Changes in GRT 4.0

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### Purpose
The purpose of this document is to explain the features delivered in the newest version of the Global Registration Tool (GRT), GRT 4.0.

### Scope
Global

### When/How Utilized
This document should be referenced anytime a user has questions on new features delivered in GRT 4.0.

### Target Audience
Avaya Associates, Business Partners and End Customers who perform equipment registrations in GRT.

### Acronyms Used
- GRT = Global Registration Tool
- SAL = Secure Access Link
- SE Code = Solution Element Code
- SEID = Solution Element ID
- SR = Service Request

### Glossary of Terms
n/a
OVERVIEW OF GRT 4.0

The newest version of the Global Registration Tool (GRT) was released for general use on 24 August 2015. This new version, GRT 4.0, introduced time saving features and new automation to facilitate easier records management in GRT.

The following pages describe the high-level changes delivered with GRT 4.0. This document is not intended to be a comprehensive job aid or process document, but rather a point of reference for users who were already familiar with GRT 3.0.

For the official Avaya policy and processes related to equipment registrations and GRT, including step-by-step instructions on how to complete the various registrations in GRT, please reference this document:

- [https://support.avaya.com/css/P8/documents/100162279](https://support.avaya.com/css/P8/documents/100162279)

HIGH-LEVEL CHANGES IN GRT 4.0

SAL Connectivity/Alarming Testing Automation

New automation has been introduced that allows users to test SAL connectivity/alarming to the most commonly registered products automatically without any manual intervention from Avaya. In GRT 3.0, all SAL connectivity/alarming requests created a Service Request (SR) that was manually completed by an Avaya engineer. In GRT 4.0, the application will first attempt to test connectivity/alarming automatically to any product that supports such automation, and will only create a SR if the automated testing fails, or if that product is not supported for automated testing.

Equipment/Site Moves

GRT 4.0 supports a new transaction that allows users to move record(s) from one location to another in just one step. In GRT 3.0, if a user wanted to move a record, they would perform the following steps:

1) Submit an Equipment Removal registration to have the record removed from the original Sold To/Functional Location

2) Submit an Install Base Creation registration to have the record added to the new Sold To/Functional Location

3) If the record already had SEID’s and SE Codes created, the user would send an email to have those SEID’s and SE Codes kept in tact

In GRT 4.0, a user can submit one Equipment/Site Move registration to complete all three of the above steps.
Record Validation

An improvement and rebranding of Equipment Removal, this new transaction allows users to perform additional actions they could not perform in previous versions of GRT. In addition to removing records from the install base, GRT 4.0 users can submit a Record Validation registration to increase the quantity of existing records, update serial numbers, add new records with serial numbers or Validate that the existing records are accurate as they appear.

View Install Base

This is a new transaction in GRT that allows users to view the install base records for any of their Sold To’s without starting a formal registration.

Redesigned User Interface

All of the fonts, buttons, colors and screens in GRT 4.0 have been redesigned to be more consistent and user-friendly.

Retest Connectivity/Alarming

A new option in GRT allows users to retest connectivity/alarming to any device which is eligible for connectivity/alarming, even after the initial registration. In GRT 3.0, users who wanted to retest connectivity/alarming to a device in this fashion submitted an Excel-based form called the Technical Onboarding Exception Form. In GRT 4.0, users can select any eligible device to retest and submit the request directly in GRT, similar to how they would submit for connectivity/alarming testing in GRT 3.0.

No Connectivity Remote Access Type

A new option for users performing Technical Onboarding, this feature allows users to create SEID’s and SE Codes without providing connectivity details such as a SAL Gateway SEID, modem number, IP address, etc. It is important to note that a user choosing this option will forfeit the Service Level Objectives in the maintenance agreement that depend on having a standard remote access connection to the end customer device.

Pending Registrations Graph

On the GRT Home screen, there is a circular Pending Registrations Graph that indicates all of the registrations that a user has submitted that have not completed.

Updated Registration List

The new Registration List, which users access by clicking Update Existing Registration, contains smarter filtering and sorting options such as calendar pop-ups and dropdown menus, as well as the default option to exclude any Cancelled registrations from the list.
Improved Banners

The banners within each GRT registration that display the registration ID#, Sold To, registration status, etc. now include the Registration Name and Registration Notes that a user provides when starting a registration.

Update Product Login, Password and Nickname

GRT 4.0 introduces a new option that allows users to update product login and password information for Cloud products, and product nickname for almost all products.

New SAL Gateway Interface

This is a new feature within SAL Gateways that allows a user to initiate a registration from the SAL Gateway that will automatically process both Install Base Creation and SEID Creation for that particular SAL Gateway.

HELPFUL LINKS/ADDITIONAL INFORMATION

- Global Registration Support Site: support.avaya.com/registration
- Global Registration Job Aid: https://support.avaya.com/css/P8/documents/100162279
- Latest version of this document is available at: https://support.avaya.com/css/P8/documents/101014556
- Technical Onboarding Job Aid: https://support.avaya.com/css/P8/documents/100175932
- CM Registration Job Aid: https://support.avaya.com/css/P8/documents/100177032
- SAL Supported Products List: https://support.avaya.com/css/P8/documents/100074077

CHANGE HISTORY

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