Searching Entitlements

This document will show you how to search for entitlements in PLDS.

An entitlement is a set of rights to Avaya's product/s granted by Avaya to a Customer or Business Partner.

There are several different types of entitlements. The entitlement type is based on the type of product the entitlement is created for.
Types of Entitlements:

There are different types of entitlements, representing different types of products.

- License entitlements
  Right to use one or more copies of software
  Users activate license entitlements to create/update activation records

- Maintenance entitlements
  Right to receive upgrades
  May be linked to a specific license entitlement

- Support entitlements
  Right to technical support and service
  May be linked to a specific license entitlement

- Upgrade entitlements
  Used to provide access to an upgrade
  For example, purchasing the upgrade version of software
Go To Assets - View Entitlements

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): [ ]
License Host: [ ]

[Activate][View Activation Record][Rahsh/Move][Regenerate License/Key]

Asset Mgmt
- Asset Dashboard
- View Entitlements
- Move Entitlements
- More...

Administration
- My Profile
- My Users
- My Company
- More

Activation Mgmt
- Activation Dashboard
- View Activation Record
- Activate
- More...

Reports
- Reports
Enter known data in Search Criteria Fields, then click Search Entitlements.

Company is the customer's parent company name, and you may not know how Avaya has this represented in master data. Therefore, we suggest that you use Group ID: which is the customer Functional Location SAP number, or the LAC (License Activation Code), or click Advance Search and enter the SAP order number in the Sales/Contract # field.

View License Entitlements by Functional Location

To search entitlements, provide search criteria, then click Search Entitlements. To display additional search criteria, click Advanced Search. Click here for additional Search Tips.
View customer license entitlements by LAC

To search entitlements, provide search criteria, then click Search Entitlements. To display additional search criteria, click Advanced Search. Click here for additional Search Tips.

%Company: 
%Group name: 
%Group ID: 
%LAC: 14BZ59486A498D4C5278FDDB0
Application: 
Product: 
Status: Available or Active

Insert LAC here

Click Search Entitlements
View customer license entitlements by SAP Order Number

To search entitlements, provide search criteria, then click Search Entitlements. To display additional search criteria, click Advanced Search. Click here for additional Search Tips.

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

Click Advanced Search
View customer license entitlements by SAP Order Number

Insert SAP Order Number into Sales/Contract# field

Click Search Entitlements
Results – Search Entitlements

**Review /Confirm the results**

**Click View to view details**

**Use the Options column to act upon the record**