GLOBAL REGISTRATION TOOL (GRT 4.0) - TECHNCIAL ONBOARDING ONLY

<table>
<thead>
<tr>
<th>Purpose</th>
<th>The purpose of this document is to demonstrate how to correctly perform the Technical Onboarding functions within GRT 4.0 with the introduction of the GRT TOB Enhancement Release for products other than CM.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scope</td>
<td>Global</td>
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<td></td>
<td>A Technical Onboarding request in GRT 4.0 can perform several useful functions. Technical Onboarding should be performed to do any of the following:</td>
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<tr>
<td></td>
<td>- Creating SEIDS and Alarm IDs for newly installed devices. (Step A)</td>
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<tr>
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<td>- Testing Connectivity and Alarming for newly created devices. (Step B)</td>
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<tr>
<td></td>
<td>- Modification of records for existing registered devices</td>
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<td>- Connectivity and Alarm re-testing</td>
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<tr>
<td>Target Audience</td>
<td>Avaya Associates, Business Partners and End Customers who perform equipment registrations in GRT</td>
</tr>
<tr>
<td>See Also</td>
<td>GRT Registration Process: <a href="https://support.avaya.com/helpcenter/getGenericDetails?detailId=C2009101293650506080">https://support.avaya.com/helpcenter/getGenericDetails?detailId=C2009101293650506080</a></td>
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<tr>
<td></td>
<td>SAL Migration: Migrating managed device from one SAL Gateway to another SAL Gateway: <a href="https://support.avaya.com/ext/index?page=content&amp;id=SOLN322731">https://support.avaya.com/ext/index?page=content&amp;id=SOLN322731</a></td>
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<td>Administer SEIDs into my SAL gateway <a href="https://support.avaya.com/ext/index?page=content&amp;id=FAQ105290">https://support.avaya.com/ext/index?page=content&amp;id=FAQ105290</a></td>
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<td>GRT Enhancement KB Article: <a href="https://support.avaya.com/ext/index?page=content&amp;id=TRNG100448">https://support.avaya.com/ext/index?page=content&amp;id=TRNG100448</a></td>
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<td>IP Office Registration Help doc <a href="https://support.avaya.com/css/P8/documents/101014561">https://support.avaya.com/css/P8/documents/101014561</a></td>
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<tr>
<td>Tools</td>
<td>Global Registration Tool(GRT)</td>
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<td>Glossary of Terms</td>
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<tr>
<td></td>
<td>• TOB = Technical Onboarding</td>
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<tr>
<td></td>
<td>• SEID = Solution Element ID</td>
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<tr>
<td></td>
<td>• SAL = Secure Access Link</td>
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<tr>
<td></td>
<td>• TOB Step A – The record building portion of the Technical Onboarding process in which SEIDs and Alarm IDs are generated</td>
</tr>
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<td>• TOB Step B – The Connectivity and Alarm verification portion of the Technical Onboarding process</td>
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Technical Onboarding Step A: Creating SEIDs and Alarm IDs for the Installed Base

Continuing a previously started End-To-End Registration request

1. If continuing an End-To-End Registration request.
   - From the GRT homepage, in the “Registration Management” section, click on “Update Existing Registration”
   - Using one of the various filters available, locate your existing End-To-End Registration request.
   - Click on the red hyperlink under the Technical Onboarding Status column.

Proceed to Step 3
Starting a new “Technical Onboarding Only” request

2. If starting from a new “Technical Onboarding Only” request...

- Enter the Sold-To/Functional Location details for the account. Select “Search”

  Note: End Customer ST / FL must be in the 10-digit format with leading zeros.
• Edit the Site Contact, Validation details if necessary, and click “Next”. Proceed to Step 3

Using the Technical On-Boarding (TOB) Dashboard / User Interface (UI)

3. Technical On-Boarding Dashboard is displayed.
Select a device associated with the Sold-To / Functional Location (FL) for registration

4. Expand the section "REGISTERABLE PRODUCTS LIST – READY FOR TECHNICAL ON-BOARDING". This is a listing of the Installed Base of Material Codes which can be processed for SEID and Alarm ID creation on this account.

Locate the Device to be technically Onboarded and click on “Select”.

5. Once the proper Installed Base has been located, make the proper selection under “Connectivity”.

- Choosing “Yes” will require connectivity details to be entered to continue.
- Choosing “No” will allow you to enter optional details expected to be used in the future if this is a staged installation
- Choosing “Later” will allow you to continue without providing any details. (Any SEIDS created with no connectivity details can be updated later via Update Registration.)
6. Choose the appropriate Access Type to be used for this device and click “Continue”.

7. Product Configuration Data
   - For devices with multiple configuration possibilities, the “Group” dropdown will need to be properly selected.
   - The “SE Code Preview” will update to reflect what records will be created based on the selection in the Group dropdown.
Specifying Connectivity details for the device

8. Connectivity Details must now be provided:

Secure Access Link (SAL) Connected Device

i. Connectivity Access Type = SAL
   • SAL Gateway Configuration Details Section
     o For any device in which a “VSALGW” is listed in the SE Code Preview, **and** that embedded SAL will be used as the Primary access method, no selections need to be made in the “SAL GATEWAY CONFIGURATION DETAILS” section.
     o However, you must enter the Connectivity Details for at least ONE SE code in the group, otherwise you will get an error popup.
     - Fill in the “Device IP Address”, “Device Hostname”
     - For Gateway SEID selection, click on Select next to one of the records
       - When there is no SALGW in the configuration and no VSALGW records when clicking on the Hyperlink Select or if the proper record cannot be found, use the Add SoldTo ID or Gateway SEID, to add to the list. Click [here](#) for the process.

Non-Template (where 1 SE code will be created for the material code)

Template (where multiple SE codes will be created for the material code)
• SAL Gateway is associated to the SoldTO (YES)
  o Popup appears with the list of Gateways SEIDs. User can select ONLY an Active gateway. For the Inactive gateway/s when clicking on icon “I”, a popup appears with the details

For a Gateway not listed, users can enter the SoldTo or Gateway SEID and click on Add button. **Note:** User must be authorized for the Sold To

To proceed Select the Active device and click on “Save”
• If there are no SAL Gateways available at the Sold To you will see this pop up
  - Select “Enter Different Sold To”
  - Enter the “SoldTo” or “Gateway SEID”. Click on “Add”.
  - Select the proper Primary to be used for remote access of this device. Click “Save”
• All three (3) fields (Device IP Address, Device Hostname, Gateway SEID) must be completed for at least ONE record of the configuration before proceeding.

A popup will display as below if one of the 3 fields is not completed. Choose an option and proceed.
Note: On 12/18/2019 a GRT modification was made which provides an option for the user to indicate whether or not they are ready for Step B OR if they would prefer to wait and run connectivity/alarm testing at a later time (triggered manually via GRT).

This was done in support of those cases when the engineer is just configuring the product and it is **not ready for testing of remote access/alarming**

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**RASIP Connected Device**

ii. Connectivity Access Type = RASIP

- Ignore the SAL GATEWAY CONFIGURATION DETAILS section
- Provide the device IP Address in the “IP Address” field
- Select Add
Modem Connected Device

iii. Connectivity Access Type = Modem

- If the customers end device must use an outbound prefix (*9 for example) provide this information in the “Outbound Prefix” field (to be used for alarming configurations).
- Enter the modem telephone number in the “Dial-In Number” field
- Select Add
VPN connected device

iv. Connectivity – Access Type SSL/VPN
   - Choose the “Software Release” for the product
   - Select “Add”

9. The device will now be listed in the “REGISTERABLE PRODUCTS – READY TO PROCESS”.

10. To create additional SEIDs or Alarm IDs for other Installed Base device, repeat the steps 4-9.

11. Once all intended devices have been added, click the “Submit” button at the bottom of the page.
12. Click on **OK** to proceed.

![Confirmation dialog](image)

Are you sure you want to submit for Technical On-Boarding, click **OK** to continue or **CANCEL** to modify selection. WRN-0277

13. **SAL On-Boarding Summary** displays details of the request

![Technical On-Boarding Details](image)

**Note:** At this point SEIDs and Alarm ID are being created for the requested devices. Please monitor Email activity. Notification emails will alert to changes in status as well as to provide SEID and Alarm ID details that have successfully created. In many cases, it’s expected that more than one email will be generated per request.

There are new notifications for SAL TOB material code and four notifications as it stepped thru the process via SAL Admin.

Examples below:

GRT Registration ID GRT Registration ID GRT Registration ID GRT Registration ID

8246578 Technical 08246578 Technical 08246578 Technical 08246578 SAL Admini
14. Once the SEID/Alarm ID creation is complete, SEID Creation status changes to Completed.

Next step is SAL Administration and SAL Administration Result is set to IN PROGRESS

If you click on In Progress hyperlink, Sal Administration details are displayed.
15. Once the SAL Administration step is completed, there are one of the two scenarios that can come into effect:
   i) SAL Administration Result is **Success with TOB Step B** - In this case GRT has automatically initiated Connectivity and Alarm testing i.e. TOB Step B is initiated.

   - SAL Administration Result Success with TOB Step B links to the message:
• Email notification will notify user that step B has been automatically submitted

• Once the Automatic Connectivity and Alarming testing is complete, Connectivity/Alarming status set to Completed.
• User will receive an email notification confirming Connectivity/Alarm testing is complete.

**Note:** Similar notification is sent when TOB step B is completed manually or automatically.

Goto [TOB Step B](#) to manually initiate Connectivity and Alarm testing.

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Modifying Existing Registered Devices

1. From the GRT home page, under Create a New Registration select “Technical Onboarding Only”

2. Enter the Sold To/Functional Location Number for the account (ten (10) digits).

3. Edit the Site Contact Validation details if necessary, and then click Next.
4. Expand the “EXISTING REGISTERED ASSETS LIST” This is a listing of all Parent records on the account entered. (Child assets such as VSP or VSPU platform elements that relate to the primary application on a platform will not be individually listed)

5. Click the “UPDATE” button next to the Parent record to be changed. (Child records will be changed as well)

   
   If the product is eligible for SAL connectivity and chosen “Later”, for example, user will be prompted to see if they want to enter details

7. The device will now be listed in the “REGISTERABLE PRODUCTS – READY TO PROCESS” section. To modify additional device details please repeat the above steps.

8. Once all devices have been added, click “Submit” at the bottom of the page

   **Notes:** At this point GRT is performing the requested modifications to the devices. For updates that include access detail changes, connectivity and alarming may need to be retested. This process is started automatically for Modem and RASIP devices. For SAL devices, please review the section below for Connectivity and Alarm Testing
Technical Onboarding Step B: Testing Connectivity and Alarming for newly created devices.

1. From the GRT homepage, in the “Registration Management” section, click on “Update Existing Registration”

2. Using the various available filters, locate your existing End-To-End Registration request, and click on the red hyperlink under the Technical Onboarding Status column.

3. Listed will be the devices that had SEIDs and Alarm IDs created in TOB Step A on this request. Using the “Select” check boxes on the left, check any devices that have had its SEIDs added to the SAL Gateway/s for remote access.
4. Once the devices that are ready for connectivity and alarm testing have been selected. Click the “SAL ALARM & CONNECTIVITY” button at the bottom of the page. **Note:** Any devices not selected will still be available for Connectivity and Alarm testing on this GRT request, and may be submitted later without the need to create a new request.

Connectivity and Alarm testing

5. Listed here are all of the SEIDs that were created for this device. Use the “Select for Remote Access?” and “Select for Alarming?” checkboxes to indicate the level of testing required. **NOTE:** Alarm checkboxes will only be enabled for alarming capable devices with active alarming entitlements.
6. Once all selections have been made and the necessary remote access and alarming checkboxes have been populated, click the "SUBMIT" button at the bottom of the page.

- Click Ok

On the next screen, GRT will only allow you to submit a SAL Alarm and/or Connectivity test for devices which have been administered in an active SAL gateway. Any SEID's which have not been administered will not be eligible for testing.

For more information on how to administer SEIDs into a SAL gateway, please reference this KB article.
- Select OK to continue

At this point GRT will perform automated connectivity and alarm testing for supported devices based on the details submitted. Not all devices are supported for automated testing. Any devices not supported for automated testing, as well as any devices that may have failed any portion of the automated testing process, will be managed manually via a registration engineer.
# Change History

<table>
<thead>
<tr>
<th>Rev</th>
<th>Change Detail</th>
<th>Changed By</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>New Document Release for GRT 4.0</td>
<td>Adam Chovan</td>
<td>8/24/2015</td>
</tr>
<tr>
<td>2</td>
<td>Updated Technical Onboarding Process – automated process</td>
<td>Mary Bora</td>
<td>05/04/2018</td>
</tr>
<tr>
<td>3</td>
<td>Updates on Automatic Remote connectivity and Alarm Testing (TOB Step B)</td>
<td>Mary Bora</td>
<td>21/08/2018</td>
</tr>
</tbody>
</table>