



Product Licensing and Delivery System
(Avaya PLDS)
Introduction & Overview

Agenda

- ▶ Avaya Licensing, terms and definition
- ▶ PLDS Introduction
- ▶ Register to PLDS
- ▶ PLDS Help & Support

Avaya Licensing Terms and Definitions

Avaya Licensing Policy

- ▶ Avaya's End User License Agreement (“**EULA**”) is available at <http://support.avaya.com/LicenseInfo/>
- ▶ Avaya Aura servers are sold to end-user-customers.
 - Ownership of the equipment transfers from Avaya to the end-user customer.
 - However, the Avaya Aura software remains the property of Avaya; the end-user customer licenses the right to use the software.
- ▶ That right cannot be transferred to another end user; When the end-user customer is absorbed into or acquired by another entity by merger, buyout, etc., and title to the equipment is conveyed to the acquiring entity.
- ▶ Avaya eBusiness global commercial tools offer secured **web-based** applications for License Management on many Avaya Enterprise products and solutions.
 - Remote Feature Activation (**RFA**) is for Heritage Avaya Products. E.g. Communication Manager 5.2.x (and earlier). It is **accessible to Avaya and/or partners**.
 - Product Licensing and Delivery System (**PLDS**) is for Heritage Avaya Products including Communication Manager 6.0 and above, and other products listed on the PLDS site. **End-Customers are authorized to use**.

Terms used in PLDS

PLDS Term “**Group ID**”
is equivalent to

- **Functional Location,**
- **SoldTo,**
- **ShipTo**

PLDS Term “**Host ID**”
The generic name for the
MAC address, serial number,
voice mail domain, etc.
used to tie a license file to
a specific system.

PLDS	Description
Authentication File	A file that allows secure Avaya service to login to a customers system.
Activation Record	The digital or physical representation of an activated entitlement. An activation record contains license keys and files.
EULA	End User License Agreement – terminology on most transactions that states you understand the Avaya licensing policy, your terms, and are accepting accountability for the transaction you are completing in the tool
Group ID	Customer’s site where the software is at.
License Host	Name to identify the machine
Host ID	Alpha numeric value that ties the license to a specific machine.
License Activation Code (LAC)	An identifier that allows a customer to activate licenses for which they are entitled.
<u>Rehost</u>	When you swap out the license from one machine that has crashed and move it to another machine within the same Group (FL)
Regenerate	When you redeliver the license file to the machine. Will produce a new license file with all of the corresponding licenses on the machine. This will also allow you to change the MAC address, and produce the new file with the new MAC.
Deactivate	Returns previously activated licenses to a pool of available licenses.

A solid red horizontal bar spans the width of the slide, positioned above the main title.

PLDS Introduction

Product Licensing and Delivery System (Avaya PLDS)

- ▶ PLDS platform does allow **end-customers** to manage its corresponding licenses and support such activities as to activate, deactivate, re-host, and download Avaya software on most recent and future products.
- ▶ Below are actions customer can perform in PLDS. A Job aid is available for each action.
 - ▶ Searching
 - ▶ Activating
 - ▶ De-Activating
 - ▶ Downloading
 - ▶ Reporting
 - ▶ Upgrading
 - ▶ Regenerating
 - ▶ Rehosting

Product Licensing and Delivery System (Avaya PLDS)

- ▶ **Registration** and **list of products** are available at the Avaya web portal. Please refer to it to get the latest list of products as not all heritage Avaya products have transferred to PLDS.

<https://support.avaya.com/helpcenter/getGenericDetails?detailId=C2009121184212650015>

- ▶ Most Products have now transitioned to PLDS, with a few exception such as:
 - Avaya Aura® Communication Manager versions prior to 6.0 (will remain in RFA)
 - Contact Center Express prior to version 4

Register to PLDS

Avaya Self Service Web Applications

- ▶ Access to Avaya Web Applications (including the PLDS) is via a SSO account.
- ▶ Request PLDS access by selecting the “Role” that is associated with the type of access you need in the application.
- ▶ The SSO Toolbox (accessed via SSO login at support.avaya.com then “Profile” to get to Toolbox) provides quick links for a user to make changes to their profile and add additional applications to the quick link of applications available on the toolbar;
 - *(click) View/Request Roles*– User can select access to additional applications – e.g. **PLDS** – most of the applications do not require approval for enrollment – in some cases the request will be sent to an application administrator whenever applicable.
 - Once enrolled for PLDS application, the basic “PLDS User” role will automatically be added to your profile.

Request Access to PLDS

- A SSO log-in is required.
- Click My Profile link from the Avaya Support site.

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SUPPORT HOME PRODUCTS DOWNLOADS & DOCUMENTS SERVICE REQUESTS PARTS REPLACEMENT

ASK AVA: Live Agents on the Web »

SEARCH AVAYA SUPPORT

What do you need help with? 🔍

Welcome

LOG OUT | MY PROFILE

Avaya Support Dashboard

MY PRODUCTS



Avaya Aura®
Application
Enrollment

CREATE SERVICE REQUEST

OPEN SERVICE REQUESTS (0)

LAST UPDATED

UPDATED BY

SR #


PRODUCT

STATUS

Request Access to PLDS

The screenshot displays the Avaya user management interface. At the top, there is a header bar with the Avaya logo on the left, a 'Select an Application' dropdown menu in the center, and navigation links for 'HOME >>', 'LOG OUT >>', and 'HELP >>' on the right. Below the header is a red navigation bar with 'HI, [redacted]', 'USER MANAGEMENT', 'SEARCH', and 'TOOLS' tabs, and a 'Maximize' button on the right. The main content area is divided into two columns. The left column is titled 'INFORMATION' and contains a list of user details: Name, Company, Work Phone, Location, User Name, User Id, User Type, Avaya Relationship, and Joined. The right column is titled 'TOOLBOX' and contains several action buttons: 'Edit Contact Information', 'Edit Address Information', 'View/Request Roles' (highlighted with a red box), 'Request User Type', 'Request User Access Type', 'Change Password', and 'Change Security Question'. An arrow points from the text 'Click View/Request Roles' to the 'View/Request Roles' button.

Request Access to PLDS



[HOME >>](#)
[LOG OUT >>](#)
[HELP >>](#)

Hi,
USER MANAGEMENT
SEARCH
TOOLS

Maximize

INFORMATION

Name:	
Company:	
Work Phone:	
Location:	
User Name:	
User Id:	
User Type:	
Avaya Relationship:	
Joined:	

TOOLBOX

- Edit Contact Information
- Edit Address Information
- View/Request Roles
- Request User Type
- Request User Access Type
- Change Password
- Change Security Question

View Details

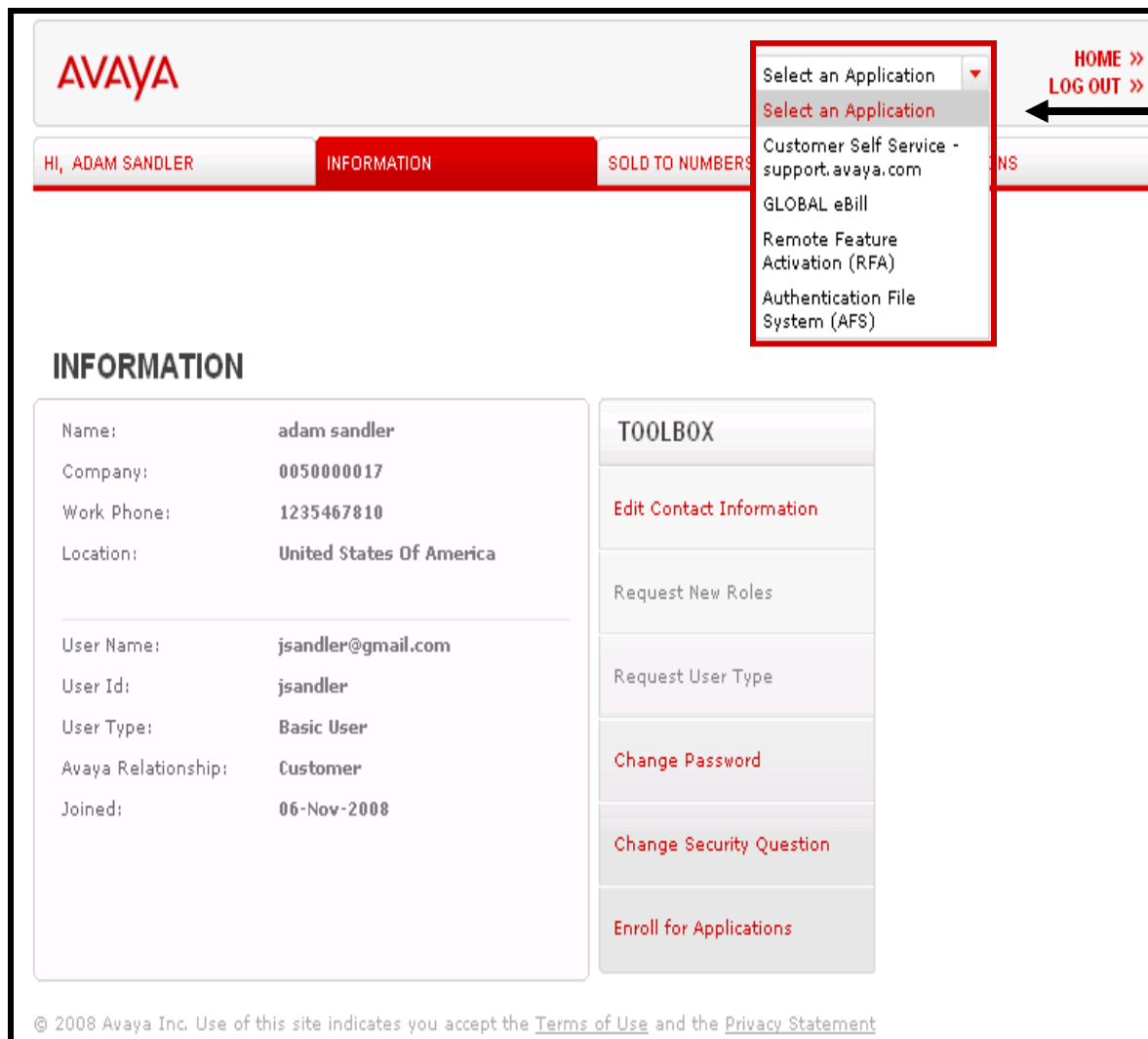
<div style="border: 2px solid red; padding: 2px;"> PLDS User <input checked="" type="checkbox"/> </div>
--

SAVE >>

Check the box for PLDS user and click Save



Select an Application Quick Link



The screenshot displays the Avaya user portal interface. At the top left is the AVAYA logo. Below it, a navigation bar shows the user's name 'HI, ADAM SANDLER', a red 'INFORMATION' tab, and other menu items like 'SOLD TO NUMBERS' and 'LINKS'. In the top right corner, there are links for 'HOME >>' and 'LOG OUT >>'. A dropdown menu titled 'Select an Application' is open, listing options: 'Customer Self Service - support.avaya.com', 'GLOBAL eBill', 'Remote Feature Activation (RFA)', and 'Authentication File System (AFS)'. A red box highlights this menu, and an arrow points from the text on the right to the 'Select an Application' link in the dropdown. Below the navigation bar, the 'INFORMATION' section displays user details: Name: adam sandler, Company: 0050000017, Work Phone: 1235467810, Location: United States Of America, User Name: jsandler@gmail.com, User Id: jsandler, User Type: Basic User, Avaya Relationship: Customer, and Joined: 06-Nov-2008. To the right of this is a 'TOOLBOX' section with links: 'Edit Contact Information', 'Request New Roles', 'Request User Type', 'Change Password', 'Change Security Question', and 'Enroll for Applications'. At the bottom left, a copyright notice reads: '© 2008 Avaya Inc. Use of this site indicates you accept the Terms of Use and the Privacy Statement'.

The Select an Application Quick link provides the user with easy access to other applications on the portal

- *If the User requires additional applications- use the Enroll for Applications link in the Toolbox*

PLDS Questions & Support

PLDS' Help guide

- ▶ From the plds home page <https://plds.avaya.com/> , selecting Help from the menu will open a new Help window where further training, support and instructions are available.

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- + Managing entitlements
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- + Activating entitlements
- + Managing activated items
- + Downloading files
- + Generating reports

About PLDS

PLDS allows Avaya to manage all aspects of their entitlement and subscription programs. Customers can also use PLDS to view and manage the entitlements they've obtained from Avaya.

For information about navigating in PLDS, see:

- [Elements of pages](#)
- [Conducting searches](#)

Additional Training and Support

[Click Here](#) to go to the Licensing and Download site for more detailed training, process details, support and instructions.

PLDS' Help guide – e.g. Download

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Downloading files

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About downloading from PLDS

If an entitlement product has available downloads, then you can use PLDS to get access to them.

Each product can have restrictions on the number of times you can download or the length of time the download is available. For example, you may only be able to download 4 times, or within 90 days of purchase.

Each product also may be configured with multiple download options, for example to accommodate different operating systems or different types of downloads (full downloads, upgrades, documentation PDFs, etc.).

Displaying the available downloads for an entitlement

From the Asset menu

1. On the **Asset** menu, to search for an available download, click the **View downloads** option.

The **View Downloads** page displays.

2. To display a list of entitlements with available downloads, specify search criteria, then click the **Search** button.

The list of available entitlements displays, organized by group.

3. To display the download details, click the download link for the entitlement you want to download from.

From the Search Entitlements or View Entitlement page

On the **Search Entitlements** or **View Entitlement** page, if a download is available for an entitlement, then its **Options**

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

Level 1 Standard Business hours

24 x 5
(Monday through Friday in each region)



Avaya Level 3 team



Avaya Level 2 team



Issue Resolved

Level 2 Standard Business Hours

Heritage Avaya tools – 7 - 7 EST Mon to Fri

Level 2 and 3 agents available for after hours emergency support for PLDS.

Emergency after hours support is available only for software licensing issues (PLDS) when any Heritage Avaya product is down

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