avaya backend.



*** Note:**

For troubleshooting and servicing, Avaya recommends you complete Step 2: SAL Gateway Administration and Step 3: Connectivity and Alarm Testing at the earliest.

1. An Avaya user initiates the product registration request from the HealthCheck Tool.
2. HealthCheck submits the registration request to Avaya backend where SEID and Alarm ID for the device is generated.
3. HealthCheck Tool verifies if the user has opted for SAL Administration and if the provided details are correct. SAL Administration request is then forward to SAL Gateway.
4. HealthCheck Tool verifies if Alarm testing is enabled and forwards the request to Avaya backend.
5. HealthCheck Tool sends an email to the user once the request is submitted, and the request is completed with a link of the Status page on the HealthCheck Tool UI.
6. If the connectivity and alarming test fail, a Service Request (SR) with a detailed error message is created.

Chapter 3. Device registration

Registering a new device

About this task

Use this task to register and onboard a new Avaya device.

Before you begin

Ensure that you have the following:

- An SSO account with a valid user ID and password registered with Avaya to log in.
- A Location ID (Functional Location Number) of the device that you want to register.
- The install base of the device that needs to be onboarded must be created in Siebel.

Procedure

1. Log on to the [HealthCheck Tool](#). OR
Use the direct link: <https://secureservices.avaya.com/osm-phs/views/siteHealthDashBoard.xhtml?locationId=0000000000&tab=unregister>, where 0000000000 is the Location ID/FL number of the device you want to register.

 **Note:**

If you use the direct link, you can resume this procedure from step 5 directly.

2. On the Home page, click **Load Consolidated Dashboard**.

Welcome Log Out

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HEALTHCHECK

The HealthCheck Tool provides Registration and Onboarding capability for all Avaya Products. HealthCheck Tool provides capability to perform or schedule Connectivity, Alarming as well as a comprehensive Product Health Check and Configuration Validation Tests for a supported list of Avaya products. HealthCheck tool also provides capability to add and remove devices from SALGW.

Site Dashboard (Healthcheck and Registration)

Site Dashboard allows to perform new registration, view existing products and their health status

Load Consolidated Dashboard View Registration By Registration Id

View Historical Tests (Healthcheck)

You can view any historical tests executed for the given SEID

View by SEID

My Tests (Healthcheck)

You can create new test, view historical test submitted by you and also manage your schedule test

Create Test Manage Test Schedules View My Tests

HELPFUL INFORMATION

- Healthcheck Test Guide
- Healthcheck Registration Guide
- Supported Products
- Submit Healthcheck Feedback

3. On the Search page, enter the Location ID (FL/Sold To number) and click **Search**.

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HEALTHCHECK | SEARCH HOME

Search Tests by Location ID:

Location ID:

Search

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- On the HealthCheck Tool Status page, click the **UNHEALTHY ASSETS** tab from the table at the bottom of the page.

HEALTHY ASSETS						UNHEALTHY ASSETS						UNREGISTERED ASSETS						VIEW PRODUCT MAP					
UNHEALTHY ASSETS												Filter Device											
<input type="checkbox"/>	SEID	SE CODE	NICKNAME	CONNECT HEALTH	ERROR CODE																		
<input type="checkbox"/>	56249A323	SBCE	lab27sbcsinglepri1.rse27avaya.local	Unhealthy	2000																		
<input type="checkbox"/>	562475308	VSP4K	test1	NotEntitled	7010																		
<input type="checkbox"/>	562475307	VSP7K	NA	NotEntitled	7010																		

The HealthCheck Tool displays a list of all the unregistered devices associated with the asset. If the Unregistered Assets for a SECode are spread across different material codes, an expand/collapse icon is displayed. Use the collapse icon to select the material code whose quantity is split.

*** Note:**

If you hover your mouse over the device SECode, the HealthCheck Tool displays the associated Material code. Similarly, if you hover your mouse over device Material Code, the HealthCheck Tool displays all the SECodes across which the material code is split.

HEALTHY ASSETS						UNHEALTHY ASSETS						UNREGISTERED ASSETS						VIEW PRODUCT MAP					
UNREGISTERED ASSETS												Filter Device											
QUANTITY TO REGISTER	AVAILABLE QUANTITY	SECODE	SECODE DESCRIPTION																				
<input type="checkbox"/>	331	VCM	VIRTUAL CM ON MMT/VSP																				
	QUANTITY TO REGISTER	QUANTITY	MATERIAL CODE	MATERIAL CODE DESCRIPTION																			
<input type="checkbox"/>	0	301	263760	R610 SERVER CM S/D/MBT/SBC																			
<input type="checkbox"/>	0	1	303517	R620 SERVER CM HIGH DUPLEX																			
<input type="checkbox"/>	0	12	228992	S8800 SERVER MBT/CM6/SBC																			
<input type="checkbox"/>	0	1	193806	UTILITY TRIGGER REM GATEWAY NEW SITE																			
<input type="checkbox"/>	0	1	700463532	S8300D SERVER - NON GSA																			
<input type="checkbox"/>	0	15	380349	AURA R7 CM VE VAPP SYS LIC																			
<input type="checkbox"/>	2	JNTGM	TGM550 H.248 IG550 CONTROLLER																				
<input type="checkbox"/>	6	FPM	FAULT AND PERFORMANCE MANAGER																				
<input type="checkbox"/>	24	AACASR	AAC application server with recording																				
<input type="checkbox"/>	48	PODHPE	PODFx HPE Server																				
<input type="checkbox"/>	9	AASBC	Avaua Aura Session Border Controller																				

- To select the device to register, add the quantity against the device. You can use the **Filter Devices** option to sort by **SECode** and **SECode Description**.

UNREGISTERED ASSETS				Filter Device
QUANTITY TO REGISTER	AVAILABLE QUANTITY	SECODE	SECODE DESCRIPTION	
0	1	VPSB	VIRTUAL PRESENCE SERVICES AVAYA HDWR BUNDLE	
1	1	CMSLX	CMS On LINUX Server	
	2	VCM	VIRTUAL CM	
QUANTITY TO REGISTER	QUANTITY	MATERIAL CODE	MATERIAL CODE DESCRIPTION	
0	1	397174	AURA R8 CM VE VAPP SYS ENABLE	
1	1	397175	AURA R8 CM DUP VE VAPP SYS ENABLE	
0	3	AVPUTI	AVP Utilities	
0	2	AIM	Avaya Integrated Management	

- Click **Register**.

HEALTHY ASSETS	UNHEALTHY ASSETS	UNREGISTERED ASSETS	VIEW PRODUCT MAP
UNREGISTERED ASSETS			
QUANTITY TO REGISTER	AVAILABLE QUANTITY	SECODE	SECODE DESCRIPTION
0	1	ASM	AVAYA SESSION MANAGER
0	1	AVPVM	Avaya Virtualization Platform VM
Showing 1-2 of 2 Unregistered Device			
Register			

- Use the material code to verify if all the selected devices are displayed on the Asset Registration page. If required, click **CHANGE ASSETS** to change your selection.

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Avaya Diagnostics & Tools										
HEALTHCHECK ASSETS REGISTRATION 0003557601									HOME	CHANGE ASSETS
REGISTRATION NAME: <input type="text" value="Enter Registration Name"/>										
Expand All										
MATERIAL CODE	MATERIAL CODE DESCRIPTION	SECODE	SAL ADMIN..	TEST CONN..	NICKNAME	DEVICE IP	DEVICE HOSTNAME	SAL GATEWAY	ADDITIONAL INFO	
398775	AURA SUITE ASBCE R8 VAPP ENABL...	SBCE	<input type="checkbox"/>	<input type="checkbox"/>	Enter Nickname	Enter Device IP	Enter Hostname			
Showing 1-1 of 1 Unregistered Device										
Cancel Submit										

8. (Optional) Use the **Registration Name** field to give a name for your current registration request.

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HEALTHCHECK | ASSETS REGISTRATION | 0050244213 HOME CHANGE ASSETS

REGISTRATION NAME: Expand All

MATERIAL CODE	MATERIAL CODE DESCRIPTION	SECODE	SAL ADMIN.	TEST CONN.	NICKNAME	DEVICE IP	DEVICE HOSTNAME	SAL GATEWAY	ADDITIONAL INFO
270395	DL120G7 SRVR IPO R8.1F EXP	IPOSRV	<input type="checkbox"/>	<input type="checkbox"/>	Enter Nickname	Enter Device IP	Enter Hostname		

Showing 1-1 of 1 Unregistered Device 100

Cancel Submit

9. (Optional) For VCM device registration, click **ADDITIONAL INFO** icon or **Expand All** button and perform the following:
 - a. Choose to register the device **As Main VCM** or **As Remote VCM**.
 - b. For Main VCM, no additional info is required. For Remote VCM, enter **Main CM SEID** and **MID**.
 - c. Click **Validate**.

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HEALTHCHECK | ASSETS REGISTRATION | 0003557601 HOME CHANGE ASSETS

REGISTRATION NAME: Collapse All

MATERIAL CODE	MATERIAL CODE DESCRIPTION	SECODE	SAL ADMIN.	TEST CONN.	NICKNAME	DEVICE IP	DEVICE HOSTNAME	SAL GATEWAY	ADDITIONAL INFO
397175	AURA R8 CM DUP VE VAPP SYS ENA...	VCM	<input type="checkbox"/>	<input type="checkbox"/>	Enter Nickname	Enter Device IP	Enter Hostname		

How Do You want to Register CM As Main As Remote

Enter FL of Main CM Fetch

Select Main CM SEID(SID)

Enter MID Enter MID

Validate

VCM Enter Nickname Enter Device IP Enter Hostname

Showing 1-2 of 2 Unregistered Device 1 100

Cancel Submit

10. (Optional) For IP Office registration, if the device needs to be configured for SSL/VPN remote access for troubleshooting, click **ADDITIONAL INFO** icon or **Expand All** button and perform the following:

Note:

For IP Office, the **ADDITIONAL INFO** icon is enabled only for Germany based customers.

- a. Check the **Select if Access Type is SSL/VPN** checkbox.

If the access type SSL/VPN is selected, you will receive the Onboarding.xml file that must be configured with IP Office HealthCheck Tool to set up an SSL/VPN connection with Avaya.

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HEALTHCHECK | ASSETS REGISTRATION | 0050244213 HOME CHANGE ASSETS

REGISTRATION NAME: Expand All

MATERIAL CODE	MATERIAL CODE DESCRIPTION	SECODE	SAL ADMIN..	TEST CONN..	NICKNAME	DEVICE IP	DEVICE HOSTNAME	SAL GATEWAY	ADDITIONAL INFO
270395	DL120G7 SRVR IPO R8.1+ EXP	IPOSRV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="Enter Nickname"/>	<input type="text" value="Enter Device IP"/>	<input type="text" value="Enter Hostname"/>		<input checked="" type="checkbox"/> Select if Access Type is SSL/VPN

Showing 1-1 of 1 Unregistered Device 100

- (Optional) For IP Office registration (non-Germany customers), use Secure Access Link (SAL) to initiate a remote session. If SAL is not available, use Log Me In (LMI) to gain remote access.

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HEALTHCHECK | ASSETS REGISTRATION | 0003557601 HOME CHANGE ASSETS

REGISTRATION NAME: Expand All

MATERIAL CODE	MATERIAL CODE DESCRIPTION	SECODE	SAL ADMIN..	TEST CONN..	NICKNAME	DEVICE IP	DEVICE HOSTNAME	SAL GATEWAY	ADDITIONAL INFO
700501442	IPO R8.0+ UC MOD	IPOSRV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="Enter Nickname"/>	<input type="text" value="Enter Device IP"/>	<input type="text" value="Enter Hostname"/>		<input type="checkbox"/>

Showing 1-1 of 1 Unregistered Device 100

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*** Note:**

As mentioned in IPOSS SAS document at <https://sales.avaya.com/en/pss/ip-office-support-services>, to gain remote access using Secure Access Link (SAL), or Log Me In (LMI) in case SAL is not available, ensure that:

- The customer has to configure and test the remote access method prior to the commencement of support.
- The customer's firewall policy should allow outbound connection from the Customer's location back to the Avaya Service Center.
- The Avaya support obligations under this document are contingent on the provision of remote access. If remote access is not granted, Avaya may not be able to provide support and will not be liable for such failure.

12. Select **SAL ADMINISTRATION** if you want to administer your device on SAL Gateway so that the Service engineers can gain remote access to troubleshoot the device.

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HEALTHCHECK | ASSETS REGISTRATION | 0002788550 HOME CHANGE ASSETS

MATERIAL CODE	MATERIAL CODE DESCRIPTION	SECODE	SAL ADMIN..	TEST CONN..	NICKNAME	DEVICE IP	DEVICE HOSTNAME	SAL GATEWAY
700514192	ACP ISS HS132-28 192 300 VMEP	PODESX	<input type="checkbox"/>	<input type="checkbox"/>				
700514192	ACP ISS HS132-28 192 300 VMEP	PODHPE	<input type="checkbox"/>	<input type="checkbox"/>				

Showing 1-2 of 2 Unregistered Device 1 100

Cancel Submit

- * **Note:**
We recommend you opt for SAL Administration as a part of TOB to follow Avaya’s connectivity standards.

13. If you check the **SAL ADMINISTRATION** Checkbox, SAL Gateway field, Device Host Name, and Device IP are enabled.

SELECT GATEWAY

Search Gateway by FL or SEID

Note: If you don't see your Gateway, you can search other FL or Gateway SEID

- (628)065-0333 | 2.2.0.0.26
- (628)061-2770 | 2.2.2.0.5
- (628)065-7865 | 2.3.0.0.30
- (628)064-5256 | 2.5.0.0.13
- (628)065-1319 | 2.5.0.0.15
- (628)065-0646 | 2.5.0.0.15
- (628)065-0372 | 2.5.0.0.15
- (628)064-4015 | 2.5.0.0.16

Note: SAL Gateway selection is disabled for inactive gateway and 2.x or lower versions

OK

HOME CHANGE ASSETS

DEVICE HOSTNAME SAL GATEWAY

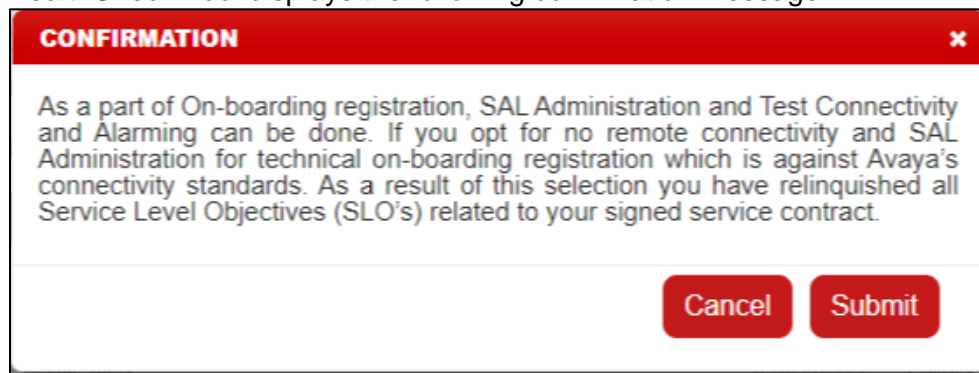
Cancel Submit

14. Click the Lookup icon .
15. Select the SEID of the SAL Gateway to administer your device.
 - By default, the HealthCheck Tool displays the SAL Gateway that is associated with the logged in FL number. You can select an active and available SAL Gateway.

- If SAL Gateway is located in a different FL, User can search using FL no. and all the SAL Gateways under that FL are displayed.
 - You can use the **Search** field to find a SAL Gateway if you know the SEID.
16. Click **OK**.
17. Enter details in the following fields:
- Nickname
 - Device IP
 - Device Hostname
18. Select the **Test Connectivity and Alarming** checkbox to enable the automated alarm and connectivity test and ensure that the alarms are reaching Avaya Backend for troubleshooting.

*** Note:**

If you do not opt for SAL Administration and Test Connectivity/Alarming, HealthCheck Tool displays the following confirmation message:



19. Click **Submit**.
- The HealthCheck Tool displays a confirmation message along with a link to the HealthCheck Tool where you can view the progress and status of your registration request.



The HealthCheck Tool sends a notification to the SSO user's email ID with the status of the registration request and session details.

20. Click **View** from the **Detailed Status** field in the mail. This link navigates the user to the **Registration Summary** page on the HealthCheck Tool.

For more information about the steps to view the New Registration request status, see [New Registration, Administer to SAL, and Remove from SAL requests Status](#).

Administering a device on SAL Gateway

About this task

Use this task to administer an existing device to SAL Gateway. This capability is available for Unhealthy Assets.

Before you begin

Ensure that you have the following:

- An SSO account with a valid user ID and password registered with Avaya to log in.
- Location ID (Functional Location (FL) Number) of the devices you want to administer on SAL Gateway.

Procedure

1. Do one of the following:
 - a. Log on to the [HealthCheck Tool](#).
 - b. Log on to the Avaya support site at www.support.avaya.com, navigate to the **Diagnostics & Tools** menu, and click **HealthCheck Tool**.

The HealthCheck Tool directs you to the HealthCheck Tool home page.

2. Click **Load Consolidated Dashboard**.

Welcome [Log Out](#)

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HEALTHCHECK

The HealthCheck Tool provides Registration and Onboarding capability for all Avaya Products. HealthCheck Tool provides capability to perform or schedule Connectivity, Alarming as well as a comprehensive Product Health Check and Configuration Validation Tests for a supported list of Avaya products. HealthCheck tool also provides capability to add and remove devices from SALGW.

Site Dashboard (Healthcheck and Registration)

Site Dashboard allows to perform new registration, view existing products and their health status

[Load Consolidated Dashboard](#) [View Registration By Registration Id](#)

HELPFUL INFORMATION

- [Healthcheck Test Guide](#)
- [Healthcheck Registration Guide](#)
- [Supported Products](#)
- [Submit Healthcheck Feedback](#)

View Historical Tests (Healthcheck)

You can view any historical tests executed for the given SEID

[View by SEID](#)

My Tests (Healthcheck)

You can create new test, view historical test submitted by you and also manage your schedule test

[Create Test](#) [Manage Test Schedules](#) [View My Tests](#)

- On the Search page, enter the Location ID (FL/Sold To number) and click **Search**.

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HEALTHCHECK | SEARCH [HOME](#)

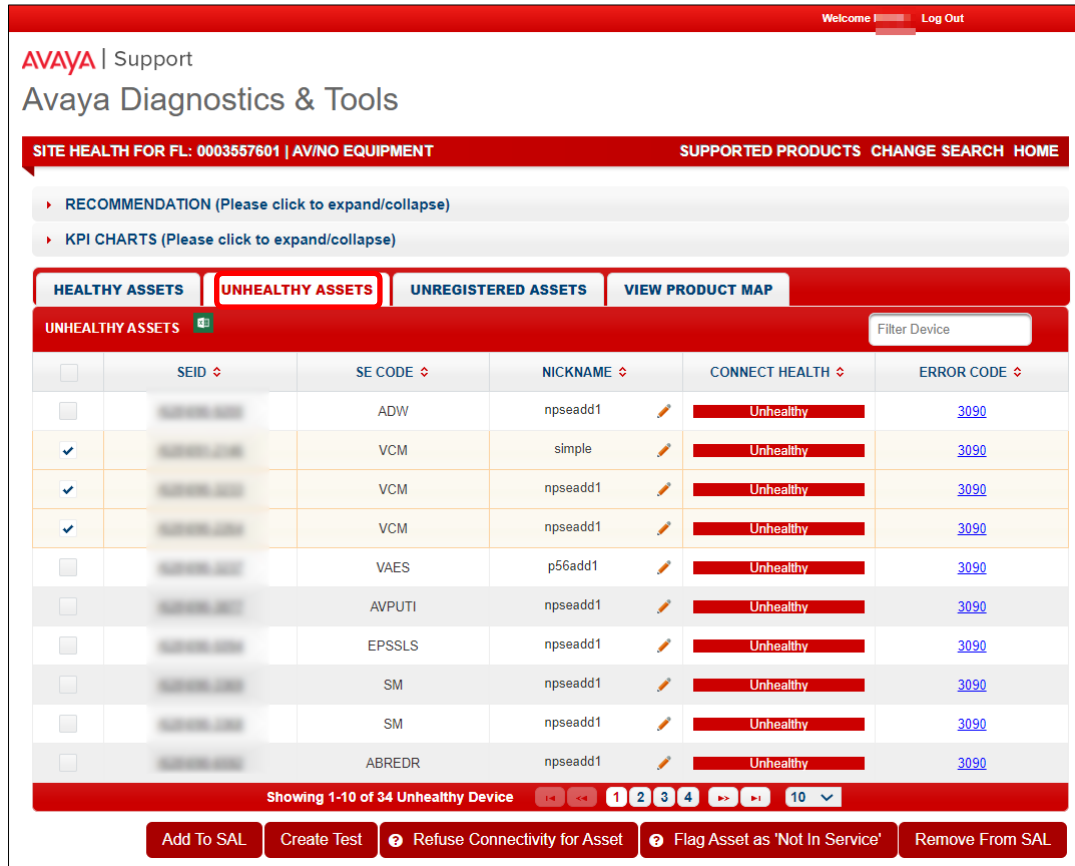
Search Tests by Location ID:

Location ID:

[Search](#)

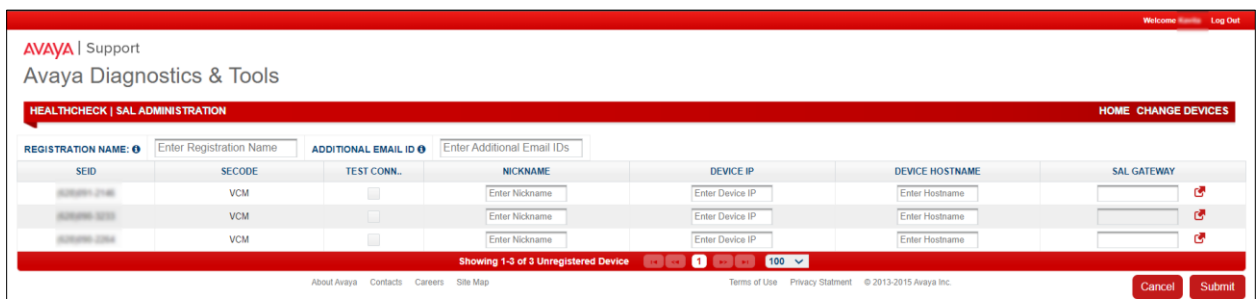
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- On the HealthCheck Tool Status page, click the **UNHEALTHY ASSETS** tab.



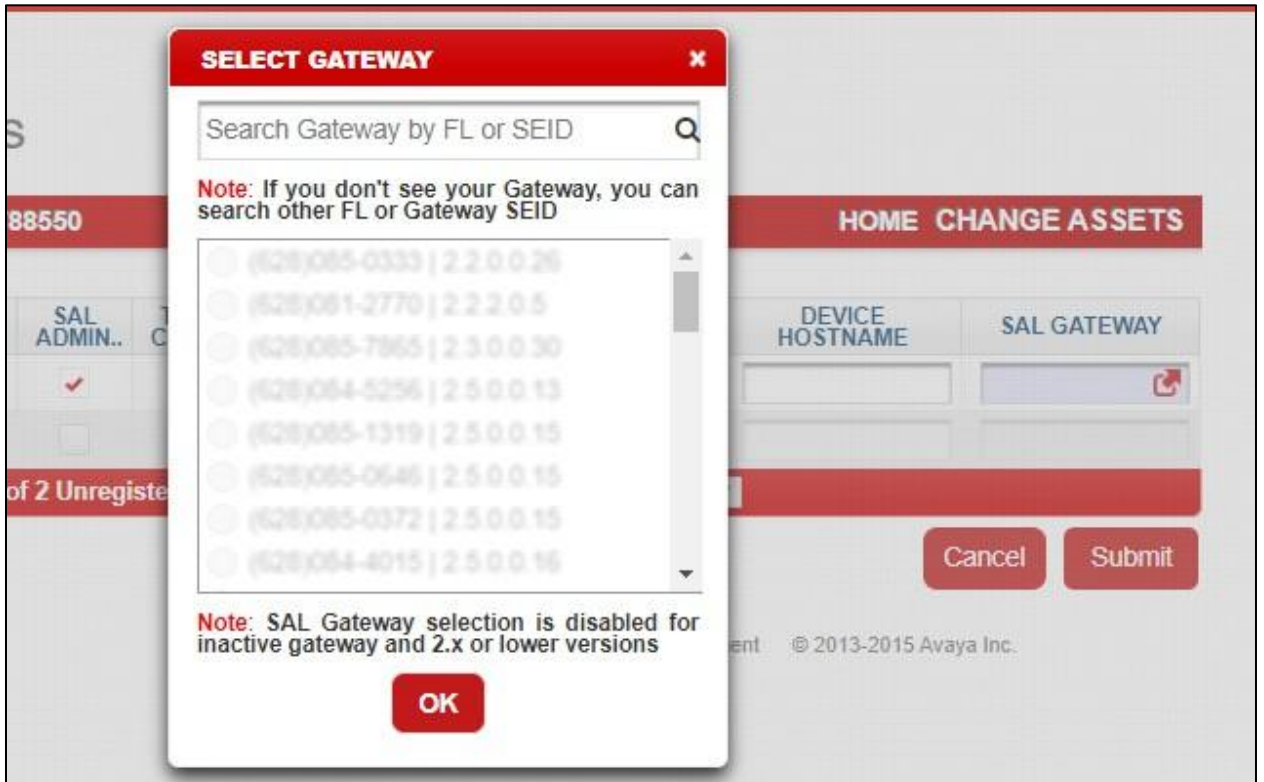
The HealthCheck Tool displays a list of all the Unhealthy Assets under FL.

- From the **UNHEALTHY ASSETS** section, select SEIDs that you want to administer to SAL. You can select single or multiple SEIDs.
- Click the **Add To SAL** button. The **SAL ADMINISTRATION** page is displayed.



- Enter user details in the following fields:
 - Nickname
 - Device IP
 - Device Hostname
- Click the **Lookup** icon in the SAL Gateway column.

The SAL Administration page displays a list of SAL Gateway SEIDs.



Select the FL or SEID of the SAL Gateway to administer your device.

- By default, the HealthCheck Tool displays all the SAL Gateways under the selected FL. You can select an active and available SAL Gateway.
- If SAL Gateway is in a different FL, to search Gateway, you can enter the FL number to search Gateway. All the SAL Gateways under the entered FL are displayed in the list.
- You can use the **Search** field to search a SAL Gateway if you know the SEID.

9. Click **OK**.

10. (Optional) Use the **Registration Name** field to name your current registration request. Provide email IDs of users to receive email updates about registration requests in the **Additional Email ID** field.

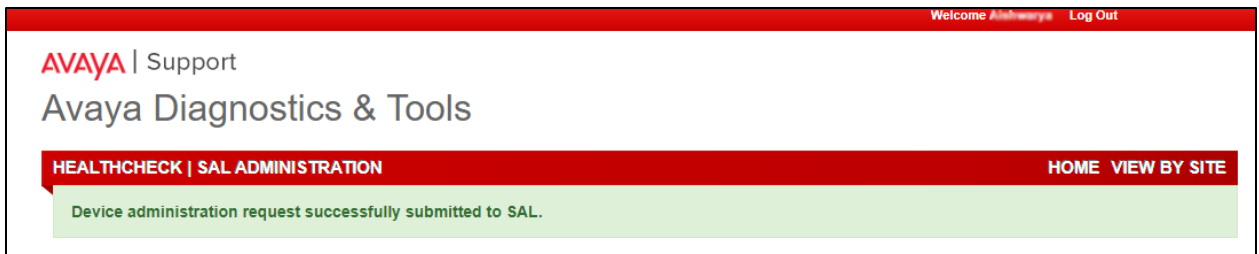
*** Note:**

By default, the user logged in to the HealthCheck Tool receives email updates about the request.

11. (Optional) Select the **Test Connectivity and Alarming** check box to run the automated Connectivity and Alarming test.

12. Click **Submit**.

The HealthCheck Tool displays a confirmation message.



The HealthCheck Tool sends an email notification to the SSO user's email ID and additional email IDs with the status of the SAL Administration request and session details.

For more information about the steps to view Administer to SAL request status, see [New Registration, Administer to SAL, and Remove from SAL requests Status](#).

Removing a device from SAL Gateway

About this task

Use this task to remove devices from SAL Gateway. Remove from SAL feature is available in Unhealthy and Healthy assets.

*** Note:**

This feature is only applicable to devices on active SAL gateways.

Before you begin

Ensure that you have the following:

- An SSO account with a valid user ID and password registered with Avaya to log in.
- Location ID (Functional Location Number) of the device you want to remove from SAL Gateway.

Procedure

1. Do one of the following:
 - a. Log on to [HealthCheck Tool](#).
 - b. Log on to the Avaya support site at www.support.avaya.com, navigate to the **Diagnostics & Tools** menu, and click **HealthCheck Tool**.

The HealthCheck Tool directs you to the HealthCheck Tool home page.

2. On the Home page, click **Load Consolidated Dashboard** from **Site Dashboard**.

Welcome Log Out

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HEALTHCHECK

The HealthCheck Tool provides Registration and Onboarding capability for all Avaya Products. HealthCheck Tool provides capability to perform or schedule Connectivity, Alarming as well as a comprehensive Product Health Check and Configuration Validation Tests for a supported list of Avaya products. HealthCheck tool also provides capability to add and remove devices from SALGW.

Site Dashboard (Healthcheck and Registration)

Site Dashboard allows to perform new registration, view existing products and their health status

Load Consolidated Dashboard View Registration By Registration Id

View Historical Tests (Healthcheck)

You can view any historical tests executed for the given SEID

View by SEID

My Tests (Healthcheck)

You can create new test, view historical test submitted by you and also manage your schedule test

Create Test Manage Test Schedules View My Tests

HELPFUL INFORMATION

- Healthcheck Test Guide
- Healthcheck Registration Guide
- Supported Products
- Submit Healthcheck Feedback

- On the Search page, enter the Location ID (FL/Sold To number) and click **Search**.

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HEALTHCHECK | SEARCH HOME

Search Tests by Location ID:

Location ID:

Search

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- On the HealthCheck Tool Status page, click the **HEALTHY ASSETS** or **UNHEALTHY ASSETS** tab to locate the Assets you want to remove from SAL Gateway.

Select the devices you want to remove from SAL Gateway.

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SITE HEALTH FOR FL: 0003557601 | AV/NO EQUIPMENT SUPPORTED PRODUCTS CHANGE SEARCH HOME

RECOMMENDATION (Please click to expand/collapse)
KPI CHARTS (Please click to expand/collapse)

HEALTHY ASSETS UNHEALTHY ASSETS UNREGISTERED ASSETS VIEW PRODUCT MAP

ASSETS FOR CONNECTIVITY Filter Device

<input type="checkbox"/>	SEID	SECODE	NICK NAME	CONNECT SUCCESS	ALARM SUCCESS	HEALTH CHECKS	SOFTWARE CURRENCY	DATE TESTED(GMT)	VIEW	COMPARE
<input checked="" type="checkbox"/>		ASM	MMF2389					Jan 18, 2023		
<input checked="" type="checkbox"/>		VAES	npseadd1					Jan 16, 2023		
<input checked="" type="checkbox"/>		VAES	npseadd1					Jan 10, 2023		
<input type="checkbox"/>		PSEDP	npseadd1					Jan 10, 2023		
<input type="checkbox"/>		ABRED R	npseadd1					Dec 21, 2022		
<input type="checkbox"/>		VCM	npseadd1					Dec 13, 2022		
<input type="checkbox"/>		SM	testAdd1s					Dec 12, 2022		
<input type="checkbox"/>		SM	saladd					Dec 08, 2022		
<input type="checkbox"/>		S8300E SX	npseadd1					Dec 07, 2022		
<input type="checkbox"/>		VAES	testAdd1s					Dec 07, 2022		

Showing 1-10 of 67 Healthy Device

Create Test Create Schedule Remove From SAL

5. Click **Remove From SAL**.

The **SAL OFFBOARDING** page is displayed.

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HEALTHCHECK | SAL OFFBOARDING HOME CHANGE DEVICES

REGISTRATION NAME: Enter Registration Name ADDITIONAL EMAIL ID: Enter Additional Email IDs

SEID	SECODE	MATERIAL CODE	SAL GATEWAY
(528)086-1932	VSP	V00328	<input type="checkbox"/> (528)091-3166
(528)091-3032	PSEDP	398132	<input type="checkbox"/> (528)089-6626 <input type="checkbox"/> (528)091-3166
(528)090-6546	AADS	397937	<input type="checkbox"/> (528)091-0003,(528)091-0002
(528)091-3078	ASM	303563	<input type="checkbox"/> Device not associated with any Active SALGW.

Showing 1-4 of 4 Device

Cancel Submit

6. For the selected devices, the SAL offboarding page shows the association of the device to the SAL Gateway.

Select from the following scenarios to remove the device from SAL Gateway:

- a. Device associated with one SAL Gateway.
- b. Device associated with multiple SAL Gateways.
- c. Device associated with Redundant Pair SAL Gateway.
- d. Device not associated with any Active SAL Gateway.

*** Note:**

- You cannot remove SEID not associated with any SAL Gateway.
- Removing the SAL device from SAL does not apply to SAL Gateway SEIDs. You must change the SEID of the SAL Gateway from the SAL Gateway UI.

7. (Optional) Use the **Registration Name** field to name your current registration request. Provide email IDs of users to receive email updates about registration requests in the **Additional Email IDs** field.

*** Note:**

By default, the user logged in to the HealthCheck Tool receives email updates about the request.

8. Do one of the following to select SAL Gateway and remove the devices:

The screenshot shows the 'Avaya Diagnostics & Tools' interface for 'HEALTHCHECK | SAL OFFBOARDING'. It features a table with the following data:

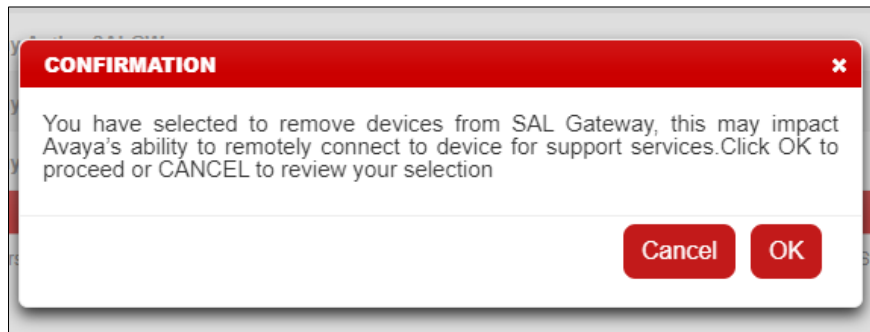
SEID	SECODE	MATERIAL CODE	SAL GATEWAY
#28099-1932	VSP	V00328	#28099-3198
#28099-3032	PSEDP	398132	#28099-8626, #28099-3198
#28099-6948	AADS	397937	#28099-0003, #28099-0002

Each row has a circled letter (a, b, or c) next to it, indicating selection options. The interface also includes search fields for 'REGISTRATION NAME' and 'ADDITIONAL EMAIL ID', and a 'Showing 1-3 of 3 Device' indicator at the bottom.

- a. If the device is associated with a single SAL Gateway, select the SAL Gateway SEID to remove the device.
- b. If the device is associated with multiple SAL Gateways, select the SAL Gateway SEIDs from where you want to remove the device.
- c. If the device is associated with a redundant pair, select the redundant pair SAL Gateway SEIDs to remove the device.

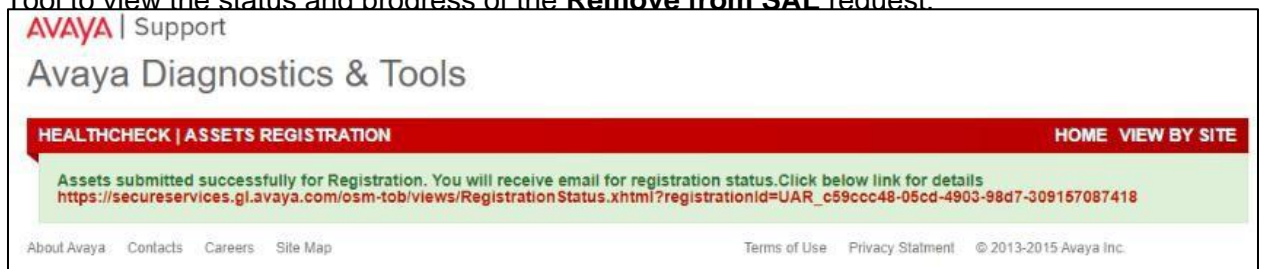
9. Click **Submit**.

You will get a confirmation pop-up indicating the impact on ability of Avaya ability to remotely support the device after removing the devices from the SAL Gateway.



10. Click **OK** to continue if you want to confirm the selection.

The HealthCheck Tool displays a confirmation message and a link to the HealthCheck Tool to view the status and progress of the **Remove from SAL** request.



The HealthCheck Tool sends an email notification to the SSO user's email ID and additional email IDs with the status of the Remove from SAL request and session details.

*** Note:**

For more information about the steps to view the Remove from SAL request status, see [New Registration, Administer to SAL, and Remove from SAL requests Status](#).

Removing Devices in Bulk from SAL Gateway

About this task

Use this task to remove multiple devices from the SAL Gateway in bulk. The *Remove from SAL* feature is available for aligned assets.

*** Note:**

This feature is only applicable to devices on active SAL Gateways.

Before you begin

Ensure that you have the following:

- An SSO account with a valid user ID and password registered with Avaya to log in.
- The *Location ID* (Functional Location Number) of the devices you want to remove

from the SAL Gateway.

Procedure

1. Do one of the following:
 - a. Log on to [HealthCheck Tool](#).
 - b. Log on to the Avaya support site at www.support.avaya.com, navigate to the **Diagnostics & Tools** menu, and click **HealthCheck Tool**.

The HealthCheck Tool directs you to the HealthCheck Tool home page.

2. Navigate to the Remove from SAL option:
 - a. On the *Home* page, go to the *Device Offboarding* menu.
 - b. Click **Remove from SAL**.

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HEALTHCHECK

The HealthCheck Tool provides Registration and Onboarding capability for all Avaya Products. HealthCheck Tool provides capability to perform or schedule Connectivity, Alarming as well as a comprehensive Product Health Check and Configuration Validation Tests for a supported list of Avaya products. HealthCheck tool also provides capability to add and remove devices from SALGW.

Site Dashboard (Healthcheck and Registration)

Site Dashboard allows to perform new registration, view existing products and their health status

[Load Consolidated Dashboard](#) [View Registration By Registration Id](#)

View Historical Tests (Healthcheck)

You can view any historical tests executed for the given SEID

[View by SEID](#)

My Tests (Healthcheck)

You can create new test, view historical test submitted by you and also manage your schedule test

[Create Test](#) [Manage Test Schedules](#) [View My Tests](#)

Device Offboarding

Use Remove from SAL option to remove your devices from SAL Gateway. You can select devices from multiple locations.

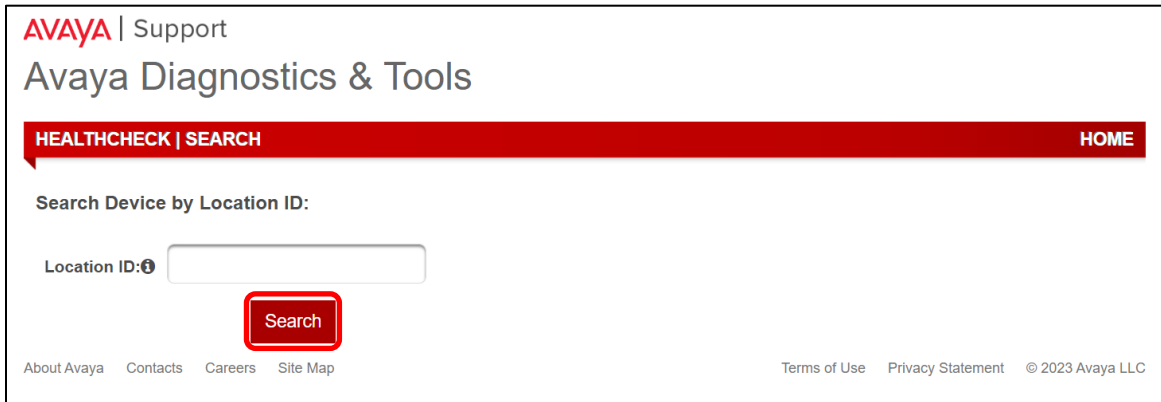
[Remove From SAL](#)

HELPFUL INFORMATION

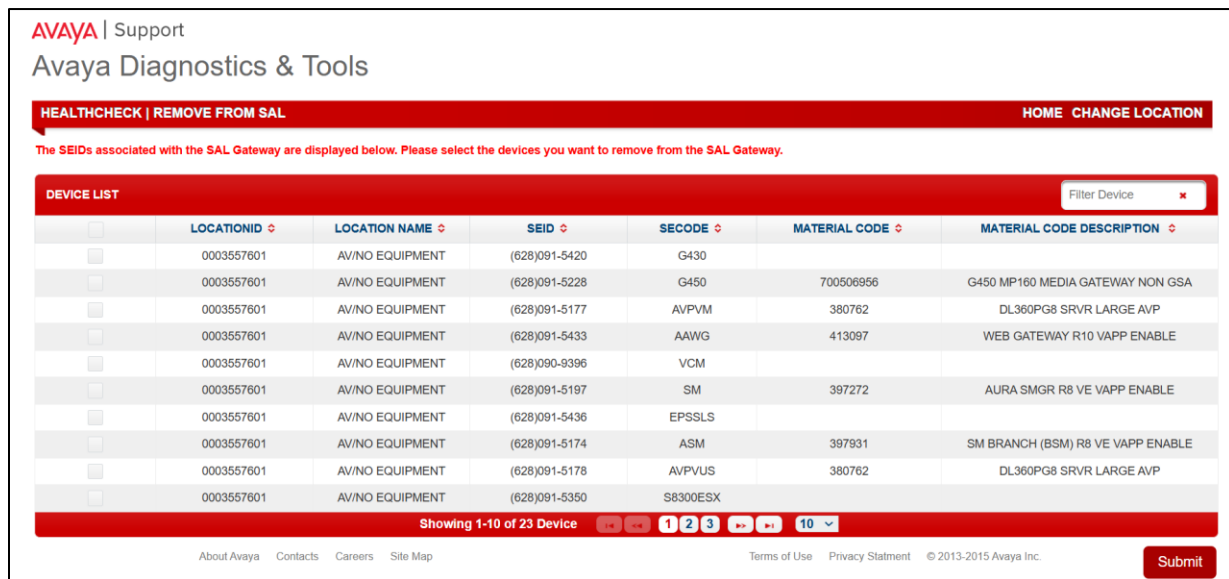
- [Healthcheck Test Guide](#)
- [Healthcheck Registration Guide](#)
- [Supported Products](#)
- [Submit Healthcheck Feedback](#)

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3. Search for devices to remove:
 - a. In the search field, enter the *Location ID (FL/Sold To number)* and click **Search**.



- b. The SEIDs associated with the SAL Gateway are displayed.
- 4. Select devices for removal:
 - a. Select the devices you want to remove from the SAL Gateway.
 - b. You can select up to **50 SEIDs** from the displayed list.
 - c. (Optional) Use the *Filter Device* search box on the top right to filter the list based on SEID, SECODE, Material Code, or Material Code Description.



- 5. Confirm SAL Gateway selection:
 - a. Click **Submit**.
 - b. Under the *SAL Gateway* column, select the checkboxes corresponding to the selected devices to confirm their removal.

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HEALTHCHECK | REMOVE FROM SAL HOME CHANGE DEVICES

REGISTRATION NAME: ADDITIONAL EMAIL ID

SEID	SECODE	MATERIAL CODE	SAL GATEWAY
(628)091-5420	G430	700512174	✓ (628)091-5317
(628)091-5436	EPSSLS	700501714	✓ (628)091-5317
(628)091-5432	ABREDR	700476393	✓ (628)091-4347
(628)091-5336	AADS	397937	✓ (628)091-4347

Showing 1-4 of 4 Device 1 100

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6. Submit and confirm removal:

- a. Click **Submit** again.
- b. A confirmation pop-up appears with the following message:
"You have selected to remove devices from SAL Gateway. This may impact Avaya's ability to remotely connect to the device for support services. Click OK to proceed or CANCEL to review your selection."
- c. Click **OK** to confirm.

CONFIRMATION ✕

You have selected to remove devices from SAL Gateway, this may impact Avaya's ability to remotely connect to device for support services. Click OK to proceed or CANCEL to review your selection

7. View request status:

- a. A confirmation message is displayed:
"Devices submitted for Remove from SAL. You will receive an email regarding the status of the request. Click the link below to view the request status."
- b. Click the provided link to track the request status.

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HEALTHCHECK | REMOVE FROM SAL HOME

Devices submitted for Remove from SAL. You will receive email for the status of the request. Click below link to view request status.
<https://secureservices.gl.avaya.com/osm-tob/views/OffboardRequestStatus.xhtml?offboardRequestId=HCO-c18d80a4-9173-4297-ba8c-697ffeddc31>

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Note:

For more information on tracking the status of a *Remove from SAL* request, see the *New Registration, Administer to SAL, and Remove from SAL requests Status* section.

New Registration, Administer to SAL, and Remove from SAL requests Status

For every New Registration, Administer to SAL, and Remove from SAL requests submitted, the HealthCheck Tool sends a Submission Summary email notification and a Completion Summary email notification. The email notification is sent to the SSO user's email ID and additional email IDs the user provides. This email also contains a link to the Registration Summary page of HealthCheck Tool UI, where the user can check the status and details of the request.

Note:

If there is any failure in processing the request, the email notification and the detailed status page show the SR Number. Consequently, an engineer reaches out to the user with failure details.

Viewing New Registration status

Procedure

1. To view the registration details, click **View** from the **Detailed Status** field in the mail.

This link navigates the user to the **Registration Summary** page on the HealthCheck Tool.

The screenshot shows an email from 'no-reply@avaya.com' with the subject 'Registration Request : UAR_44475b8c-e03a-4147-8656-6bd21f9cc8b8 : Completed'. The email body features a dark blue header with the text 'Registration Request - Completed'. Below this is a red warning: 'Please do not reply to this automated email.' A table titled 'Request Details' contains the following information:

Request Details	
Session ID	UAR_44475b8c-e03a-4147-8656-6bd21f9cc8b8
Requester Email	kadam33@avaya.com
Customer Name	AVERY DENNISON
Customer Sold-to	[REDACTED]
Detailed Status	View

The 'View' link in the 'Detailed Status' row is highlighted with a red rectangle.

Avaya Diagnostics & Tools

REGISTRATION ID: UAR_44475B8C-E03A-4147-8656-6BD21F9CC8B8

[CHANGE](#) [SEARCH](#) [HOME](#)

REGISTRATION SUMMARY

Sold To : 0002788550

Status : Completed

Customer Name : AVERY DENKISON

Submitted Date : 2020-04-30 09:59:33

Search:

	MATERIAL CODE	SECODE	SEID	ALARM ID	SEID CREATION STATUS	SAL ADMINISTRATION RESULT	TESTING RESULT	SR#
	385416	PD3VCE	(628)089-9559					

Showing 1 to 3 of 3 entries

Viewing Administer to SAL requests status

Procedure

- To view the Administer to SAL details, click **View** from the **Detailed Status** field.

This link navigates the user to the **Registration Summary** page on the HealthCheck Tool.

Registration Request : HCR-00b34286-75db-4f79-a827-9b9b85e2a16b : Submitted

no-reply@avaya.com
To:

Retention Policy Exchange Retention (2 years) Expires

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Registration Request - Submitted

Request Details	
Registration Name	NOT PROVIDED
Session ID	HCR-00b34286-75db-4f79-a827-9b9b85e2a16b
Requester Email	no-reply@avaya.com
Customer Name	AV/NO EQUIPMENT
Customer Sold-to	0002788550
Detailed Status	View

Welcome Aishwarya Log Out

AVAYA | Support

Avaya Diagnostics & Tools

REGISTRATION ID: HCR-0DAB3DA5-B5E7-44AA-858B-DAF312084B90 CHANGE SEARCH DASHBOARD HOME

REGISTRATION SUMMARY

Registration Name :	Status : Completed
Sold To : 0003557603	Submitted Date : 2023-01-24 06:48:59
Customer Name : AV/NO EQUIPMENT	

Search:

SECODE	SEID	SAL ADMINISTRATION RESULT	TESTING RESULT	SR#
VSP7K	0020476-0076	●	●	
VSP4K	0020476-0076	●	●	

Showing 1 to 2 of 2 entries

Viewing Remove from SAL requests status

Procedure

- To view the Remove from SAL requests details, click **View** from the **Detailed Status** field.
This link navigates the user to the **Registration Summary** page on the HealthCheck Tool.

FW: Remove From SAL Request : HCO-5c067716-cbfe-404a-8df1-d89782ec4d24 : Completed

Aishwarya Kavitha (Kavitha)
To: Muralidhar Aishwarya Vijay (Aishwarya) "CRM"

Retention Policy Exchange Retention (2 years) Expires 1/19/2025

Start your reply all with: [Thank you!](#) [Great thanks for the update!](#) [Received, thank you!](#) [Feedback](#)

AVAYA Remove From SAL Request - Completed

Please do not reply to this automated email.

Request Details	
Registration Name	NOT PROVIDED
Session ID	HCO-5c067716-cbfe-404a-8df1-d89782ec4d24
Requester Email	kavitha@avaya.com
Customer Name	AV/NO EQUIPMENT
Customer Sold-to	0003557603
Detailed Status	View

Avaya Diagnostics & Tools

REGISTRATION ID: HCO-5C067716-CBFE-404A-8DF1-D89782EC4D24

[CHANGE SEARCH](#) [DASHBOARD](#) [HOME](#)

REGISTRATION SUMMARY






























Registration Name :	Status : COMPLETED
Sold To : 0003557681	Submitted Date : 2023-01-19 17:15:23.124
Customer Name : AV/NO EQUIPMENT	Service Request Number :

Search:

SECODE	SEID	SALGW SEID	SAL OFFBOARDING RESULT
AAMS	(528)090-5240	(528)091-0002	
AAMS	(528)090-5240	(528)091-0003	

Showing 1 to 2 of 2 entries

Icon	Description						
	Successful						
	Not applicable						
	<p>Failed</p> <p> Note: Click on the icon to see the error details (Not applicable for SEID creation status)</p> <table border="1"> <thead> <tr> <th colspan="2">CONNECTIVITY/ ALARMING DETAILS</th> </tr> </thead> <tbody> <tr> <td>Result</td> <td>Error Code: 112 -- (AGENT_DEVICE_ERROR) All device ports failed.</td> </tr> <tr> <td>Details</td> <td>An unknown error occurred when attempting to connect to the product. Please re-attempt the connection request later. If the issue continues to occur, please submit a service request on Avaya's support site</td> </tr> </tbody> </table>	CONNECTIVITY/ ALARMING DETAILS		Result	Error Code: 112 -- (AGENT_DEVICE_ERROR) All device ports failed.	Details	An unknown error occurred when attempting to connect to the product. Please re-attempt the connection request later. If the issue continues to occur, please submit a service request on Avaya's support site
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	In progress																											
	<p>Expand/Collapse – To expand and view the child assets.</p> <table border="1"> <thead> <tr> <th></th> <th>MATERIAL CODE</th> <th>SECODE</th> <th>SEID</th> <th>ALARM ID</th> <th>SEID CREATION STATUS</th> <th>SAL ADMINISTRATION RESULT</th> <th>TESTING RESULT</th> <th>SR#</th> </tr> </thead> <tbody> <tr> <td></td> <td>700514097</td> <td>ACP</td> <td>(628)489-0486</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td>ACPEH</td> <td>(628)489-0487</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>Showing 1 to 2 of 2 entries</p>		MATERIAL CODE	SECODE	SEID	ALARM ID	SEID CREATION STATUS	SAL ADMINISTRATION RESULT	TESTING RESULT	SR#		700514097	ACP	(628)489-0486								ACPEH	(628)489-0487					
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		ACPEH	(628)489-0487																									

Technical Onboarding Process

Technical Onboarding comprises:

1. SAL Gateway Administration – After a new device is registered with valid SEID and Alarm ID, it must be added to a SAL Gateway as a Managed element. This is required in case of errors or issues so that Avaya Service engineers receive the alarm and request remote access to your device to troubleshoot these issues.
2. Connectivity and Alarm Testing – In case of failure or issues with your device and device connectivity, an alarm is generated and sent to Avaya backend. Connectivity and Alarm Testing ensures that the alarm generated by the device reaches the Avaya service team for troubleshooting.

These steps are optional while you are registering a new device, but Avaya recommends you to complete these steps at the earliest.

If you fail to complete these TOB steps while registering the device, you can still come back and complete the TOB process with the HealthCheck Tool.

Connectivity and Alarm Testing for the registered device

To complete the Connectivity and Alarm Test, see [Using HealthCheck Tool KB article](#).

Chapter 4. Frequently Asked Questions

What should I do if there's a failure in creating SEIDs?

Trying a new registration for the material code again should help. For more help – use the feedback option from HealthCheck Tool to submit feedback.

SUPPORTED PRODUCTS	CONNECTIVITY	ALARMING	HEALTHCHECK
Call Management System	Yes	Yes	Yes
SIP Enablement Services (SES)	Yes	Yes	No
OIS Slamon	Yes	Yes	No
IP Office	Yes	No	No
Session Border Controller Enterprise	Yes	Yes	Yes
Communication Manager	Yes	Yes	Yes

The HealthCheck Tool opens your mailbox and tries to send a new feedback mail to alarmadmin@avaya.com

What should I do if my device is not administered to SAL or there is a SAL Administration Failure?

If the SAL Administration Failed for any device, then there is an SR, and the Onboarding operations team works on the same or gets in touch for the same. If there's no SR and you need help – use the feedback option from HealthCheck Tool to submit feedback.

What should I do if Connectivity/Alarm Testing for my device had failed?

If Connectivity/Alarm Testing fails – it results in an SR for the backend onboarding operations team. The team performs the connectivity/alarm testing and closes the SR appropriately. Where required, the engineer working on SR would reach out to the registered user.

What should I do if I have issues navigating with the HealthCheck UI?

Any new UI related suggestions and issues with navigating UI - use the feedback option from HealthCheck Tool, with details of the issue.

What should I do if my Material Code/SECode is not showing up in the Unregistered Assets?

It could be possible that the product is not supported by HealthCheck. Use the feedback option from HealthCheck Tool with details of the Material Code/SECode.

What should I do if the records for my registration are not created as expected?

Use the feedback option from HealthCheck Tool to submit feedback with details of the issue like Material Code and what is the expected output.

What should I do if I want to register my Communication Manager as Remote?

Currently, HealthCheck doesn't support registering CM as Remote. It is in works and should be available in a later version of the HealthCheck Tool. Meanwhile, the users can go to GRT for the same.

Chapter 5. Resources

Documentation

See [Using HealthCheck Tool KB article](#) and <https://www.youtube.com/watch?v=bOmyC23Fha8> for more details on Avaya HealthCheck Tool and the Registration Feature.

Support

Go to the Avaya Support website at <http://support.avaya.com> for the most up to date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips
- Information about service packs
- Access to customer and technical documentation
- Information about training and certification programs
- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without an extra cost. You must have a log in account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to <http://www.avaya.com/support>.
2. Log on to the Avaya website with a valid Avaya user ID and password.
The HealthCheck Tool displays the Avaya Support page.
3. Click **Support by Product > Product Specific Support**.
4. In **Enter Product Name**, enter the product, and press `Enter`.
5. Select the product from the list and select a release.
6. Click the **Technical Solutions** tab to see articles.
7. Select relevant articles.