



Getting Started with Avaya PLDS

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Chapter 1. Overview

Downloading product software and licenses

The Avaya Product Licensing and Delivery System Avaya PLDS provides customers, Business Partners, distributors, and Avaya Associates with easy-to-use tools for managing asset entitlements and electronic delivery of software and related licenses. Using PLDS, you can perform activities such as license activation, license de-activation, license re-host, and software downloads.

Installation software applications for different products are available as ISO files on PLDS.

After activating the license entitlements, installation administrators must download the ISO images to a PC, and choose to either burn a DVD for installation or transfer the ISO file to the target server for installation.

Always review the PLDS to determine if a later service pack or release is available. If updates do exist, you should refer to the appropriate upgrade procedures, contact Avaya, or contact the Avaya Business Partner Service representative.

Obtaining licenses

You should have a license code with you before you install a product. Using PLDS, you can activate the license entitlements and download the products.

After you buy a product, an Avaya Business Partner or an Avaya Associate who has permissions in PLDS for your site or sales order can access PLDS and generate license entitlements for you. You must provide the MAC address of the WebLM server to generate license entitlements in the form of License Activation Codes (LACs). The LAC will help you identify the product among other Avaya products you hold licenses for, keep track of the number of downloads, and automatically download patches and upgrades - all the while keeping the required groups and coordinators informed, through e-mail messages. The LAC e-mail recipients must be identified during the order placement process by providing their email addresses.

With the LACs in hand, you can use the Quick Activation screen to activate the LACs and download the product.

Chapter 2: About activation

What is activation?

Activation is the process of assigning entitlement quantities to a specific License Host, company, and user. The process includes generating the license/key.

When entitlements are activated, PLDS generates Activation Records containing the activation information and License/Key.

Types of activation

Types of activation include:

- Regular activation: where entitlements are activated to generate Activation Records.
- Upgrade activation, which involves either:
 - a. Activating entitlements that have been marked as upgradeable. When you activate these entitlements, you can generate License/Key for either the current version or the old version.
 - b. Activating upgrade entitlements, which are purchased to upgrade other existing entitlements. When users activate these entitlements, they select the entitlements to upgrade.

About upgrade activation

Upgrade activation can happen in the following ways:

When activating an entitlement for which an upgrade is available (upgradeable entitlement). You can then choose to activate either the new version or the current version. For example, when you activate an entitlement for SuperServer version 1.0, and an upgrade is available, you can activate either version 1.0 or version 2.0.

When activating an entitlement used to implement an upgrade (upgrade entitlement). You can then choose the upgrade path to apply the entitlement to. For example, upgrading from SuperServer 1.0 to SuperServer 2.0 requires that you purchase the SuperServer Upgrade. When you activate the SuperServer upgrade, you are able to change your SuperServer 1.0 entitlements to SuperServer 2.0.

When upgrading activated items. For example, if you have already installed SuperServer version 1.0, you can upgrade those licenses to version 2.0.

Activating entitlements

Use this functionality to activate one or more entitlements for a product using the license activation code. You may choose to activate all the licenses or specify the number of licenses that you want to activate from the total number of licenses associated with the entitlements.

On successful activation of the entitlements, PLDS sends an Activation Record to the customer registered with the entitlements by an e-mail. The Activation Record provides details of the number of activated licenses, the Host ID of the computer on which licenses are activated, and the complete link of the product download. The e-mail also contains the license file. You need to install the license on the License Host (WebLM server) to use the licenses.

Related topics: [Activating entitlements](#) on page 6

Prerequisites

To activate a license entitlement, you must have License Activation Codes (LACs) and the Host ID of the computer on which you want to install the licenses.

1. Type <http://plds.avaya.com> in your web browser to access the Avaya PLDS Web site.
2. Enter the Login ID and password to log on to the PLDS Web site.
3. Enter the License activation code (LAC) that you have received through an e-mail in the LAC(s) field in the Quick Activation section.

Note: If you do not have an e-mail with your LAC ID, follow the steps in the Searching for Entitlements section and make a note of the appropriate LAC ID from the LAC column. The Quick Activation automatically assumes you want to activate all entitlements on LAC, and gives the option to remove line items, and enter amount of each license to activate (full or partial amount).

4. Enter the host information.
5. Click **Next** to validate the registration detail.
6. Enter WebLM Host Server Information.

The Host ID is the MAC address from the machine hosting the WebLM server. Click on the Help link and follow the instructions on how to obtain the MAC address.

7. Enter the number of licenses you want to Activate.
8. Read and accept the Avaya Legal Agreement.
9. Perform the following steps, to send a confirmation e-mail:
 - a. Enter any additional certificate recipients e-mail addresses in the E-mail to: field.
 - b. Enter Comments.
 - c. Click Finish.
10. Click **View Activation Record**.
 - The **Overview** tab displays a record of the key activation information.
 - The **Ownership** tab confirms the registration information.
 - The **License/Key** tab displays the actual license files which allow x number of users to use the software.

A single license file will be generated for each product line. From License/Key tab, you can select options to view activation details, and installation instructions.

Related topics:

[Adding a host](#) on page 7

[Searching for a host](#) on page 8

[Searching for entitlements](#) on page 9

Adding a host

You can define a brand new License host to activate entitlements on this License host.

1. Click **Add** a License Host.
2. Enter License Host name.
3. Click **Save**.

Searching for a host

Use this functionality to search for a License Host associated with one or more entitlements.

1. Enter a few characters of the Host name in the %License Host field.

Note: You can use a wildcard (%) character if you do not know the exact name of the License Host you are searching for. For example, if you enter Ho%, the system searches for all the host names starting with the characters Ho. You can enter a wildcard character (%) at any position in the search criteria except at the beginning. If you enter %ho as the search criteria, the page displays an error.

2. Click Search License Hosts.

Chapter 3: Searching for entitlements

Use this functionality to search for an entitlement by using any one or all of the following search criteria:

- Company name
- Group name
- Group ID
- License activation code
- Avaya Sales number order

Searching by standard criteria:

1. Type <http://plds.avaya.com> in your web browser to access the Avaya PLDS Web site.
2. Enter the Login ID and password to log on to the PLDS Web site.
3. Enter the company name in the %Company: field. If you would like to see a complete list of possible companies before searching for their corresponding entitlements, do the following:
 - a. Click **Search**.
 - b. Enter the name or several characters of the name and a wildcard (%) character.
Company names are case sensitive. Search using both upper and lower case characters to ensure that you have visibility into all possible records.
 - c. Click **Search Companies**.

Tip: You can use a wildcard (%) character if you do not know the exact name of the company you are searching for. For example, if you enter Av%, the system searches for all the company names starting with the letter Av. You can enter a wildcard character (%) at any position in the search criteria except at the beginning. If you enter %av as the search criteria, the page displays an error.

4. Enter the appropriate information in the %Group name: or %Group ID: fields. Group Names or IDs are specific to Functional Locations and Sold-To's that define the actual location of equipment and software.

Tip: You can use a wildcard (%) character if you do not know the exact name of the group you are searching for. For example, if you enter Gr%, the system searches for all the groups starting with the characters Gr. You can enter a wildcard character (%) at any position in the search criteria except at the beginning. If you enter %av as the search criteria, the page displays an error.

5. Enter the specific license activation code (LAC) ID in the %LAC: field.

Tip: You can use a wildcard (%) character if you do not know the exact name of the group you are searching for. For example, if you enter AS0%, the system searches for all the LACs starting with AS0. You can enter a wildcard character (%) at any position in the search criteria except at the beginning. If you enter %AS0 as the search criteria, the page displays an error.

You will receive LAC IDs in an e-mail if you have supplied the e-mail address to your sales order. If you do not have this code, you will need to search using one of the other search criteria.

6. Select the application, product, license type and status from the drop-down field.
7. Click Search Entitlements.

All corresponding entitlement records appear at the bottom of the page.

Searching by advanced search criteria

When you placed an order, you must provide a LAC (License Activation Code) email address. However, if you have received an Order Acknowledgement from Avaya, and did not receive a LAC Notification, search PLDS for the assets:

1. Navigate to Assets > View Entitlements > Advance Search.
2. Enter your Sales Avaya Order # in the Sales/Contract # field.
3. Click **Search Entitlements**.

NOTE: Complete these steps in both Standard and Service Mode if you are a Partner.

Chapter 4: Re-hosting

Use this functionality to move or swap out the activated items from the host on which the licenses are installed to another host or computer if the current License Host fails or does not work properly. You may choose to move either all or specified quantities of activated items from one License Host to another License Host. For rehosts or moves:

- Use the LAC to search for the License Host to rehost/move from
- Provide the Host ID or License Host for the License Host to rehost/move to

Re-hosting activated items across hosts:

1. Type <http://plds.avaya.com> in your web browser to access the Avaya PLDS Web site.
2. Enter the Login ID and Password to log on to the PLDS Web site.
3. Click **Activation > Re-host/Move** from the **Home page**.
4. Click **View Activation Record information** to find and select Licenses to re-host or move.

You can search the activation records by the Company name, license host, Group name or ID using the Search Activation Records functionality.

5. Select **Re-host/Move** from the appropriate record which will display.
6. Enter the new host information in the Enter **New Host Information field**.
7. Validate the Registration Detail and click **Next**.
8. Enter WebLM Host Server Information.

The Host ID is the MAC address from the machine hosting the WebLM server. Click on the Help link and follow the instructions on how to obtain the MAC address.

9. Enter the number of Licenses to Activate in the QTY column field and click Next.
10. Accept the Avaya Legal Agreement.
11. Perform the following steps, to send a confirmation e-mail:
 - a. Enter any additional certificate recipients e-mail addresses in the E-mail to: field.
 - b. Enter Comments.
 - c. Click **Finish**.
12. Click **View Activation Record**.

- The **Overview** tab displays a record of the key activation information.
- The **Ownership** tab confirms the registration information.
- The **License/Key** tab displays the actual license files which allow x number of users to use the software.

A single license file will be generated for each product line. From License/Key tab, you can select options to view activation details, and installation instructions.

Related topics:

[Searching for entitlements](#) on page 10

[Searching for a host](#) on page 6

[Adding a host](#) on page 7

Chapter 5: Regenerating a license key

You can use the Quick Activation page to regenerate License. Use the LAC, Host ID, and License Host to search for the License Host to regenerate License. To regenerate License on a

License Host based on the provided criteria, click Regenerate License. If only one License

Host matches the criteria you provided, and then you are taken directly to the details page for the regenerate process. If multiple License Hosts match, then you need to select the License Host from the Search License Hosts page.

Regenerating a license file:

Use this functionality to regenerate the License/Key on a selected License Host. During the regenerate process, you are able to change the activation details, except for the Host ID.

1. Type <http://plds.avaya.com> in your web browser to access the Avaya PLDS Web site.
2. Enter the Login ID and password to log on to the PLDS Web site.
3. Click **Activation** > **Regeneration** from the Home page.
4. Search **License Activations** to Regenerate.

You can search the activation records by the Company name, license host, Group name or ID using the Search Activation Records functionality.

5. Click **Regenerate** from the appropriate record.
6. Validate the Registration Detail and click **Next**.
7. Validate the items that will regenerate and click **Next**.
8. Accept the Avaya Legal Agreement.
9. Perform the following steps, to send a confirmation e-mail:
 - a. Enter any additional certificate recipients e-mail addresses in the E-mail to: field.
 - b. Enter Comments.
 - c. Click Finish.

10. Click View Activation Record.

- The **Overview** tab displays a record of the key activation information.
- The **Ownership** tab confirms the registration information.
- The **License/Key** tab displays the actual license files which allow x number of users to use the software.

A single license file will be generated for each product line. From **License/Key** tab, you can select options to view activation details, and installation instructions.

Related topics:

[Regenerating a license](#) file on page 13

Chapter 6: Downloading software in PLDS

1. Type <http://plds.avaya.com> in your web browser to access the Avaya PLDS Web site.
2. Enter the Login ID and password to log on to the PLDS Web site.
3. Select Assets from the Home page and select View Downloads.
4. Search for the downloads available using one of the following methods:
 - By Actual Download name
 - By selecting an Application type from the drop-down list
 - By Download type
 - By clicking Search Downloads
5. Click the download icon from the appropriate download.
6. When the confirmation box displays, select Click to download your file now.
7. If you receive an error message, click on the message, install Active X, and continue with the download.
8. When the security warning displays, click Install.

When the install is complete, PLDS displays the download again with a checkmark next to the downloads which have been completed successfully.

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