

PLDS Escalation Process, Temporary Licenses and Support End Date (SED):

PLDS Escalation Process

- For job aids and support links go to <https://plds.avaya.com> → select **Help**
- For license requests and issues, **you must raise a ticket first**. There are 3 ways to get technical support – phone, web & chat:
 - Call the Avaya IT help desk: **Regional numbers can be found [here](#)**.
 - Ask the agent to open a ticket and specifically mention to them if there is an outage or critical business impact. (**Only if there is, as this process requires a ‘Call Out’ and trumps other schedule works**)
 - Open a ticket online or via chat through One Care Portal: <https://onecare.avaya.com>
 - **For the PLDS specific catalog please click [here](#)**.
 - Please do mention if there is an outage or critical business impact. **Be prepared and present to answer any follow up questions.**
- IT Help Desk Tier 1 opens and escalates tickets to PLDS. **They will not share escalation contact information.**
- Monday – Friday the PLDS IT teams and management teams are staffed during NAR and APAC hours. **There is a “gray” period between approximately 6 pm ET and 1 am ET when they are not staffed. There is no on-call process at this time, and escalations will be handled when the shift starts.**
- On the weekends, a manager from Tier 3 is on-call and is **contacted by the IT Help Desk** for critical issues. **There is a three-hours response time.**
- **If there is a break/fix issue requiring a license**, Back Bone Engineering (BBE) team should obtain a temporary license. If there is pushback from the BBE, engage the Operations Manager/Duty Manager. Open a Support ticket [here](#) and if already opened, please go to Service/Parts Requests – Manage Service Requests, look your ticket up and click on ESCALATE next to the result for a Duty Manager to contact you.
- **Escalations and prioritizations are not to be managed via email. Only through the channels stated above.**

Temporary Licenses

- For PLDS Temporary/Troubleshooting License requests, the Avaya IT helpdesk does not need to be contacted, unless it's an extension request, or users run into issues generating the temps. PLDS access is role based. Most Avaya Associates (except for “View Only” roles) can create temp licenses and so can Business Partners. It is fully documented on the PLDS Help page (direct link [here](#)) on how to create such temp licenses. This documentation is accessible by anyone who has access to PLDS. There is also a link in that document to a spreadsheet of simplified virtual codes that can be used to more easily clone an existing license based on feature keywords.
- Requests exceeding the 90 days in total will require Product Operations/Management approval. The Avaya IT ticket will trigger these approvals automatically. The approver team is not IT. If you have a written (email) approval from the Avaya Product Manager(s), please do attach it to the Avaya IT ticket you open.

- On the weekends, if it's an urgent request and the customer already has a temporary license which needs to be extended and the extension is > 90 days, then Avaya IT will create a 30 days temporary license and request the user to get business approval for the original request, which is done through a separate Avaya IT ticket, as described above.
- Most PLDS users can create temporary licenses, valid for a fixed number of days, based on their roles, as shown below:
 - Avaya Technicians can create a 30 days temp license.
 - Avaya BBE (Back Bone Engineer) can create a 60 days temp license.
 - Business Partners can also create 30 days temp licenses.
 - End customers cannot create any temp license.

Support End Date (SED) Issues, and license date expiration issues

- SED is controlled by a services contract. If the customer does not have one, then that is the root cause of the issue. If they do have a services contract, this must exist in PLDS.
- Anyone can view the services contracts in PLDS by searching on the SAP Contract number (no leading zeros), under Assets – View Entitlements.
- If the contract exists in PLDS for CM with the correct expiration dates and the hosts CM SED date has expired, then all that is needed is for someone who has Avaya technician access or higher or a Business Partner to just regenerate the license (Regeneration Job Aid can be found clicking on HELP in PLDS homepage).
- The new date will be in the license file. If the new date is in the file after the regeneration, users can download the file from PLDS and install it.
- To ensure the correct date exists in the file they can view the file within PLDS and use the browser search function “CTRL-F” to search for **VALUE_CM_SED**, or they can download and open the file in Notepad on their PC and search for the same value keyword in Notepad as well.
- The license files are text files that can be opened in Notepad and viewed. **Editing text in the license files will invalidate the digital signature so users cannot edit and save the file.**
- Example of a CM license file string showing the SED expiration date:


```
<Feature>
<Name>VALUE_CM_SED</Name>
<DisplayName>Support End Date for Communication Manager</DisplayName>
<Value>30 December 2024</Value>
</Feature>
```
- If the date is there and is set to a future date, either equal to or greater than the contract, then the SED date is fine, and the license file can be installed.
- **Subscription** licenses should not have the SED feature as the entire license is now controlled by a subscription expiration date associated with each feature.
- In the case of **temporary licenses**. The VALUE_CM_SED feature key does not exist. Hence, when the temporary license is installed, the SED date is not enforced on the CM simply because it does not exist in the file.
- If you run into any other issue regarding the expiration date of your CM licenses, please do contact IT to open a ticket via the channels mentioned at the top of this document.

- If you run into any other issue regarding the expiration date of your CM licenses, please do contact IT to open a ticket via the channels mentioned at the top of this document.