Avaya Client Services
Avaya Service Pack and Dot Release Guardian

Avaya Service Pack and Dot Release Guardian
Frequently Asked Questions (FAQs)

Overview

1. **Why did Avaya develop this new, patent pending technology?**
   
   Service packs and dot releases are Avaya Intellectual Property (IP) and an entitlement of Avaya support coverage. Avaya deployed Service Pack and Dot Release Guardian technology to benefit customers, channel partners and Avaya.

2. **Is Guardian a new services offer or product?**
   
   No, Guardian is new technology that Avaya implemented in PLDS in support of CM 6.2 and later releases. It was fully implemented with the General Availability of CM 6.2 in March 2012.

3. **What will the new technology do?**
   
   The new technology protects minor releases and service packs from being illegally installed. Guardian will insure that only customers that have an active Avaya support agreement or are under warranty can successfully install entitled Aura® Communication Manager service packs and dot releases.

4. **How does Service Pack and Dot Release Guardian technology work?**
   
   To enforce the requirement to have an Avaya support agreement or warranty to successfully load a Service Pack or Dot Release, the customer’s license file will include their Avaya Support End Date (SED). In addition, the service pack or dot release will include the software Publication Date. The Guardian technology will compare the SED to the Publication Date of the software. If the Publication Date in the software is on or before the SED in the license file, then the customer will be able to successfully install the software. If the Publication Date is after the SED, the customer does not have the right to use the software and Guardian will not allow its use. Examples:

   - The Publication Date of a Service Pack is 1 January 2012. The customer’s Avaya support agreement ends on 31 -December 2011. The customer will not be able to apply the Service Pack.

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- The Publication Date of a Service Pack is 1 January 2012. The customer’s support ends on 1 January 2012. The customer will be able to apply the Service Pack.

5. Is Guardian license protection serialized?

No, Guardian protection is not serialized. However, Guardian protection is tied to the licensed CM server via the host ID in the customer’s license file. Effectively, this guards the software from being used for other customers or other licensed CM servers in the customer’s organization.

6. Is the Service Pack & Dot Release Guardian technology deployment global?

Yes, the technology is global and will be implemented for the first time in support of CM 6.2.

7. What Avaya support entitlements apply to Guardian?

For CM 6.2 and later releases, the support entitlements that typically will apply will be Warranty, Support Advantage (SA) Software Support (SS), Software Support plus Upgrades (SS+U), Joint Service Delivery (JSD) and Partner Support Services (PSS).

8. Are the following products impacted by Guardian: CC Elite, Session Manager or System Manager?

No, none of the products listed above are impacted by the new technology. Only CM 6.2 and later releases are impacted by Guardian.

9. Will CM 6.2 and later release Business Partner lab systems or Avaya owned demonstration equipment be protected by Service Pack & Dot Release Guardian?

Yes. CM 6.2 or later release lab systems or Avaya owned demonstration equipment will have licenses that compare the Service End Date (SED) and the Publication Date of the software. If software is published after support has ended, new CM minor release software and service packs could be blocked.

If the software download is blocked by Guardian, the user can request a 120 day trial license (material code 245460) through the normal ordering process as a $0 product.
10. What Avaya products will have Service Pack & Dot Release Guardian?

The goal is to implement Guardian technology for new releases of existing products and new Avaya products supported by the Product Licensing Delivery System (PLDS).

Benefits

11. How will customers benefit from this new technology?

The Guardian protection benefits customers in several ways.

- Today’s complex solutions require superior support. Access to the latest service packs and dot releases from Avaya is important to the customer’s business and ensures optimum customer system performance.
- IP protection initiatives such as Service Pack and Dot Release Guardian will protect the customer’s investment in purchasing Avaya solutions. Protection of the Avaya brand enables Avaya to continue to invest in R&D efforts to further improve the customer’s experience.
- Guardian will address the legal risk to customers where in the past, unauthorized companies could illegally apply Service Packs or Dot Releases (Software Piracy) which would be a violation of the customer’s end user license agreement with Avaya.

12. How will channel partners benefit from this new technology?

Channel partners also benefit from Guardian protection, as it reduces maintenance revenue erosion caused by the unauthorized use of service packs and dot releases and increases renewal rates post year one. In addition, Guardian protects the partner’s investment in selling Avaya solutions and Avaya support coverage to customers. Unauthorized maintenance providers will be unable to deploy CM 6.2 and later release service packs and dot releases to customers without valid Avaya service entitlements.
13. Will new CM security service patches or kernel software be impacted by Guardian?

No, security service patches or kernel software will not be protected by Guardian. Avaya makes security service packs available to all customers, regardless of support coverage. In a patch is not protected by Guardian, please note that there will be no Publication Date and “No” License Required.

14. How will I know if my license is protected by Guardian technology?

In PLDS, selected Assets>Search Entitlements>Advanced Search Option to locate Guardian protected licenses. Select “Yes” to locate Guardian Protected Licenses. The Search Results will display two new fields: Guardian SPDR and Support End Date (SED). If Guardian SPDR is “Yes” it is Guardian protected. You will also be able to see the SED that is established for the license.
Support End Date (SED) and Software Publication Date

15. What is the Support End Date (SED)?

The Support End Date is the expiration date for the customer’s support entitlements based on their Software Support (SS), Software Support plus Upgrades (SSU), Support Advantage (SA) or co-delivery support contract (e.g. Joint Service Delivery (JSD) or Product Support Services (PSS)).

Customers who purchased licenses without and Avaya support agreement have a SED reflecting the 90-day warranty period when the license is activated.

16. How do I locate the SED?

The easiest way to find a SED in PLDS is to select Activation >View Activation Record and enter the License Host or Host ID. You can also use the instructions provided in question 11.

To view the SED on a CM station license entitlement in PLDS:
1. Select Assets >> View Entitlements on Main Menu
2. Search for the CM station license entitlement of interest
3. View the entitlement and select the Additional Information tab
A second way to locate the SED is to access the WEBLM server view the Support End Date (VALUE_CM_SED) feature setting in the CM license file.

- If there is no SED value in the license file then Communication Manager does not perform the SED or Publication Date check. However, you can install the Communication Manager software or apply the service pack.

17. **What do I need to do to locate the SED of a CM 6.0 dot release or service pack installed before 8-20-2011?**

You will need to regenerate the license to locate the SED in PLDS.

18. **How will I know the Publication Date of the dot release or service pack?**

There are three ways to view the Publication Date. Please note the release date is not the same date as the Publication Date. The first way to determine the Publication date is in PLDS. See the step by step instructions noted below.

Once a dot release is installed, you can view the software Publication Date on the Software Version page of Server Management Interface (SMI). On the Software Version page, use the “swversion” command to view the Publication Date of the Communication Manager software in the Publication Date field.
The third way a Publication Date of a service pack can be viewed is on the System Platform Console Domain by selecting the Server Management>> Patch Management menu.

- If you have not downloaded the service pack, select the Download/Upload sub-menu option, and select the appropriate media to download the patch. When the service pack is successfully loaded, the details page displays the publication date.
- If you have downloaded the service pack, select the Manage sub-menu option. Select the required service pack. The service pack details are displayed with the publication date. If the service pack Publication Date field is null on the patch details page, then Avaya Service Pack and Dot Release Guardian technology does not protect the service pack.

19. Sometimes it takes longer to process an Avaya support contract than expected. Is there any grace period built into the process to accommodate this situation?

Yes, Avaya has built a grace period into the Publication Date of a specific Service Pack or Dot Release by back dating the official Release Date of the Service Pack or Dot Release by 60 days.

- Customer has support ending 5/31/12 and has a SED of 31 May 2012 in license file.
- Customer does not renew support until 7/15 because of delays in the renewal process.
- On 6/30/12 an important new Service Pack comes out.
- Due to the 60 day grace period built into the Service Pack publication date by Avaya, the Service Pack Publication Date is set to 1 May 2012.
- Customer is able to apply the Service Pack because the Publication Date of 1 May 2012 is before the SED of 31 May 2012.

20. What should I do before I install a CM 6.2 or later version service pack or dot release?

Before you install CM 6.X, review the Software Publication Date and the Customer’s Group ID Support End Date (SED) in PLDS. If the Publication Date is on or before the SED, you will not be blocked by Guardian protection.
21. How is the warranty period established for Guardian?

The support end date in the license file reflects the 90-day warranty for customers without support. The 90-day warranty begins when the licenses are first activated in PLDS.

**Error Messages**

22. How will I know that Guardian technology blocked the Service Pack?

If the user attempts to apply service pack with a Publication Date that is not allowed by the SED in the license file, System Platform Console Domain will block the service pack installation and provide the user with the following error message:

“Command Failed: Service Pack publication date is after the Support End Date in the license file”

23. How will I know that Guardian technology disallows the Dot Release?

If the user installs a dot release upgrade with a Publication Date that is not allowed by the SED in the license file, CM will declare a license error, enter license error mode, and begin the 30-day license grace period. The user will see the following error message on the System Management Interface (SMI) page for Administration>>Licensing>>License Status:

“CommunicaMgr License Mode: License Error. System Administration Will Be Blocked in Approximately 30 days. Contact Your Service Representative Immediately. Software Publication Date is After the Support End Date in License File”

24. What is license error mode? What specifically can I not do when I am in this mode?

If CM detects an error with the licensing (e.g. no license file installed, feature usage exceeds license capacity, or CM software publication date after the SED in the license file), the CM server will enter license error mode, raise a major alarm, and begin a 30-day license grace period. During the 30-day license grace period, CM will provide full normal operations.
If the license grace period expires before the license error is resolved, CM will enter no license mode. In no license mode, CM continues to provide call processing, but system administration is blocked.

If the license error is resolved (either before or after expiration of the 30-day grace period), CM will return to license normal mode. Please keep in mind if the error was the result of a SED that blocked the application of the software, the user will need to regenerate and reinstall the license to reflect the new support end date.

25. What will happen if I do not obtain adequate support coverage after I am in license error mode?

If the grace period expires before the license error is corrected (e.g. new license file installed with SED on or after publication date), the product will enter no license mode and apply license enforcement.

26. What if I don’t want to purchase Avaya support coverage for the right to use the blocked Service Pack or Dot Release?

For a Service Pack you will not be able to install the software.

For a Dot Release that is installed, you will go into license error license mode for 30 days and then the product will enter no license mode and apply license enforcement.

27. I’m in error license mode on a dot release. I do not choose to buy support. What do I need to do? Do I need to reinstall the previous version?

Back out the upgrade of the dot release and revert back to the earlier release.

28. What do I do if I think Avaya records for support coverage are incorrect?

Your records will need to be corrected and then the license will need to regenerated and reinstalld to reflect the correct SED. To correct the records, you will need to reach out to your local Order Entry Fulfillment Center (OEFC aka COBC). This is the organization that processes orders and bills you for your services.

US:

If you are a channel partner call: 1-800-225-0266
If you are a customer call: 1-800-328-7833
Support End Date Notifications

29. Will PLDS remind me when Support End Dates change? Will it also help me locate the license file I need to regenerate?

Guardian email notifications are automatically sent out to that primary PLDS customer contact when there is a change to the support end date for a Group ID (aka FL or sold-to) for which the Guardian licenses are already generated.

The primary contact for the customer as defined in PLDS as the customer who will be notified of the change.

The notification includes instructions to help the customer locate the license files that need to be regenerated and reinstalled.
30. Is there only one and only one Primary PLDS contact for a customer (no matter how many Group IDs they have)?
Yes, there is only one Primary PLDS contact for the customer.

31. Can the primary’s email address be a distribution list?
Yes, the email address for the primary contact can be a general contact (e.g. abc company notification @abccompany.com).

32. What will happen when the primary PLDS customer email address is no longer valid and it rejects?
PLDS does not follow up on rejected emails. We strongly recommend that the customer select another user to be their primary PLDS contact.

33. Can a company choose not to have a primary PLDS contact?
Yes, however we highly recommend that customers select a primary contact for PLDS so they can receive proactive SED notifications.
34. Can the channel partner define the primary contact in PLDS?
No, the customer must define the primary contact in PLDS.

35. What do I need to do if the SED changes?
Since the license file contains Support End Date information, the license file needs to be updated with the latest Support End Date any time the SED changes in order to ensure the user can download the latest service pack and dot releases. These situations include:

- Support renewal (action required only once every 3 years or once per year if annual contract)
- New support purchase
- Day 2 billing exception
- Support recast (not necessary with Support Advantage)
- Support termination

36. Whose responsibility is it to regenerate and reinstall the license file to reflect an updated SED?
PLDS license file generation is self service for customer and partners.

For customers who have renewed their support contract directly from Avaya and the SED in their license file needs to be updated for the new contract end date, the customer can perform this update themselves or request Avaya to perform this work on their behalf. In order for Avaya to do the work, the customer will need to request support through an on-line web ticket requesting that Avaya do the work for them. The customer will need to 1) reference when they renewed their contract with Avaya 2) enable Avaya to remotely access their switch during business hours. Remember this work is only needed if the renewal contains CM 6.2 or later release dot or service pack software.

For customers who have used Avaya Professional Services (APS) to support a direct install project, Avaya will support the regeneration/reinstallation of licenses under the following conditions:

1) The customer provides Avaya remote access to the CM system to perform the work.
2) The customer enables Avaya remote access during business hours – 7 a.m. – 10 p.m. Mountain Standard Time.

If the customer chooses not to enable Avaya to perform this work on their behalf, then the customer has the following choices:

1) The customer can regenerate/reinstall the license themselves. PLDS is self-service and it would enable the customer to perform this work when they want to complete. The work is not time consuming – it is estimated that it takes 15-30 minutes to complete an update.

2) The customer can engage APS to be dispatched to perform the work, but it will be a billable service.

For channel partners who have purchased Avaya support or sold an Avaya wholesale contract to a customer, it is the channel partner’s responsibility upon the support contract renew to ensure that they have installed the most current version of the CM license file with the latest SED on the customer’s switch.

37. What will happen if no action is taken when a SED is updated?

Failure to keep the license file current with the correct SED may prevent the successful installation of newly released CM service packs and dot releases. It does not impact users or the performance of the system. Avaya recommends that this work is done when the SED is changes so it is not forgotten at a later date.

If the work is not done when the SED changes and new software is published after the SED in the license file ends, the user will be blocked from applying a new service pack or dot release. The situation can be remedied by regenerating and reinstalling the license file to reflect the latest contract end date.

38. How long will it take for a user to regenerate and reinstall a license file?

It will take approximately 15-20 minutes to regenerate the license file in PLDS and reinstall the license file on the product’s WebLM server.
39. Will I have to reboot the system after I regenerate and reinstall licenses?

No, you will not have to reboot the system. There is no impact to users or applications.

40. I was eligible to load a specific Service Pack or Dot Release because I had Avaya support coverage. Now, I do not have Avaya support coverage. Will I be able to load the specific Service Pack or Dot Release that I was once eligible to load?

Yes, you will be able to apply a protected Service Pack to the software product, if the protected Service Pack has a publication date on or before your support end date, since the Publication Date/SED validation is independent of the current calendar date. However, you will not be able to apply future Service Packs or dot releases without Avaya support coverage.

Example: A dot release was published on 15 July 2011 and I had Avaya support coverage on 15 July 2011. On 31 December 2011, I cancelled my Avaya support contract. A year later on 15 July 2012, I have to replace my server. Will I be able to load the dot release published on 15 July 2011? Yes, you will be able to do so, since the comparison of the publication date and SED is independent of the current calendar date.

Help Resources

41. Who do I call for PLDS technical support?

Follow the normal PLDS support process by calling your regional ITSS organization or opening a ticket online. Do not call PLDS or the Avaya Global Services Support Desk support to update your records. Only your regional OEFC, can update your records.

US Avaya Employees, Channel Partners, Distributors:

- Call +1 866 AVAYA IT (+1-866-282-9248) or 720-444-0130

International Avaya Employees, Channel Partners, Distributors

- EMEA Associates should call +44 1483 309800,
- Associates in Germany should call +49 69 7505 1234
- Canada, APAC and CALA Regions call +1 720 444 0130