Upgrading Different CM Suites/Editions

**Audience:** Customer / Partner

**Module Scope:** This process shows how to upgrade CM when you have more than one Edition active.
Communication Manager Suites/Editions

- Communication Manager has different offers available for purchase:
  - Foundation
  - Core
  - Power
  - Mobile

Pre-requisite: Please ensure the following before you proceed with the upgrade:
  - Upgrade order has been placed either for PAID or ENTITLED upgrade design depending on the maintenance coverage that customer has with Avaya
  - In case of ENTITLED upgrades, please ensure that PLDS shows the necessary U/A entitlements against the Sold To where the licenses are

- Few points to keep in mind:
  - Entitled Upgrade to Foundation suite in PLDS does not need an upgrade LAC for validation and hence the LAC will not show records for the entitled upgrade codes
  - Upgrades to Core, Power or Mobile have two sets of upgrades in PLDS i.e. PAID and ENTITLED
  - PAID upgrades are to be designed when customer does not have U/A coverage with Avaya
  - ENTITLED upgrades are to be designed when customer has U/A coverage with Avaya
What happens when 2 or more Editions are active on the same server

- As we saw on the previous slide, each Edition has different upgrade offers available which means they have different Upgrade Jobs on PLDS to execute the process.
- Because of this you won’t be able to upgrade different Editions together at the same time.

There are 2 ways of achieving the upgrade for different Editions:

- De-activating the Stations for 1 of the Editions, upgrading the one you left on the Host and then activating/upgrading the Stations you deactivated
- Re-hosting the Stations to a Dummy server, upgrading each System and then re-hosting back.
Deactivating the Stations:

- Go to Activation -> View Activation Records -> Search for the Host:
- In the Options menu click on De-Activate
Click “Next” on the first screen. Then go to the Stations you want to de-activate, put the total number of Stations and copy the LAC or Entitlement ID to have for later on.

As you can see on the example, the customer has 30 Core Stations and 870 Foundation Stations – we chose to de-active the 30 Core Stations.

Finish the de-activation process and you’ll see this screen where you can click on View Activation Record and Download Software and it’ll take you back to the Host.
Entitled Upgrade

On the Activation Record click on **Upgrade** and **Next** on the following screen.

![View Activation Record](image)
Entitled Upgrade

We recommend Upgrading Foundation first as it is a “Free Upgrade” meaning it does not require an upgrade LAC for validation. Once applied here you click next until the end of the process.
Activating and Upgrading Stations:

Once the Foundations are active and upgraded you will go to **Activation – Activate** -> paste the LAC of the Core Stations and select **Communication Manager** from the Application drop down to narrow the search; then click **Activate**, it will ask you for the Host ID or License host.
Click **Next** on the first screen and then you’ll need to select the Core upgrade Job Aid corresponding to your system. In this case is R6/R7 to Core and Entitled because customer has maintenance.

You select the LAC as seen below and click next till the process is finished.

Once finished your this host will have 30 R8 Core Stations and 870 R8 Foundation Stations.

![Upgrade Path Selection](image-url)
Re-Hosting to upgrade

Go to Activation → Rehost/Move -> put in the Host ID and search.

Once found click on Rehost/Move:
It will ask you for the Host ID you want to move licenses to.

We already have a Dummy server but you can create it at this point if you don’t by selecting **Add a License Host**:
At this point you’ll need to enter the total amount of licenses you want to move, in this case the 30 Core Stations then click Next till the process is over.

Once you have each Edition on a different server you upgrade them both separately: the original one to Foundation 8 and the Dummy one to Core R8 (same way we saw before).

When both upgrades are completed you can re-host back from the Dummy to the real one.

Note: if your system has Call Center too, that’s upgraded on a different process and always after CM has been upgraded.