# SAL Gateway 3.0 Upgrade/Migration GSS Offer

Avaya Global Support Services (GSS) is offering upgrades and migrations to SAL Gateway 3.0 using time and material rates. This offer is only for one-for-one upgrades and replacements of SAL Gateway 2.x to SAL Gateway 3.0 using the same SEID and IP address.

More complex work such as merging multiple SAL Gateways into one, redesigning a SAL Gateway deployment, or installing Policy Manager should be referred to Avaya Professional Services. If you do not have an APS contact, you may submit a request at this site.

Please ensure that your required work meets one of these scenarios and conditions. These scenarios come from the SAL 3.0 Upgrade Playbook.

Contact connectivity@avaya.com to receive a quote.

| Playbook Scenario | Description | Time to upgrade |
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| A | Functioning software SAL GW 2.5 installed on RHEL 6 | $1080.00 During Business Hours. $1800.00 After Business Hours |
|  | Work: <br> - Upgrade to SAL Gateway 3.0 on the same machine. <br> - Install latest service pack. <br> - Spot check connectivity and alarming using Healthcheck or other method to validate upgrade. <br> Conditions: <br> - Machine must meet the hardware and software requirements. If not, new machine must be built (see scenario C/G). <br> - The SAL Gateway being upgraded must be a functioning SAL Gateway that is communicating with the Avaya concentrators: remote.sal.avaya.com and secure.alarming.avaya.com (if alarming is enabled). <br> - Customer must pre-confirm network connectivity through their firewall or web proxy, from the SAL Gateway to these four (4) destinations. <br> - Customer must provide remote connectivity to the SAL gateway to upgrade. <br> Additional charges apply if: <br> - SAL Gateway is connected to a BP concentrator and Avaya must coordinate efforts with BP. Add $720.00 to cost. (SAL Gateway is connected to BP concentrator salpartnerGW.sal.avaya.com or some other BP concentrator on the BP's premise.) <br> - SLA Mon is co-resident on the same machine as the SAL Gateway. Add $360.00 to cost. Note: SLA Mon will get upgraded, but no additional work will be done on SLA Mon. <br> - Onsite work is required. | |
| B | Functioning software SAL Gateway 2.0, 2.1, 2.2, 2.3 installed on RHEL 6 | $1800.00 During Business Hours. $3000.00 After Business Hours |
|  | Work: <br> - Multi-step upgrade to SAL Gateway 3.0 on the same machine. <br>   o Upgrade JRE as part of this multi-step upgrade, as necessary. <br> - Install latest service pack. <br> - Spot check connectivity and alarming using Healthcheck or other method to validate upgrade. <br> Conditions: <br> - Machine must meet the hardware and software requirements. If not, new machine must be built (see scenario C/G). <br> - The SAL Gateway being upgraded must be a functioning SAL Gateway that is communicating with the Avaya concentrators: remote.sal.avaya.com and secure.alarming.avaya.com (if alarming is enabled). <br> - Customer must pre-confirm network connectivity through their firewall or web proxy, from the SAL | |

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|  | Gateway to these four (4) destinations.<br>- Customer must provide remote connectivity to the SAL gateway to upgrade.<br>Additional charges apply if:<br>- SAL Gateway is connected to a BP concentrator and Avaya must coordinate efforts with BP.  Add $720.00 to cost.  (SAL Gateway is connected to BP concentrator salpartnerGW.sal.avaya.com or some other BP concentrator on the BP's premise.)<br>- SLA Mon is co-resident on the same machine as the SAL Gateway.  Add $360.00 to cost.  Note: SLA Mon will get upgraded, but no additional work will be done on SLA Mon.<br>- Onsite work is required. |  |

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| C, G | Any functioning SAL Gateway 2.5 on RHEL 5 (new server/VM using back-up & restore) | $1800.00 During Business Hours.<br>$3000.00 After Business Hours |

Work:
- Back up SAL Gateway 2.5 configuration.
- Install SAL Gateway 3.0 on a new physical or virtual server provided by the customer or on the ADS 3.0 OVA.
   o Restore SAL Gateway 2.5 configuration to SAL Gateway 3.0 during installation.
- Install latest service pack.
- Flash cut from SAL Gateway 2.5 to SAL Gateway 3.0.
- Spot check connectivity and alarming using Healthcheck or other method to validate upgrade.

Conditions:
- Customer must provide one of the following:
   o A physical or virtual server that meets the planning and initial setup requirements – all of chapter 3, with the exception of registering the SAL Gateway.
   o ADS 3.0 OVA deployed on the customer's VMware hypervisor or AVP Medium server.
- In either of the above cases, the machine must have a temporary IP address for staging, but must use the same IP address as the SAL Gateway being replaced after cutover.
- The new SAL Gateway must use the same SEID as the SAL Gateway being replaced, which means that both SAL Gateways cannot be online at the same time with the same SEID.
- The SAL Gateway being migrated is a functioning SAL Gateway that is communicating with the Avaya concentrators: remote.sal.avaya.com and secure.alarming.avaya.com (if alarming is enabled).
- Customer must pre-confirm network connectivity through their firewall or web proxy, from the SAL Gateway to these four (4) destinations.
- Customer must provide remote connectivity to the SAL gateway to upgrade.

Additional charges apply if:
- SAL Gateway is connected to a BP concentrator and Avaya must coordinate efforts with BP.  Add $720.00 to cost.  (SAL Gateway is connected to BP concentrator salpartnerGW.sal.avaya.com or some other BP concentrator on the BP's premise.)
- Onsite work is required.

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| D, H | Any functioning SAL Gateway 2.x (not 2.5) on RHEL 5 (new server/VM using export & import) | $2160.00 During Business Hours.<br>$3600.00 After Business Hours |

Work:
- Install SAL Gateway 3.0 on a new physical or virtual server provided by the customer or on the ADS 3.0 OVA.
- Install latest service pack.
- Export the managed elements from SAL Gateway 2.x and import to SAL Gateway 3.0.
- Flash cut from SAL Gateway 2.x to SAL Gateway 3.0.
- Spot check connectivity and alarming using Healthcheck or other method to validate upgrade.

Conditions:
- Customer must provide one of the following:
   o A physical or virtual server that meets the planning and initial setup requirements – all of chapter 3, with the exception of registering the SAL Gateway.

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| | o   ADS 3.0 OVA deployed on the customer's VMware hypervisor or AVP Medium server.<br>- In either of the above cases, the machine must have a temporary IP address for staging, but must use the same IP address as the SAL Gateway being replaced after cutover.<br>- The new SAL Gateway must use the same SEID as the SAL Gateway being replaced, which means that both SAL Gateways cannot be online at the same time with the same SEID.<br>- The SAL Gateway being migrated is a functioning SAL Gateway that is communicating with the Avaya concentrators: remote.sal.avaya.com and secure.alarming.avaya.com (if alarming is enabled).<br>- Customer must pre-confirm network connectivity through their firewall or web proxy, from the SAL Gateway to these four (4) destinations.<br>- Customer must provide remote connectivity to the SAL gateway to upgrade.<br>Additional charges apply if:<br>- SAL Gateway is connected to a BP concentrator and Avaya must coordinate efforts with BP.  Add $720.00 to cost.  (SAL Gateway is connected to BP concentrator salpartnerGW.sal.avaya.com or some other BP concentrator on the BP's premise.)<br>- Onsite work is required. | |
| E | Functioning Services-VM 1.0 or 2.0 or 3.0 on System Platform 6.2.x or later | $1080.00 During Business Hours.<br>$1800.00 After Business Hours. |
| | Work:<br>- Upgrade to Services-VM 4.0 (which contains SAL Gateway 3.0) on same System Platform.<br>- Install latest service pack.<br>- Spot check connectivity and alarming using Healthcheck or other method to validate upgrade.<br>Conditions:<br>- System Platform is release 6.2.x or later, and new SVM will remain on that System Platform.<br>- The SAL Gateway being upgraded is a functioning SAL Gateway that is communicating with the Avaya concentrators: remote.sal.avaya.com and secure.alarming.avaya.com (if alarming is enabled).<br>- Customer must pre-confirm network connectivity through their firewall or web proxy, from the SAL Gateway to these four (4) destinations.<br>- Customer must provide remote connectivity to the SAL gateway to upgrade.<br>- Per PSN 005066u: For continuity, an upgrade from Services-VM 1.0/2.0/3.0 to Services-VM 4.0 is permitted even if the number of managed elements is greater than 15.  But after the upgrade no additional managed elements may be added beyond 15.  Even if one managed element is removed with the intent to add another in its place, the software does not permit this if the number of managed elements is 15 or greater.<br>Additional charges apply if:<br>- SAL Gateway is connected to a BP concentrator and Avaya must coordinate efforts with BP.  Add $720.00 to cost.  (SAL Gateway is connected to BP concentrator salpartnerGW.sal.avaya.com or some other BP concentrator on the BP's premise.)<br>- Onsite work is required. | |
| F | Functioning small SAL 2.5 OVA | $1440.00 During Business Hours.<br>$2400.00 After Business Hours |
| | Work:<br>- Migrate small SAL 2.5 OVA to small SAL 3.0 OVA on same AVP.<br>- Install latest service pack.<br>- Spot check connectivity and alarming using Healthcheck or other method to validate upgrade.<br>Conditions:<br>- AVP is release 7.x, and new small OVA will remain on that AVP.<br>- The SAL Gateway being upgraded is a functioning SAL Gateway that is communicating with the Avaya concentrators: remote.sal.avaya.com and secure.alarming.avaya.com (if alarming is enabled).<br>- Customer must pre-confirm network connectivity through their firewall or web proxy, from the SAL | |

Gateway to these four (4) destinations.
- Customer must provide remote connectivity to the SAL gateway to upgrade.
- For continuity, a migration on Appliance Virtualization Platform (AVP) from the Small SAL 2.5 OVA to the Small SAL 3.0 OVA using the small OVA procedures is permitted even if the number of managed elements is greater than 15.  But after the migration no additional managed elements may be added beyond 15.  Even if one managed element is removed with the intent to add another in its place, the software does not permit this if the number of managed elements is 15 or greater.

Additional charges apply if:
- SAL Gateway is connected to a BP concentrator and Avaya must coordinate efforts with BP.  Add $720.00 to cost.  (SAL Gateway is connected to BP concentrator salpartnerGW.sal.avaya.com or some other BP concentrator on the BP's premise.)
- Onsite work is required.

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