Avaya Product Licensing Delivery System (PLDS)
Introduction & Overview

20th March 2015
Agenda

- PLDS Introduction - General Navigation only
- Obtaining access to the PLDS tool
- Making sure you can access your customers records
- Locating your customer license order
- Activating your customer licenses
- Viewing Activation Records
- Downloading Software from PLDS
- Upgrades
- Reports
- Topics for further learning
- PLDS Help & Support
- Avaya Licensing, Terms and Definitions
Intent and Scope

- This module covers general PLDS navigation
- PLDS has many capabilities far beyond those items mentioned here.
- Full training for PLDS implementation can be found at: PLDS Training
## Actions a Partner/End Customer can do on PLDS

<table>
<thead>
<tr>
<th>Activity Type</th>
<th>Description</th>
<th>Business Partner</th>
<th>End Customer</th>
</tr>
</thead>
<tbody>
<tr>
<td>License Host Transfer</td>
<td>License host transfers changes the license entitlement ownership, but does not impact license activation. Therefore, license host transfers do not require a license file re-delivery or installation</td>
<td>Allowed</td>
<td>*Not Allowed</td>
</tr>
<tr>
<td>License Entitlement Transfer at time of activation</td>
<td>Move of license entitlement to another-existing group (Hierarchies)</td>
<td>Allowed</td>
<td>*Not Allowed</td>
</tr>
<tr>
<td>License Entitlement Transfer at time after activation</td>
<td>Move of license entitlement to another existing group (Hierarchies)</td>
<td>Allowed</td>
<td>*Not Allowed</td>
</tr>
<tr>
<td>Host ID Changes on a License Host</td>
<td>Same license host name, but supported on hardware with a different MAC address.</td>
<td>Allowed</td>
<td>Allowed</td>
</tr>
<tr>
<td>License Regeneration</td>
<td>Involves recreating an existing license file.</td>
<td>Allowed</td>
<td>Allowed</td>
</tr>
<tr>
<td>License Deactivation</td>
<td>Returns previously activated license to a pool of available licenses.</td>
<td>Allowed</td>
<td>Allowed</td>
</tr>
<tr>
<td>License activation move between license hosts</td>
<td>Changes the activation of a license entitlements from one license host to another without changing group ownership</td>
<td>Allowed</td>
<td>Allowed</td>
</tr>
</tbody>
</table>

* End-customer users that have signed-up for Global Support Advantage are provided an enhanced PLDS profile that gives them access to this transaction
Hierarchies

The “Siebel” or “Services” hierarchy

- Because customers and partners do not necessarily want to be limited to servicing their sold-to list the same way that Avaya sells to them, there is a secondary hierarchy, the “Siebel” or “Services” hierarchy (a number starting with 777*) that can be manually created.
- This allows customers to define access control independent of sales / legal
- Within PLDS this allows movement between Sold/FL No.s amongst the same group of companies. In PLDS Sold-To’s linked to a Hierarchical Node we call Parent Company ID
- To request a new hierarchy or to ask to have a Sold To moved under an specific Siebel / Services hierarchy a request to ITSS is required
- External users can call Avaya IT to raise a request, partners can also raise IT tickets at: www.avaya.com/partner-itss

**Important**: the term Sold to is used in US, for the rest of the world the Sold to is in fact a Functional Location (FL) or Ship to number. For the present document the term Sold to / FL / Ship to represents the same entity.
PLDS Introduction
Product Licensing and Delivery System (PLDS)

- PLDS is used to manage end customers licenses, support entitlements and allows the download of Avaya software.

- Below are actions partners can perform in PLDS. A Job aid is available for each action at the PLDS training link on the Avaya Portal.

- As a partner you will be most concerned with the following actions in PLDS
  - Obtaining access to the PLDS tool
  - Locating/Searching for your customer license order
  - Activating your customer licenses
  - Downloading software
  - Viewing Activation Records
  - Upgrades
  - Reports
New System Order Flow:

1. Partners place order containing licenses with distributor. Distributor returns SAP order number to partner.

2. PLDS sends a customer e-mail notification of new license entitlements with License Activation Code (LAC)

3. Customer clicks on link in e-mail to access PLDS

4. Customer uses LAC to activate license entitlements and downloads license file

PLDS (plds.avaya.com)

- Database of customer license and support entitlements
  - Automated SAP order feed with mapping of material codes to license/support entitlements
  - Customer e-mail notification of new entitlements with License Activation Code (LAC)

- License Management
  - License activation and license file delivery
  - License upgrades (paid or pre-paid)
  - License moves and re-hosts

- Software downloads
  - Product software
  - Upgrades & service packs
Obtaining access to PLDS (Registering)
PLDS Access Overview (Partners only)

- Access to Avaya Web Applications (including PLDS) is via SSO.
- Partners must have an SSO Login apply at [https://sso.avaya.com](https://sso.avaya.com)
- Request PLDS access by selecting the “Role” that is associated with the type of access you need in the application.
- The SSO Toolbox is accessed via two routes:
  - MY PROFILE at [support.avaya.com](http://support.avaya.com)
  - View/Request Roles from [https://sso.avaya.com](https://sso.avaya.com)
- Select
  - View/Request Roles then check the box for PLDS User, this will provide access to PLDS. Note this may take up to 24 hours to process.
Request Access to PLDS

- An SSO log-in is required
- Click My Profile link from the Avaya Support site.— support.avaya.com
Request Access to PLDS

- If you logged in directly to [https://sso.avaya.com](https://sso.avaya.com) you will land here

Click View/Request Roles
Request Access to PLDS

Check the box for PLDS user and click Save
Obtaining Access to Customer Licenses
Accessing Customer Records

- When Partners order customer licenses they will have access to PLDS licenses your dealership has ordered.

- It is good practice to obtain access to customer records whether you sold the licenses or are servicing a customer with licenses sold by another partner.

- Make sure you have access to the customer records
  - Use the Avaya Customer Authorization Tool (CAT)
    - **PLDS Delegated Administration via CAT Tool is required to gain access to records for which the business partner was not a selling party** For Example:
      1. Licenses sold by another partner, or ordered by customer directly on Avaya.
      2. Upgrade entitlements, both paid and pre-paid (e.g. +U) when sold by another partner or ordered by customer directly on Avaya.
      3. Existing license hosts to which none of the activated licenses were sold by the partner.

Training may be found here:
  - [CAT Tool Training Link](#)
Customer Authorisation Tool – CAT

https://support.avaya.com/loa/

- *If you do not have access to the customer site you will **NOT** be able access the site in PLDS*

- Partners are able to see and export to excel their sold to list by going to:
  - BP Sold to Look Up Tool (*Not available for Avaya personnel*)
    https://support.avaya.com/support/bpLookup.action
  - or checking on your SSO page or searching on PLDS

<table>
<thead>
<tr>
<th>BP Link ID</th>
<th>Avaya Sold To</th>
<th>Customer Name</th>
<th>Nortel Site ID</th>
<th>Address</th>
<th>City</th>
<th>Providence/State</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>2756</td>
<td>0051363741</td>
<td>Westminster Test Account</td>
<td>1300 W 120th Ave</td>
<td>Westminster, Colorado</td>
<td>USA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2756</td>
<td>0005330367</td>
<td>Test</td>
<td>NT1109830</td>
<td>1234 TEST LN TEST KRW</td>
<td>SALT LAKE CITY, Utah</td>
<td>USA</td>
<td></td>
</tr>
</tbody>
</table>

- *Further details can be found on:*
Service Coordinator (Service Mode)

- Partners have access to licenses and entitlements they have sold, to see entitlements purchased directly or from other business partners, you must enter Service Coordinator mode.
Locating Customer License Order in PLDS
Information you need to find customer licenses

- An SAP number comes back from your distributor when your order is complete and accepted by Avaya. Check with your sales team or purchasing team for the SAP number.

- A LAC is generated via e-mail from PLDS. The e-mail address for the sending the LAC is on your PO to your distributor. Again check with your sales team or purchasing department for the LAC e-mail.

- Confirm license availability right after the order comes back from distribution. Ensure access to licenses is available prior to installation.
View Entitlements

- Licenses are located for a customer using the menu option (View Entitlements)
- View entitlements shows what a customer owns and includes licenses (installed and not installed) and software entitlements
- View Entitlements can also be used for searches using SAP order number, LAC
- More advanced searches can be completed using the sold-to number of the customer or the customer name.
Log into PLDS

- [https://plds.avaya.com](https://plds.avaya.com)
- Log in using your Avaya SSO credentials
Service Coordinator (Service Mode)

- Partners have access to licenses and entitlements they have sold, to see entitlements purchased directly or from other business partners, you must enter Service Coordinator mode.

Click Change on the Standard Mode option within the left hand navigation.
View Entitlements

- Click Assets
View Entitlements

- Then click View Entitlements
View customer license entitlements by LAC

To view Guardian SFDR related entitlements, click on [Advanced Search] and select YES in the Guardian SPDR field. When the results list is displayed, scroll through the list. To display additional search criteria, click Advanced Search. Click here for additional Search Tips.

%indicates wildcard search

<table>
<thead>
<tr>
<th>%Company:</th>
</tr>
</thead>
<tbody>
<tr>
<td>%Group name:</td>
</tr>
<tr>
<td>%Group ID:</td>
</tr>
<tr>
<td>%LAC: 14BZ59486A498D4C527BFDB0</td>
</tr>
<tr>
<td>Application:</td>
</tr>
<tr>
<td>Product:</td>
</tr>
<tr>
<td>Status: Available or Active</td>
</tr>
</tbody>
</table>

Click Search Entitlements

Insert LAC here
View Entitlements of licenses via LAC

To display additional search criteria, click Advanced Search. Click here for additional Search Tips.

% indicates wildcard search

<table>
<thead>
<tr>
<th>%Company</th>
<th>%Group name</th>
<th>%Group ID</th>
<th>%LAC</th>
<th>Application</th>
<th>Product</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>14EZ95486A49604C5278FDB0</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Application: (Cannot display the entire list. To filter the list, type the value.)

Status: Available or Active

Search Entitlements [Advanced Search]

Showing: 1-4 of 4  View Asset Dashboard  Download results (Up to 250 rows)

<table>
<thead>
<tr>
<th>Options</th>
<th>Entitlement</th>
<th>Company</th>
<th>Group Name-ID</th>
<th>Application</th>
<th>Product</th>
<th>Product ID</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>View</td>
<td>View Activation Record 4060529</td>
<td>SIERRA HOLDINGS CORP</td>
<td>AVAYA INC/AVAYA TRY AVAYA PROGRAM-3423806</td>
<td>Customer Interaction Express</td>
<td>Enables up to 30 Active Agents</td>
<td>308493</td>
<td>IP OFFICE R9 IPO C</td>
</tr>
<tr>
<td>View</td>
<td>View Activation Record 4060530</td>
<td>SIERRA HOLDINGS CORP</td>
<td>AVAYA INC/AVAYA TRY AVAYA PROGRAM-3423806</td>
<td>Customer Interaction Express</td>
<td>Voice and Extended Voice Users</td>
<td>308495</td>
<td>IP OFFICE R9 IPO C</td>
</tr>
<tr>
<td>View</td>
<td>View Activation Record 4060531</td>
<td>SIERRA HOLDINGS CORP</td>
<td>AVAYA INC/AVAYA TRY AVAYA PROGRAM-3423806</td>
<td>Customer Interaction Express</td>
<td>Multi-Channel Agents</td>
<td>308496</td>
<td>IP OFFICE R9 IPO C</td>
</tr>
<tr>
<td>View</td>
<td>View Activation Record 4060532</td>
<td>SIERRA HOLDINGS CORP</td>
<td>AVAYA INC/AVAYA TRY AVAYA PROGRAM-3423806</td>
<td>Customer Interaction Express</td>
<td>POCC Supervisors</td>
<td>308497</td>
<td>IP OFFICE R9 IPO C</td>
</tr>
</tbody>
</table>

Showing: 1-4 of 4  View Asset Dashboard  Download results (Up to 250 rows)
View Entitlement using SAP number

- Log into PLDS as shown earlier
- Click on View Entitlements as shown earlier
View Entitlements via SAP number
SAP Search

% indicates wildcard search

- Company:
- Group name:
- Group ID:
- LAC:
- Application:
- Product:
- Status: Available or Active

Advanced search criteria:

- Entitlement ID:
- Entitlement type:
- Start date: to: (ex. Mar 4, 2014)
- Expiry date: to: (ex. Mar 4, 2014)
- Customer PO #:
- Guardian SPDR:
- Entitlement Usage:
- Material Code Description:
- Price List:
- SID:
- Sales/Contract #: 12391234
- Sales/Contract Qty:
- Source System:
- Material Code:
- % Product ID:

Search Entitlements

Insert SAP number into Sales/Contract# field
View Entitlements by SAP number

To view Guardian SPDR related entitlements, click on [Advanced Search] and select YES in the Guardian SPDR field. When the results list is displayed, scroll to the right to see the Support End Date and the Guardian SPDR flag.

To display additional search criteria, click Advanced Search. Click here for additional Search Tips.

%-indicates wildcard search

<table>
<thead>
<tr>
<th>Company</th>
<th>Group name</th>
<th>Group ID</th>
<th>LAC</th>
<th>Application</th>
<th>Product</th>
<th>Status</th>
</tr>
</thead>
</table>

(Cannot display the entire list. To filter the list, type the value.)

<table>
<thead>
<tr>
<th>Options</th>
<th>Entitlement</th>
<th>Company</th>
<th>Group Name-ID</th>
<th>Application</th>
<th>Product</th>
<th>Product ID</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>View</td>
<td>View</td>
<td>SERRA HOLDINGS CORP</td>
<td>AVAYA NO/AVAYA TRY AVAYA PROGRAM-3423806</td>
<td>Customer Interaction Express</td>
<td>Enables up to 30 Active Agents</td>
<td>306493</td>
<td>IP OFFICE R9</td>
</tr>
<tr>
<td>View</td>
<td>View</td>
<td>SERRA HOLDINGS CORP</td>
<td>AVAYA NO/AVAYA TRY AVAYA PROGRAM-3423806</td>
<td>Customer Interaction Express</td>
<td>Voice and Extended Voice Users</td>
<td>306495</td>
<td>IP OFFICE R9</td>
</tr>
<tr>
<td>View</td>
<td>View</td>
<td>SERRA HOLDINGS CORP</td>
<td>AVAYA NO/AVAYA TRY AVAYA PROGRAM-3423806</td>
<td>Customer Interaction Express</td>
<td>Multi-Channel Agents</td>
<td>306496</td>
<td>IP OFFICE R9</td>
</tr>
<tr>
<td>View</td>
<td>View</td>
<td>SERRA HOLDINGS CORP</td>
<td>AVAYA NO/AVAYA TRY AVAYA PROGRAM-3423806</td>
<td>Customer Interaction Express</td>
<td>PCOC Supervisors</td>
<td>306497</td>
<td>IP OFFICE R9</td>
</tr>
</tbody>
</table>

Showing: 1-4 of 4

Download results (Up to 250 rows)
Locating Licenses Summary

- Once license entitlements have been verified you may move to activation and installation.
- Note, you can check for license entitlements as soon as the LAC e-mail comes in or SAP number is provided from your Distributor.
- It is poor installation practice to wait until the day of the cutover to check for licenses.
Activating Entitlements in PLDS
Licenses are activated in PLDS

- When the license is ordered, the material codes that make up the license entitlements are transmitted to PLDS from the SAP ordering system.
- The licenses (entitlements) are then activated onto a host defined in PLDS.
- The license file is then e-mailed from PLDS.
PLDS Quick Activation

- The method used in this training is called the Quick Activation method
- Quick Activation uses the LAC from the PLDS LAC e-mail
- It is imperative that partners ensure that installers have access to the LAC e-mail
- Note: There are several methods that can be utilized to activate PLDS licenses. Additional methods are available on the PLDS training site mentioned earlier in this deck
Quick Activation

- Log into PLDS
- https://plds.avaya.com
- Log in using your Avaya SSO credentials
Quick Activation from PLDS Home Screen

- From the Quick Activation screen on the PLDS Home screen, enter the LAC then click on Activate.

---

### Quick Activation

To begin the activation process, provide the License Activation Code (LAC), then click Activate. The License Host for the activation can also be provided.

**LAC(s):** 14BZ59486A498D4C527BFDB0

**License Host:**

- **Activate**
- **View Activation Record**
- **Rehost/Move**
- **Regenerate License/Key**

---

### Asset Mgmt

<table>
<thead>
<tr>
<th>Asset Mgmt</th>
<th>Activation Mgmt</th>
<th>Reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asset Dashboard</td>
<td>Activation Dashboard</td>
<td>Reports</td>
</tr>
<tr>
<td>View Entitlements</td>
<td>View Activation Record</td>
<td></td>
</tr>
<tr>
<td>Move Entitlements</td>
<td>Activate</td>
<td></td>
</tr>
<tr>
<td>More...</td>
<td>More...</td>
<td></td>
</tr>
</tbody>
</table>

---

### Administration

- My Users
- My Company
- Manage Groups
- More...

---

Add more LACs

Enter the LAC here

Then click Activate

---

Avaya – Proprietary. Use pursuant to your signed agreement or Avaya policy.
Choose or Add the License host

- Set up a new license host for the new installation
- If existing, choose the license host for the licenses by search then selection
Creating a new host in PLDS

- Use a logical name for the host so you can refer to it later by name
- Partners create license hosts, not Avaya, so it would be prudent to evolve a naming convention in your dealership for hosts naming
- Partners can also insert Mac Address or serial No
Check Registration

- Make sure customer detail is correct then hit “next”
- In most cases this information is correct, this step is a tool formality
- If not correct, contact your sales team it will not impact activation but should not be ignored either.
Activate the licenses

Enter the required information and then click Next. ATTENTION: If you have one WebLM Host Server, do NOT create a new Host in PLDS with the same Host ID, instead, activate the entitlement WebLM Server Properties page. Click here for more information on the Host ID.

<table>
<thead>
<tr>
<th>License Host</th>
<th>License Host Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer-A</td>
<td>* Host ID (format XX-XX-XX-XX-XX-XX): 08-00-2b-12-34-56</td>
</tr>
</tbody>
</table>

Enter the MAC address of the WebLM server

Click Activate all to activate all licences on the order

<table>
<thead>
<tr>
<th>Customer Interaction Express</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qty</td>
</tr>
<tr>
<td>-----</td>
</tr>
<tr>
<td>1</td>
</tr>
<tr>
<td>5</td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td>10</td>
</tr>
</tbody>
</table>

Then click Next
Finish the license activation and e-mail license file

**Activate Entitlements**

- Quick Activation
- Register
- Activate
- Confirm

**Legal Notice**

The Avaya EULA must be accepted in order to complete this transaction.

**Confirmation Information**

To send the Activation Record with License/Key, enter the e-mail addresses in the field below. Use commas to separate multiple addresses.

- Result output: 
  - Do not email Activation Record to registered user
  - Email and key files
- Email to: bill@AvayaPartner.com
- Language: English
- Comments: License file for Customer A IPOCC System

**Notes for this transaction**

Add any notes to record against the transaction in the Notes field. Notes will not be included in the e-mail.

- Notes: Avaya Internal Notes
- Customer A IPOCC license installation

Put notes into PLDS

Click Finish

Put in the e-mail you want the license file sent

Put in relevant notes
Finished license file activation
### Installed license summary for License Host

**License Host Summary**

License Host information includes any entitlements activated on the License Host.

**License Host:** Customer-A IPOCC License Host  
**Host ID:** 08-00-2b-12-34-56

Showing: 1-4 of 4

<table>
<thead>
<tr>
<th>Customer Interaction Express</th>
<th>Qty</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Activated Products</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IP OFFICE R9 IPO CONTACT CENTER BASE IP500 V2 LIC:DS</td>
<td>1</td>
<td>for a production license</td>
</tr>
<tr>
<td>Product ID: 306493; Enables up to 30 Active Agents; Version: 3; License</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IP OFFICE R9 IPO CONTACT CENTER MULTICH AGT LIC</td>
<td>5</td>
<td>for a production license</td>
</tr>
<tr>
<td>Product ID: 306496; Multi-Channel Agents; Version: 3; License</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IP OFFICE R9 IPO CONTACT CENTER SPV LIC</td>
<td>3</td>
<td>for a production license</td>
</tr>
<tr>
<td>Product ID: 306497; IPOCC Supervisors; Version: 3; License</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IP OFFICE R9 IPO CONTACT CENTER VOICE AGENT LIC</td>
<td>10</td>
<td>for a production license</td>
</tr>
<tr>
<td>Product ID: 306495; Voice and Extended Voice Users; Version: 3; License</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Showing: 1-4 of 4

[Close]
Viewing Activation Records
Viewing Activation Records

➢ In Activation Menu select – View Activation Records
Viewing Activation Records

- 1. Insert Host ID / Group ID
- 2. Select Search Activation Record
- 3. Select View

1. Search using Host ID, Group ID
2. Select Search Activation Record
3. Select View
View Activation Record

- Select relevant tab - Ex. Transactions
Download Software from PLDS
Download Software from PLDS

- To download software from PLDS
  - Select Assets
  - Select View downloads (Dot.Releases, Service Packs etc)
Download Software from PLDS

- Search for Company name

Search Companies

Use this page to search for and select the company you want to use. You can search for the company based on the name, ID, type, or status. To display additional criteria, click Advanced Search. After providing search criteria, to display a list of companies, click Search Companies. To select the company, click its Select link. Click here for additional Search Tips.

%Name: %Peps/%

ID:

Type: [Dropdown]

Status: Active

Search Companies  Cancel  [Advanced Search]
Download Software from PLDS

- Select Download Name of required software
- Search Downloads
Upgrades
PLDS Upgrades

- For Upgrades select Activation Menu
  - Select upgrades
PLDS Upgrades

- Insert Host ID
- Select Upgrade
- Upgrade allowed if Maintenance contract in place
- LAC is generated during upgrade process

1. Insert Host ID
2. Select Upgrade

To search activation records, provide search criteria, then click Search Activation Records. To display additional search criteria, click Advanced Search. Click here for additional Search Tips.

<table>
<thead>
<tr>
<th>License Host</th>
<th>Host ID</th>
<th>Upgrade Paths</th>
</tr>
</thead>
<tbody>
<tr>
<td>JOHN TEST</td>
<td>12-23-34-45-56-87</td>
<td>Avaya Proactive Contact to R5 Paid Upgrade Master2</td>
</tr>
</tbody>
</table>
Reports
Topics for further learning in PLDS
Further Training

- This deck is a basic PLDS navigation course for partners
- Full training for using PLDS for implementation can be found at: PLDS Training

PLDS Topics for further study

- De-Activating a license file
- Re-hosting
- Regenerating a license file
PLDS Questions & Support
Where To Find Information?

- Global Registration Tool [https://grt.avaya.com](https://grt.avaya.com)
- SSO Access: [https://sso.avaya.com/](https://sso.avaya.com/)
- Full training for using PLDS for implementation can be found at: [PLDS Training](https://plds.avaya.com)
- PLDS Access: [https://plds.avaya.com](https://plds.avaya.com)
- CAT Access: [CAT Tool Training Link](https://adi.avaya.com)
- ADI - Home page: [https://adi.avaya.com](https://adi.avaya.com)/
  - Link above has info on How to register, FAQ and also comprehensive ADI training powerpoint
  - To Add users: Each company using Avaya Direct will have at least one admin user set up. This user can add new users and maintain existing users, reference links above on ADI home page

PLDS Support

Avaya Level 1 team
- Open a support ticket
- Request status of a ticket
- Escalate a ticket
- Request Emergency after hours PLDS support

By phone
1-866-282-9248 US
+44-1483-309-800 EMEA
+49 69 7505 1234 Germany
1-720-444-0130 Canada, APAC and CALA

Avaya Level 2 team

Avaya Level 3 team

Issue Resolved

If the issue is business critical, announce that to the agent.
Avaya Licensing

Terms and Definitions
## Terms used in PLDS (used on view entitlements)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Options</td>
<td>Actions to view the activation record or to download the license</td>
</tr>
<tr>
<td>Entitlement</td>
<td>PLDS entitlement reference number, unique to PLDS not an SAP number used for searches</td>
</tr>
<tr>
<td>Company</td>
<td>Company name or parent company name</td>
</tr>
<tr>
<td>* Group Name-ID</td>
<td>Sold-to customer name</td>
</tr>
<tr>
<td>Application</td>
<td>Name of Application being licensed</td>
</tr>
<tr>
<td>Product</td>
<td>The name of the specific license</td>
</tr>
<tr>
<td>Product ID</td>
<td>Material code of the specific license</td>
</tr>
<tr>
<td>Title</td>
<td>Avaya SAP description of license (Long version)</td>
</tr>
<tr>
<td>Version</td>
<td>Version of software license</td>
</tr>
<tr>
<td>Entitlement Type</td>
<td>License, upgrade license, download, prepaid entitlements, etc…</td>
</tr>
<tr>
<td>Total Quantity</td>
<td>Total quantity of licenses (note may be multiple entries if placed on different orders)</td>
</tr>
<tr>
<td>Available Quantity</td>
<td>Of the total quantity, how many have not been activated.</td>
</tr>
<tr>
<td>Status</td>
<td>Available (ready to be activated), Active (have been activated)</td>
</tr>
<tr>
<td>LAC</td>
<td>License Activation Code – Code issued back to SAP when PLDS accepts the order</td>
</tr>
<tr>
<td>Purchasing Company</td>
<td>Distributor or Business partner</td>
</tr>
<tr>
<td>Business Partner</td>
<td>Business Partner that placed the order</td>
</tr>
<tr>
<td>Expiration Date</td>
<td>Used for Software Support coverage, upgrade advantage, support advantage, etc..</td>
</tr>
<tr>
<td>* Sales/Contract #</td>
<td>SAP order number of the license order</td>
</tr>
<tr>
<td>Customer PO</td>
<td>This is the Distributor PO</td>
</tr>
<tr>
<td>Guardian SPDR</td>
<td>Yes or blank, determines whether the license is covered by the Guardian Service Pack Dot Release process. Not fully implemented for all products.</td>
</tr>
<tr>
<td>Support End Data</td>
<td>Used with Guardian to identify end support contract date. Not fully implemented.</td>
</tr>
</tbody>
</table>
Question & Answer

Thank You!