Searching for Entitlements

**Audience:** Customer

**Module Scope:** How to search for entitlements in PLDS.
Types of Entitlements

- An entitlement represents the right to use a license or product.
- There are different types of entitlements, representing different types of products.
  - License entitlements
    - Right to use one or more features and or products.
    - Users activate license entitlements to create/update activation records
  - Maintenance entitlements
    - Right to receive upgrades
    - May be linked to a specific license entitlement
  - Support entitlements
    - Right to technical support and service
    - May be linked to a specific license entitlement
  - Upgrade entitlements
    - Used to provide access to an upgrade
    - For example, purchasing the upgrade version of software
Search for Entitlements

You may use the navigation on the left hand side of the screen, or the one on the lower portion of the screen to access the same types of activities in the tool.
Search for Entitlements - Group Name

There are multiple ways to search for entitlements. The next few slides will detail the different options.

1. To search by Group Name, enter the name. If you don’t know the name you can use the % sign as a wild card. Enter a portion of the name followed by the % sign. See example.

2. Click Search Entitlements to view results. If no information is returned refine your search and try again.
Search for Entitlements-Group ID

1. The Group ID will be the FL number without the leading 0s. The % sign can be used as a wild card.
2. Click Search Entitlements to view results. If no information is returned refine your search and try again.
Search for Entitlements-License Activation Code (LAC)

1. The LAC will be used when purchasing new software or RTU and may be provided as a notification from PLDS.
2. The % sign can be used as a wild card. See example for LAC
3. Click Search Entitlements to view results.
Search for Entitlements-Advanced Search

To view Guardian SPDR related entitlements, click on [Advanced Search] and select YES in the Guardian SPDR field. When the results list is displayed, scroll to the right to see the Support End Date and the Guardian SPDR flag.

To display additional search criteria, click Advanced Search. Click here for additional Search Tips.

% indicates wildcard search

- Group name: 
- Group ID: 
- % LAC: 
- Application: 
- Product: (Cannot display the entire list. To filter the list, type the value.)

Status: Available or Active 

Click Advanced Search option.
There are multiple options to search using the Advanced Search option. The easiest way would be to use the SAP order number. This can be provided by the Avaya account team or Business Partner.

Enter the SAP order number in the “Sales/Contract#” field and click Search Entitlements.
Search for Entitlements - Results

Results will be populated as seen below. If using the % sign as a wild card the results may span multiple systems and product. Further review will be required to identify the specific entitlement.

Results can also be downloaded

This is the License Activation code and available quantity that can be activated.

<table>
<thead>
<tr>
<th>Options</th>
<th>Entitlement</th>
<th>Company</th>
<th>Group Name-ID</th>
<th>Application</th>
<th>Product</th>
<th>Product ID</th>
<th>Title</th>
<th>Version</th>
<th>Entitlement Type</th>
<th>Total Qty</th>
<th>Available Qty</th>
<th>Status</th>
<th>LAC</th>
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<th>Purchasing Company</th>
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