# Buy to Current Job Aid Phase 2

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| **Purpose** | The purpose of this document is to describe the new functionality that enables a customer to buy the current release level (N), including Upgrade Advantage (UA) but allows that customer to download a sellable release level (N or N-1) that best fit their current business needs. |
| **Scope** | Scope applies to UC and CC Portfolios. This includes all direct and indirect customers globally. |
| **Target Audience** | Avaya Associates, Direct Customers and Partners |
| **Acronyms Used** | BTC - Buy to Current  
UA – Upgrade Advantage  
SA – Support Advantage  
A1S – Avaya One Source  
AAMS - Avaya Aura Media Services  
RA codes - Release Agnostic codes |
| **Tools** | User requires access to Product Licensing Delivery System (PLDS).  
[www.plds.avaya.com](http://www.plds.avaya.com)  
User requires access to Avaya One Source Portal to reach the Landing Page.  
Overview

The Avaya One Source Configurator can be now used to quote and order the current release level (N), including Upgrade Advantage (UA) but allow that customer to download a sellable release level (N or N-1) that best fit their current business needs. This helps customers and partners who need/want to purchase R6 with UA.

Customers in green boxes are the ‘Buy-to-Current’ in-scope customers

Solution proposal to enable the buy to current model in the A1S tools

1. Design to Quote
   - To care for customers that need to deploy/install Release N-1, A1S will, in addition to the normal N-1 provisioning rules, overlay Release N software license & SA/UA materials to the Design.
   - The output of the configurator (i.e. the quote & order) will contain:
     - Release N software license & Release N infrastructure enabling codes
     - Release N SA & Upgrade Advantage codes
     - Release N-1 Infrastructure materials (to match what will be installed)
     - Certain Release N-1 software license codes that only exist in Release N-1 (no 1:1 equivalent feature)
     - Release N-1 SA 0$ Tracking codes (per product family)

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2. Order Processing
   - Fusion Middleware maps Release N materials to ‘generic’ Product IDs
   - Generic entitlements generated for each line item
   - LAC # generated & LAC email sent
   - At the License Activation step PLDS enables the user to select the Release software they want to install.
     Also, enables them to upgrade at any time (based on UA).

3. Post Order / Downstream
   - FMW / PLDS Install Base mapping tables/logic enhanced

Design to Quote

- The general approach is to get to the final list of material codes for the quote / order, via a 2-step process within the Design tool:
  - Create a Release N-1 Design ‘business-as-usual’, via user input/selections in the tool.
  - This maps the relevant Release N materials via an automatic process in the tool.

1. Buy to current user inputs

The ‘Buy to Current (BTC)’ functionality is automatically enabled for ‘New’ & ‘Upgrade’ type Designs, but may need user input for ‘Additions’ on release N-1 systems.

i. New and Upgrade Scenarios:
   The Buy to Current offer will be provisioned automatically in ASD/A1SC when the N-1 version of platform/application software is selected and the Design type is either a New System OR Upgrade.

New System Design: When the user selects CM SOLUTION is Release 6 on the Platform page.

Upgrade/Additions Design: When the user selects CM SOLUTION at Release 6 on the Target Platform page (CM Upgrades/ additions)
ii. ‘Additions’ scenario to display user input:

Communication manager BTC question on screen:
For the case of license Additions only, without software upgrade, i.e. when the Existing Release is CM6 and Target platform CM SOLUTION is ‘Same’. Then an additional input will appear under the CM SOLUTION input.

“BTC ELIGIBLE Specify if this customer is eligible for Buy to Current with additions “

Click on the Question symbol next to the field inputs to display HELP text.
NOTE: This will be a required input and will not be defaulted. The User has to select Yes or No. If missed, then there will be an error when the configurator runs. The error messaging will point the user to a link that will bring them to a web-page (with SSO login on PLDS) that will enable them to input the end customer sold-to (F/L) or MAC address or HOST ID to identify their installed system/software. The tool will return a Buy to Current Eligible yes or no answer.

Call Center BTC question on screen:
For the case of license Additions only, an additional input will appear under the CC SOLUTION input. “CC BTC ELIGIBLE Specify if this customer is in Buy to Current format with Call Center”

Session Manager BTC question on screen:
For the case of license Additions only, an additional input will appear under the SM SOLUTION input. “SM BTC ELIGIBLE Specify if this customer is in Buy to Current format with Session Manager”

AES BTC question on screen:
For the case of license Additions only, an additional input will appear under the AES SOLUTION input. “AES BTC ELIGIBLE Specify if this customer is in Buy to Current format with AE Services”
iii. Buy to Current ‘Bypass’:

If the customer is approved to purchase NEW or UPGRADE to Release (N-1) software, e.g. could be a US Government customer when current software has not yet been JRTC certified, then the whole BTC logic can be bypassed via a new password being obtained from Product Management.

Password screen for New Systems with Buy to Current Bypass control:

Password screen for Upgrades/Additions with Buy to Current Bypass control:
2. BTC Eligibility Check

To determine correct response for BTC eligibility click on the link provided in HELP. The following text is displayed.

**BTC ELIGIBLE**

This design is for expansion or additional licenses on a supported release that is not the current software release. A choice needs to be made for quoting/ordering to align with the customer’s existing licensing arrangement. If the customer’s system is only licensed with this release (one release below current) then the appropriate input is ‘No’. If the customer’s system is licensed with both current and N-1, then the appropriate input is ‘Yes’. If you are uncertain for this customer, use the tool at [https://plds.avaya.com/poeticWeb/report/userFavoriteReports.htm](https://plds.avaya.com/poeticWeb/report/userFavoriteReports.htm) to assist with the correct response BTC ELIGIBLE.

Login and navigate to "Reports / Buy to Current Eligibility Report" under "Entitlements Reports".
Input either End Customer Sold-to ID (also called the Functional Location ID or F/L for short) OR Host ID or MAC address.
BTC eligibility is displayed in report with values Yes or No. Please refer the ‘Ordered as BTC’ column to answer the ASD BTC Eligible question for addition designs.

SAMPLE 1:

<table>
<thead>
<tr>
<th>Application</th>
<th>Version</th>
<th>BTC Eligible</th>
<th>Ordered as BTC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Interaction</td>
<td>3</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Communication Manager</td>
<td>0</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Call Center</td>
<td>6</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Communication Manager</td>
<td>6</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Application Enablement</td>
<td>4.0</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>TSAIP</td>
<td>4.0</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>DLO</td>
<td>4.0</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Application Enablement</td>
<td>4.0</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>DLO</td>
<td>4.0</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>IP Office</td>
<td>9</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>IP Office</td>
<td>9</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Avaya Contact Center</td>
<td>7</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

Sterling
United States
20108

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SAMPLE 2:

<table>
<thead>
<tr>
<th>Application</th>
<th>Version</th>
<th>BTC Eligible Application</th>
<th>Ordered as BTC</th>
<th>Host Name</th>
<th>Host ID 1</th>
<th>Host ID 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience Portal / Voice Portal</td>
<td>Any</td>
<td>No</td>
<td>No</td>
<td>00-00-20-CD-97-68</td>
<td>00-00-20-CD-97-68</td>
<td></td>
</tr>
<tr>
<td>Callback Assist</td>
<td>4</td>
<td>No</td>
<td>No</td>
<td>00-00-20-CD-97-68</td>
<td>00-00-20-CD-97-68</td>
<td></td>
</tr>
<tr>
<td>Experience Portal / Voice Portal</td>
<td>7</td>
<td>No</td>
<td>No</td>
<td>00-00-20-CD-97-68</td>
<td>00-00-20-CD-97-68</td>
<td></td>
</tr>
<tr>
<td>Orchestration Designer / Dialog</td>
<td>7</td>
<td>No</td>
<td>No</td>
<td>00-00-20-CD-97-68</td>
<td>00-00-20-CD-97-68</td>
<td></td>
</tr>
<tr>
<td>one-X Mobile / Avaya one-X</td>
<td>6</td>
<td>No</td>
<td>No</td>
<td>00-18-3E-D9-27-61</td>
<td>00-18-3E-D9-27-61</td>
<td></td>
</tr>
<tr>
<td>Communication Manager</td>
<td>6</td>
<td>Yes</td>
<td>Yes</td>
<td>00-18-3E-D9-27-61</td>
<td>00-18-3E-D9-27-61</td>
<td></td>
</tr>
<tr>
<td>Integrated Management</td>
<td>6</td>
<td>No</td>
<td>Yes</td>
<td>00-18-3E-D9-27-61</td>
<td>00-18-3E-D9-27-61</td>
<td></td>
</tr>
<tr>
<td>Application Enablement Services</td>
<td>6</td>
<td>Yes</td>
<td>Yes</td>
<td>00-18-3E-D9-27-61</td>
<td>00-18-3E-D9-27-61</td>
<td></td>
</tr>
<tr>
<td>one-X Agent / IP Agent for Call</td>
<td>9</td>
<td>No</td>
<td>No</td>
<td>00-18-3E-D9-27-61</td>
<td>00-18-3E-D9-27-61</td>
<td></td>
</tr>
<tr>
<td>one-X Communicator</td>
<td>6</td>
<td>No</td>
<td>No</td>
<td>00-18-3E-D9-27-61</td>
<td>00-18-3E-D9-27-61</td>
<td></td>
</tr>
<tr>
<td>Presence Services</td>
<td>6</td>
<td>Yes</td>
<td>Yes</td>
<td>00-18-3E-D9-27-61</td>
<td>00-18-3E-D9-27-61</td>
<td></td>
</tr>
<tr>
<td>one-X Attendant</td>
<td>3</td>
<td>No</td>
<td>No</td>
<td>00-18-3E-D9-27-61</td>
<td>00-18-3E-D9-27-61</td>
<td></td>
</tr>
<tr>
<td>Call Center</td>
<td>6</td>
<td>Yes</td>
<td>Yes</td>
<td>00-18-3E-D9-27-61</td>
<td>00-18-3E-D9-27-61</td>
<td></td>
</tr>
<tr>
<td>Messaging</td>
<td>6</td>
<td>No</td>
<td>No</td>
<td>00-18-3E-D9-27-61</td>
<td>00-18-3E-D9-27-61</td>
<td></td>
</tr>
<tr>
<td>Application Enablement Services</td>
<td>6</td>
<td>Yes</td>
<td>Yes</td>
<td>000C2990BA24</td>
<td>00-00-20-00-00-24</td>
<td></td>
</tr>
<tr>
<td>Application Enablement Services</td>
<td>Any</td>
<td>Yes</td>
<td>Yes</td>
<td>000C2990BA24</td>
<td>00-00-20-00-00-24</td>
<td></td>
</tr>
</tbody>
</table>

3. **A1S Post processing activity to map in the Release N software codes**
   
   Once an election is made for BTC, click on configure design.
   
   When a customer’s design is in scope for buy to current treatment, the A1S configurator automatically runs a post processing activity to map in the Release N software codes
   
   - Current Release software codes that map 1:1 to N-1 codes on the design.
   - Other current Release (N) codes that are required
   - Current Release (N) SA & UA codes
   - Add attributes to all codes on the design

4. **The final material report**
   
   The final material report would contain both the items from
   
   - The codes from the Release N-1 design, incl. SA, per user’s input/selections
   - The additional mapped codes ( for Release N) , licenses + SA/UA codes
On the material report, there are two new columns that are BTC specific.

- **BTC_ORDER**: The field values are described in table below.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
<th>Value</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>BTC_ORDER</td>
<td>Defines if a material code is required to be on the Buy-to-Current Quote/Order</td>
<td>0</td>
<td>The materials is required on the quote/order</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1</td>
<td>The materials is required on the quote/order (added materials)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2</td>
<td>The materials is NOT required on the quote/order</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3</td>
<td>Future use</td>
</tr>
</tbody>
</table>

- **BTC_SA_VAL**: The field values are described in table below.

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Sample A1S Configurator material report:

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
<th>Value</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>BTC_SA_VAL</td>
<td>Defines if a material code is required for SA Validation logic or not</td>
<td>0</td>
<td>The materials is required to go through SA Validation logic</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1</td>
<td>The materials is NOT required to go through SA Validation logic</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2</td>
<td>Future use</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3</td>
<td>Future use</td>
</tr>
</tbody>
</table>

ASD material report:
- If partners are using the ASD Material Report (from ASD Desktop) then they must filter the ‘BTC Order’ column on the Excel Material Report to exclude field value on the column BTC_Order = 2.
- When uploading to SAP, from ASD Desktop, the lines with BTC Order = 2 will not flow to the SAP Quote doc.
- The reason all the line items (both R(N-1) & R(N) are on the ASD Material Report, is to validate that the Design created the expected R6 materials, as well as the equivalent R7 materials and vice-versa.
The A1S Quote output report contains the word ‘TRACKING’ in Product Description field to represent the Buy to Current specific codes.
Order Processing:

Workflow overview of the order intake to SAP / PLDS:

- The Fusion Middleware Mapping Table (table is in PLDS), for the Release N software codes, is loaded with new release agnostic product IDs.

- Generic entitlements generated for each line item

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1. **LAC # generated & LAC email sent**

   Note 1: The entitlements (Product ID & Description) do not refer to a specific software release (see example below)

   Note 2: The materials from the SAP order/invoice are displayed in columns called ‘Entitlement Custom Property’ 2 & 3

   ![Release Agnostic code and Description in PLDS](#)

   ![Material code and Desc from SAP order](#)

2. **PLDS License Activation**

   - At the License Activation step PLDS enables the user to select the Release software they want to install. Also, enables them to upgrade at any time (based on UA).

   Login to PLDS and search for a LAC code in field provided.
Add License Host and click on SAVE button.

To activate Entitlements for required release select value from dropdown provided.
3. **PLDS Buy to Current codes:**

   PLDS codes are prefixed with “RA_” to signify the Release Agnostic codes specific to Buy to Current. The entitlement search with filter for ‘Product ID’ equals “RA_%”, would yield a list of all buy to current specific entitlements.
A list of all Buy to Current specific entitlements codes is displayed.

Post Order/Downstream Overview

- Triggers for Technical Objects Linkage run & feed to Siebel:
  There are various ‘triggers’ to run the Technical Objects program. It includes contract create and install base create/updates. Workflow is seen below.
A Sample Order to Contract to Siebel flow workflow is shown below:
### Offer related FAQ:

<table>
<thead>
<tr>
<th>Sl.no.</th>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>What is the Objective of Buy to Current?</td>
<td>Buy to Current (BTC) enables a customer to always purchase to the most current release including UA for future releases but where there is an overlap of N and N-1, it provides the customer flexibility to deploy N-1 if that fits their needs now and still have access to the most current release when their business need require it.</td>
</tr>
<tr>
<td>2</td>
<td>Where can I find the Buy to Current Job Aid?</td>
<td>Buy to Current Job Aid @ <a href="https://sales.avaya.com/en/general/a1s-job-aids">https://sales.avaya.com/en/general/a1s-job-aids</a> This job aid is being updated as needed to address incoming questions. Please be sure you get a current copy each time you need it.</td>
</tr>
<tr>
<td>3</td>
<td>Where can I find the Offer definition and other buy to current information?</td>
<td>Buy to Current Sales Portal Page You will also find the link to the offer definition here</td>
</tr>
<tr>
<td>4</td>
<td>How do I put a current R7 system into Buy to Current?</td>
<td>The system is already current so no need to put it into Buy to current.</td>
</tr>
<tr>
<td>5</td>
<td>How do I tell if a system is in BTC or not?</td>
<td>PLDS has a report that you can query if the system/application in BTC. Reference Job Aid at: Login and navigate to &quot;Reports / Buy to Current Eligibility Report&quot; under &quot;Entitlements Reports&quot;. Choose the Buy to Current Eligibility Report. Input either End Customer Sold-to ID (also called the Functional Location ID or F/L for short) OR Host ID or MAC address. BTC eligibility is displayed in report with values Yes or No.</td>
</tr>
<tr>
<td>6</td>
<td>Merge upgrade (from CM R5 or lower or CS1K ASIPP) to a R6 Pre Buy to Current System?</td>
<td>Licensing moving/merging form a donor system must match the format of the Target system they are to be merged to. Licenses coming from a R5 or lower system or CS1K ASIPP migrations are Upgrades and therefore will go into BTC format on upgrade (have R7 entitlement even though deployed as R6, have R7 UA and SA) If these are being merge on a target R6 system that is in Pre-BTC format (only R6 entitlement, may or may not have R6 UA) then the Target system must Process on upgrade (using their R6 UA if they have it or a paid upgrade) through the order tools to R7... it can stay deployed as R6 but will now be in BTC Format (R7 entitlements and R6, R7 UA and R7 SA). The upgrading licenses from the donor systems may now be merger on the R6 deployed Target system as both are in BTC format.</td>
</tr>
<tr>
<td>7</td>
<td>Merge / Upgrade of AES, CC Elite applications independent of the CM BTC status?</td>
<td>CC Elite should be able to be in BTC or not regardless of the CM BTC status AES should be able to upgrade into BTC status without upgrading the CM. (one Caveat the Suites includes an AES entitlement for Desktop Svs. If this is required then the Suite would need to be upgraded. The CM could stay deployed as R6 but will be in BTC and have the R7 entitlements, R7 UA and SA.</td>
</tr>
<tr>
<td>8</td>
<td>Why do AVP (CPU / Common enablement) codes get added?</td>
<td>AVP codes are required as infrastructure when the customer has Avaya supplied servers. If the customer is choosing to deploy N-1 (R6) we cannot...</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td><strong>9</strong></td>
<td>What about SMGR AVP if the deployment choice is R6?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>We do not drive Server Hardware for SMGR if deployed as R6.</td>
<td></td>
</tr>
<tr>
<td><strong>10</strong></td>
<td>Customer has R6 today and do not have UA do they have to upgrade to R7 to ADD licenses?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>No A customer in R6 Pre BTC format (with or without UA) will purchase R6 only Licenses the same way as before BTC GA, at least until R6 ADD/Expansion Lifecycle EOS date.</td>
<td></td>
</tr>
<tr>
<td><strong>11</strong></td>
<td>How does BTC affect Release Lifecycle?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>BTC does not affect normal Software Lifecycle plans and dates. BTC will offer the N-1 for New /Upgrades or Add/Expansion until the N-1 declares End of sale for the N-1 (e.g. R6) New /Upgrades and the N-1 (e.g. R6) Add/Expansion. When EOS is declared, BTC will no longer offer the N-1 for design and deployment.</td>
<td></td>
</tr>
<tr>
<td><strong>12</strong></td>
<td>How does a customer take their R7 entitlement? What would they need to design?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Software entitlement for the N release can be accessed via PLDS. If the site/customer needs additional design engineering and or N release optional capabilities this will require design in the tools.</td>
<td></td>
</tr>
<tr>
<td><strong>13</strong></td>
<td>If upgrading to BTC deploy R6, have R6 &amp; R7 Codes. R6 are suppressed?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>R6 codes do not go to systems downstream. R6 codes are needed to drive the R7 entitlements and are provided on the material report along with the R7. In the ASD Material report all the line items (both R6 &amp; R7) are shown so you can be sure the Design created the expected R6 materials, as well as the equivalent R7 materials and vice-versa. In the Material Report if you look at the &quot;BTC Order&quot; Column any item that is BTC Order = 2 will NOT be on the quote or order. Upon Save &amp; Exit (A1S) the resulting Quote Report will not display the R6 line items. Quotes uploaded to SAP from ASD Desktop with lines items BTC Order = 2 will not flow to the SAP Quote document.</td>
<td></td>
</tr>
<tr>
<td><strong>14</strong></td>
<td>If processing an R6 upgrade to R7 but deploy stay deployed R6 (so it goes into BTC format) should they get the Services tracking code?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>15</strong></td>
<td>Is Session Manager included?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Yes. Because customer is buying to the R7 Session manager which is unlimited sessions, if a R6 is designed the R6 will also be configured with unlimited.</td>
<td></td>
</tr>
<tr>
<td><strong>16</strong></td>
<td>Presence deployed with Buy to Current?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>If the customer is deploying R6 they will get the R6 infrastructure as well as the R7 Breeze instance from the Suite for the Presence infrastructure.</td>
<td></td>
</tr>
<tr>
<td><strong>17</strong></td>
<td>Add CC Elite to an Existing CM not in BTC format (or AES or SM)?</td>
<td></td>
</tr>
</tbody>
</table>
|   | Yes - this is permitted in the Offer.
Buy to Current and Services

General guidelines:
- If the product is in Buy to Current, then the Release(N) coverage rules apply.
  1. SA Pref/ Pref C/D
  2. UA is mandatory (except for Japan and Korea, where it is optional)
- On the design, both the SA/UA Release(N-1) and Release(N) codes along with any applicable BTC tracking codes are displayed. Only the SA/UA Release(N) and BTC tracking codes are ordered.
- For any question on coverage, reach out to ATAC Services: atac@avaya.com. Subject line Services. Please include your QRN.

Addition of new application to existing system
- If adding CC, AES or SM as new to a CM 6 system that is not BTC, ensure both SA/UA has been provided for R6 and R7 for any application that is being added, along with the applicable BTC tracking code.
- If the SA/UA R7 or the BTC tracking code is missing and you do not have the ability to piece part on the coverage, reach out to ATAC Services for assistance. atac@avaya.com. Subject line Services. Please include your QRN.

Applicable codes:
338616 SA AURA SW SUPT R6 BUY TO CURRENT
338617 SA AES SW SUPT R6 BUY TO CURRENT
338618 SA SBC ENT SW SUPT R6 BUY TO CURRENT
338619 SA CALL CENTER SW SUPT R6 BUY TO CURRENT
338620 SA COMM MGR MSG SUPT R6 BUY TO CURRENT

Design Scenarios

1. How to order CC Elite R6 or R7 migration from Nortel/NES or ASIPP codes after BTC is GA

The CC Elite migration/ASIPP codes can only be added via piece part. These codes are used for migration of agents from certain NES/Nortel systems to CC Elite R6 or R7.

There are two sets of CC Elite migration codes – one for R6 & one for R7 as shown below.
Order scenarios:

**Note** – The first four CC R6 scenarios, assume the user knows their BTC eligibility. (I.e. whether the Call Center that the NES/Nortel agents will be added to is in pre-BTC or BTC format). They will have to use the PLDS BTC eligibility report to determine this.

**Order Scenario 1**: Adding NES/Nortel agents w/PASS coverage to a CC R6 in BTC format. This means the CC license codes are release agnostic (RA) R7 codes deployed as R6 in the license file.

**Order steps:**
1. Piece part add code 380780 (CC Elite R7 ASIPP paid code) with quantity desired.
2. Piece parts add the same quantity of appropriate CC R7 SA Preferred and UA codes based on the billing frequency. This should be the same SA & UA coverage as on the BTC CC system these agents are migrating to.
3. Piece part add a quantity of 1 of code 338619 (SA CALL CENTER SW SUPT R6 BUY TO CURRENT). This is the SA BTC tracking code for Call Center.

**Results:**
- CC R7 code 380780 will flow to PLDS & become a BTC RA code, which can be deployed as R6 in the license file.
- The CC R7 SA, UA and SA BTC tracking codes flow to PLDS.

**Order Scenario 2**: Adding NES/Nortel agents w/PASS Plus coverage to a CC R6 in BTC format.

**Order steps:**
1. Piece part add code 380781 (CC Elite R7 ASIPP pre-paid entitle code) with quantity desired.
2. Piece part add the same quantity of appropriate CC R7 SA Preferred and UA codes based on the billing frequency. This should be the same SA & UA coverage as on the BTC CC system these agents are migrating to.
3. Piece part add a quantity of 1 of code 338619 (SA CALL CENTER SW SUPT R6 BUY TO CURRENT). This is the SA BTC tracking code for Call Center.

**Results:**
- User must contact PSOM team to verify PASS Plus coverage. Once verified, PSOM team will add desired quantity of RA CC R7 code 380780 manually to PLDS, which can be deployed as R6 in the license file.
- The CC R7 SA, UA and SA BTC tracking codes flow to PLDS.

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Order Scenario 3: Adding NES/Nortel agents w/PASS coverage to a CC R7.

Order steps:
1. Piece part add code 380780 (CC Elite R7 ASIPP paid code) with quantity desired.
2. Piece part add the same quantity of appropriate CC R7 SA Preferred and UA codes based on the billing frequency. This should be the same SA & UA coverage as on the BTC CC system these agents are migrating to.
   Note: No need to add the SA CC R6 BTC tracking code 338619.

Results:
- CC R7 code 380780 will flow to PLDS & become a BTC RA code, which can be deployed as R7 in the license file.
- The CC R7 SA and UA codes flow to PLDS.

Order Scenario 4: Adding NES/Nortel agents w/PASS Plus coverage to CC R7.

Order steps:
1. Piece part add code 380781 (CC Elite R7 ASIPP pre-paid entitle code) with quantity desired.
2. Piece part add the same quantity of appropriate CC R7 SA Preferred and UA codes based on the billing frequency. This should be the same SA & UA coverage as on the BTC CC system these agents are migrating to.
   Note: No need to add the SA CC R6 BTC tracking code 338619.

Results:
- User must contact PSOM team to verify PASS Plus coverage. Once verified, PSOM team will add desired quantity of RA CC R7 code 380780 manually to PLDS, which can be deployed as R7 in the license file.
- The CC R7 SA, UA and SA BTC tracking codes flow to PLDS.

Order Scenario 5: Adding NES/Nortel agents w/PASS coverage to pre-BTC CC R6.

Order steps:
1. Piece part add code 302546 (CC Elite R6 ASIPP paid code) with quantity desired.
2. Piece part add the same quantity of appropriate CC R6 SA and UA codes based on the billing frequency. This should be the same SA & UA coverage as on the pre-BTC CC system these agents are migrating to.
   Note: ATAC needs to determine if a UA code is applicable based on whether the target CC R6 system has UA coverage or not.

Results:
- CC R6 code 302546 will flow to PLDS & will be deployed as R6 in the license file.
- CC R6 SA/UA codes flow to PLDS – UA code only if added to design.

Order Scenario 6: Adding NES/Nortel agents w/PASS Plus coverage to pre-BTC CC R6.
Order steps:

1. Piece part add code one of three CC R6 migration entitle codes (302547, 302548 or 302548) based on the quantity being added.

2. Piece part add the same quantity of appropriate CC R6 SA and UA codes based on the billing frequency. This should be the same SA & UA coverage on the pre-BTC CC system these agents are migrating to.

   Note: ATAC needs to determine if a UA code is applicable based on whether the target CC R6 system has UA coverage or not.

Results:

- User must contact PSOM team to verify PASS Plus coverage. Once verified, PSOM team will add desired quantity of CC R6 code 302546 manually to PLDS, which can be deployed as R6 in the license file.
- CC R6 SA/UA codes flow to PLDS – UA code only if added to design.

2. Moving an existing N-1 (i.e. R6) from pre-BTC to BTC-ready:

R6 is going End of Sale (EOS) on June 12, 2017. So all target systems will default to R7. Implies that R6 cannot be installed anymore after June 12, 2017

- **Pre-BTC existing N-1 (i.e. R6) to Release N:** This should be a straight upgrade to Release N (R7) if customer desires to have R7 installed.

  Sample Design #1 - Design a R6 to R7 upgrade
  
  Existing system = CM6
  Merge system = none
  Target System = CM7

  **Note:** No SA tracking codes are seen in output report because this is current version being installed.

- **Pre-BTC existing N-1 (i.e. R6) to BTC:** If customer wants to remain on R6 then design / price / quote / order R7 via BTC functionality.

  - It is important to note that there is no action for installation in PLDS as customer already has R6 installed.
  - For renewals though the older codes will need to be removed from system to avoid duplicate quoting.

Sample Design #2 – Design a pre-BTC R6 to BTC R6 (Screenshots below)

Existing system = CM6
Merge system = none
Target System = CM7

**Existing system is CM6 and so is the target system** (Core suite for say 50 licenses scenario).

Select the ‘CM7’ system for target and BTC eligibility is automatically processed by system. No input required. This will upgrade to current release for BTC but customer can remain on CM6 installed version. See screenshots below.
Existing platform is with say 50 licenses with support advantage and software support options.

- Target platform is selected for ‘CM7’.
• Note-CM7 always has SA & UA selections.
• Design is now BTC compliant since it is buying to current release.
• Material report is displayed with the Core license codes for R7, SA & UA codes.
• The PLDS entitlement extract report will show at what version the installation was done. Please refer column "BTC Version". Also seen on the View Entitlement screen.

<table>
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<th>Physical Location</th>
<th>Div</th>
<th>Product Code</th>
<th>Parent Code</th>
<th>Quantity</th>
<th>Term</th>
<th>Product Description</th>
<th>BTC ORDER</th>
<th>NPG</th>
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<td>1Z</td>
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<td>0.00</td>
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<td></td>
</tr>
</tbody>
</table>
3. Moving/merging/upgrading some licenses that are R6 Pre-BTC licenses from another system to BTC R6.

**Scenario** - Customer has 100 licenses on R6 system (already BTC), and they moving/merging/upgrading 50 R6 Pre-BTC licenses from another system to R6. Here are the actions required within the tools:

- **A1S**: During design from R6 to R7 user will need to manually (piece part on) add $0 BTC SA tracking codes, one for each product family.
- **PLDS**:
  1. First they will convert the licenses from RFA to PLDS using the material code 231820 to a dummy license host. They cannot convert the licenses to the existing CM 6 as it would not allow mixing of converted licenses and R6 licenses.
  2. Then they will upgrade the converted licenses using the upgrade job as mentioned above and select N: 50 CM RA licenses
  3. Then they will upgrade CM6 to CM7 buy to current and select N: 100 CM RA licenses
  4. Then they will re-host licenses from the dummy licenses host (50) over to existing licenses (100) making it a total quantity of 150. Now all licenses here are RA.
  5. Re-generate the license host to make it N-1 i.e. R6 (No need of de-activation).

Generate quote and it would now be in status ready to order.
Order generates R7 entitlements in PLDS. We now have current licenses for the system but not deployed for R7 in the field. So no PLDS actions here for installation.
6. When they are ready for CM7, they simply re-generate as N and get a license file for R7 (again no need of de-activation).

3.1. Merging some/all license from a R6 Pre-BTC to a R6 in BTC format

**Note:** Previous to BTC implementation no extra design was required in PLDS but now, the user needs to perform a design to upgrade the Pre-BTC system license that need to be moved.

- **Design/Quote Scenario:** Existing Platform= R7, Merge Platform= R6, Target Platform= R7 (same) & BTC Eligibility Question=Yes
- 380614 is paid code that will take user from Standard Enterprise foundation or Core (amongst others) to Power.
- If doing a partial merge then in PLDS we will need dummy host step as seen in the above section. Else if doing the whole system merge then no dummy step required.

4. Merge and Upgrade Scenario:

- Require R 3/4/5 merge to R6: Effectively it implies an upgrade to R7 (current release) because of buy to current although the system remains on the R6 installed version.
- This is a two-step scenario:
  1. Upgrade R6 to current release but keep the target platform selection = “R7”. (see above “Moving an existing N-1 (i.e. R6) from pre-BTC to BTC-ready”)

Example scenario walkthrough with screenshots:

- **Require CM5 merge to CM6:** To do a merge for CM5 to CM6, modify quote that has been upgraded to latest version as a step1.
- The design has existing platform CM6 and the target platform is the ‘same’ where all CM5 are merged.

  ![Example screenshot](image)

  - Target platform will have CM5 where say 40 licenses are merging to CM6. Enter Target software options and go to Merging Software section.
• Choose merging support options.

• Target platform should be set to CM6 since we require the merge into CM6. BTC eligible question is now YES.
- Configure design just for the merge.
- Enter the functional location (FL) for co-term.
- Material report is displayed.

- Everything is now BTC compliant where the R7 codes are now available but they are installed for R6.
- For renewal quoting though, the old codes for R6 have to be removed in PLDS so that at the time of renewals there is no duplication of records.

5. Simple S/W upgrade to R7 (just exercising the R7 entitlement no additional features, no infrastructure changes)

Existing: BTC system deployed at N-1 R6 and exercising the R7 "Upgrade" entitlement
- If the customer has R6 (BTC) core installed and are upgrading to R7 then there is no need to go back to ASD/A1S Configurator since the material codes are all in release agnostic format already.
- No order is required.
- Since the original Service contract covers R6 and R7, triggering the R7 license will update SAP with correct version of installation. Service contract renewals also recognize the correct version installed.
- Need to check for current media. Any additional requirement is treated as such and quoted and ordered appropriately.
- Only action would be to regenerate the licenses in PLDS and download OVA files (VE VAP codes i.e. downloading the virtual software from PLDS).

PLDS actions required to regenerate licenses for Version N:
1. Select **Regenerate** from the **Activation** menu.
2. Search Activation records to regenerate by HOST ID.

3. The fields (before regeneration)
4. The field inputs that are required for regeneration:

6. Not yet triggered R7 and want to add licenses for R7 (adding capacity and at the same time as taking entitlements)

Existing: BTC system deployed at N-1 R6 and exercising the R7 "Upgrade" entitlement

- If the current deployed version is R6 and licenses are to be added for R7 then it is best practice to order as R7. Applicable for certain product suites like Elite or AES.
- If there is a delay in implementing R7 that would be a special case. There should be no impact on Services.
- PLDS: We can add licenses and trigger R7 at the same time in a single transaction on PLDS.
  - New adds imply regenerating the licenses in PLDS. One can activate the New RA going on a system with RA codes and activate R7.
7. Exercising R7 Upgrade & Adding a R7 Feature (like AAMS) as part of upgrade to R7

Existing: BTC system deployed at N-1 R6 and exercising the R7 "Upgrade" entitlement
- Design/Quote Scenario (applicable to certain product suites like AES etc.): Existing platform is R7, Target platform is also R7.
- Add the required license and place order for the Avaya Aura Media Services (AAMS) licenses.
- The A1S tool needs to ensure R6/existing servers will support the additional licenses/functionality like AAMS. An addition design would drive a requirement for a new server at design. An additional order is required for any additions.
- Note: If just adding/expanding licenses they would be R7 first and then add the licenses.
- Following screenshots are the design scenario in A1S for adding the AAMS licenses as part of upgrade.

BTC option will be greyed out (as existing system is CM R7).

Note: Configure locations as required.
Mention number of AAMS DSP licenses required across all locations.
Target Gateways selected.

Select the appropriate deployment method.

- In PLDS: Upgrade/regenerate your system license to R7 and add on the new AAMS licenses also. Refer to PLDS section under **Order Processing** module on how to get entitlements.
8. Exercising R7 upgrade but going to customer supplied VE (VMware) from an Avaya supplied
Existing: BTC system deployed at N-1 R6 and exercising the R7 "Upgrade" entitlement
- When deploying R7, if customer decides to go with their Customer supplied VE, then AVP is not credited. Customer has to pay their own royalties in this case. Note - Red Hat and VMware have different Royalties.
- Operationally, only action would be to regenerate the licenses in PLDS and download OVA files (VE VAP codes i.e. downloading the virtual software from PLDS).
- DL360 to customer provided is supported currently.
- AVP to VE/customer provided/VMware is a supported path but not in the configurator.
- OVA codes are already present with Customer so no action in ASD.

9. Exercising R7 upgrade but going to customer supplied VE (AWS) from an Avaya supplied
Existing: BTC system deployed at N-1 R6 and exercising the R7 "Upgrade" entitlement
- If they decide to do an ASD quote customer will get OVA and Systems license all over again.
- Customer wants to move their installation from Avaya provided server or VE, they will be able to use their existing OVA material code to download the software for either AWS or KVM in PLDS.

10. How does the customer go from Simplex to Duplex as part of taking their Current release entitlement?
Existing: BTC system deployed at N-1 R6 and exercising the R7 "Upgrade" entitlement
- Design/Quote: The Existing platform is R7 ‘Simplex’ while the Target platform is R7 ‘Duplex’.
- Following are the options on Configurator that need to be chosen.

- Design is configured and taken to order. Rest of the process is standard including PLDS.

11. BTC R6 add licenses
Existing: BTC system deployed at N-1 R6 and BTC R6 add
• Answer BTC Eligible = Yes on design. Design Quote Existing = R6, Merge = No, Target = R6 (same) & BTC= Yes.

12. Merging some/all license from a R6 Pre-BTC to a R6 in BTC format - no Uplift

Rule - If going from R6 pre-BTC to BTC you **always** need to upgrade to get the RA codes and then the license can be activated as R6 or R7.

- Customer is required to perform a design to upgrade license that need to be moved.
- **Design /Quote scenario:** Existing Platform= R6, No Merge, Target Platform = R7 (same) & BTC=No.
- **PLDS:** The Upgrade job in PLDS needs to be run and the licenses are to be moved to BTC to regenerate. Basically, in PLDS the Upgrade process needs to be run for all systems going from R6 to R7 (same or different host).
- Upgrade and Move are not supported within the same transaction in PLDS. Hence, when the Target Platform has CM 7, it is a must to re-host to a dummy platform first, perform the upgrade and finally re-host to the Target platform.
- **Note:** PLDS will not block R6 codes activation on the same host that has RA activated as R6 unless there is a version mismatch (R6 Vs R7). Ideally, there should not be BTC and non BTC codes on the same host but there are exceptions such as R6-only license codes (i.e. no equivalent R7 code present as an RA version) that need to be activated on same host.
- Pre-BTC R6 to BTC R6 with RA codes activated as R6: upgrade to R7 first, get RA code then can activate as R6 from Pre BTC system.

13. Merging some/all license from a R5 Upgrade merge to a R6 in BTC format

- **Design/Quote** scenario: Existing Platform = R6, Merge = R5, Target Platform= R6 (same) & BTC Eligibility Question=Yes
- **PLDS** Merge rules/process apply.

14. R6 Pre BTC – Add scenario

- Until the point where R6 reaches End of Sale (EOS), it would be business as usual with the Design/Quote scenario: Existing Platform= R6, Merge = No, Target Platform = R6 (same) & BTC Eligibility is answered No.

15. R6 Pre BTC – Upgrade to R7 scenario

- Business as usual for either entitled or paid.
- **Design/Quote** scenario: Existing Platform= R6, Merge = No, Target Platform = R7 & BTC Eligibility is answered Yes.
- If R8 is available and is current then they will upgrade to R8 but with option to deploy N-1 (R7).
16. R5 and Below Versions to BTC R6: New & Upgrade scenarios

User can buy to R7 and deploy R6 only until June 12, 2017 when R6 for upgrades and new goes end of sale (EOS).

**New:**
- Standard upgrade on R5 will naturally be offered R6 but get standard R7 entitlements until R6 EOS.

**Upgrade:**
- Standard upgrade on R5 will naturally be offered R6 but get standard R7 entitlements until R6 EOS.

17. R5 and Below Versions to BTC R7

- Any upgrade to R7 is standard process and is business as usual for both entitled or paid.
- When R8 is available and current, the customer would upgrade to R8 but with option to deploy N-1 (R7).

**Helpful Links/Additional Information:**

- **Avaya One Source Portal:** EMEA ([www.avaya.com/ebizu](http://www.avaya.com/ebizu)) and Americas/APAC ([www.avaya.com/ebizn](http://www.avaya.com/ebizn))
- **Latest version of this document is available at:** [https://sales.avaya.com/en/general/a1s-job-aids](https://sales.avaya.com/en/general/a1s-job-aids)