Splitting License Entitlements

This document will show you how to split available (not yet activated) License entitlements between different Functional Locations (FLs)/Groups in PLDS.
Splitting Entitlements:

- You can split an entitlement among groups within the same company.

- You cannot split entitlements that are Active. You must first deactivate the licenses that you want to split. Once licenses are deactivated, the entitlements will be seen as “Available” and can then be split. After the split is done, entitlements can be activated again.

PLDS Licenses Deactivation Job Aid is available at: https://sales.avaya.com/en/general/product-licensing-delivery-system

- When an entitlement is split, the total quantity of the new entitlements, when added together, must be equal to or less than the original quantity of the entitlement. **Whatever action is taken on the split entitlement is also done to any linked entitlements.**

- If an entitlement created during an automated upgrade job is split, the new entitlements created have the run and job numbers of the original entitlement in their reference numbers.

- An entitlement cannot be split and assigned to a group with an existing entitlement for the same product.
- If group rules at the product level are turned on, you can only select from those groups that do not have a matching product.
Enter known data in Search Criteria Fields, then click **Search Entitlements**.

Company is the customers 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**
Splitting Entitlements

1. Click on the **Options** column next to the appropriate entitlement record
2. Select **Split**
1. Click **Find Group** if many options are available for this customer (a dropdown will appear if the list is small)

2. Select the appropriate Groups to split among

3. Enter the quantities to split

4. Click **Next**
1. Enter clear and detailed notes related to the split for future auditing purposes

2. Click Finish

Remember to update any Software Support contracts and Maintenance agreements to reflect the new sites and quantities for these licenses, otherwise the customer will not be covered under the changes made through this transaction.
Confirm successful Split

Split Entitlement (Entitlement #12023)

Entitlement Split Summary
Date: Apr 15, 2009
Entitlements created: 2
Entitlements modified: 1
Entitlements disabled: 0

Return to previous process