Avaya OneCloud™ Subscription

PLDS Licensing

April 20, 2022 vers. 01

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PLDS Agenda

- Overview
- PLDS and IPP Credits
- PLDS License Removal Process
- PLDS Terms and Acronyms
- Support Resources
- Process Flow Diagram

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Overview

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Avaya OneCloud™ Subscription Overview

- Avaya OneCloud™ Subscription delivers a consistent architecture for premise subscriptions via Smart Codes so that all products and releases leverage the standard subscription enablement. Actions within PLDS include:

✓ Download permissions are enabled for all applications entitled in the services purchased.

✓ All perpetual licenses used for IPP credit will be marked as no longer available for perpetual use including moves when working with a POS A1S quote utilizing the IPP module. If using A1SR, for subscription, the perpetual licenses are deleted and no longer available.

✓ Subscription license Automated Smart Code-Billing enable the product licenses for all applications of the services purchased.

  ✓ The easiest way to determine if a contract is using Automated Smart (Adjusted) Billing codes is the Description of the code will include the descriptor of ADJ LP (adjusted list price). Example the UC Core Service Smart code is 405790 Description UC POWER LIC FIXED SUBS ADJ LP.

✓ The Standard subscription module creates perpetual licenses as today with the difference that these licenses have expiration dates associated with them. There are 6 Standard Service billings codes for each subscription type

- (1AN, 1MO, 3AN, 3MO, 5AN, 5MO).

  ✓ Standard Service code can be identified by the specific Term and Billing frequency in the description Example : for a 1 year monthly billed Core service the code is 403547 and the Description is UC Core Lic Fixed Subs 1YR MO

✓ A view only record of the subscription services ordered and the product services entitlement provided by the subscribed servic

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Avaya OneCloud™ Subscription Overview

- The Standard subscription module creates perpetual licenses as today with the difference that these licenses have expiration dates associated with them. These subscriptions will be assigned a Subscription ID also known as a Solution ID. Individual files, are loaded for entitlements and licenses per current process.
- The Subscription ID is tied to the contract and associated with the order, so the identifier stays the same for every order placed by the customer.
- Expiration dates are based on the contract for licenses. Licenses and Applications will expire in line with the expiration dates.
- Same process as perpetual for activations and notifications. Customer can download, activate licenses, and use PLDS for manual installation.
- Avaya OneCloud™ Subscription Offer provides the following when running a new/upgrade design:
  - Fixed subscription with 20% overage
  - Bundles and customer entitlements remain the same
  - Quote simplicity and self-service capabilities
- *If running a renewal quote for conversion into subscription, please review the Subscription Offer Definition Document to determine what receives overage.*

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Avaya OneCloud™ Subscription Overview

- Subscription licenses are driven by contract renewal. The notification of expiration is the same as SA/UA contract renewal is today. There is a 30-day grace period from the expiration end date. If the subscription contract is not renewed within the allowed window, then licenses within the associated activation file will expire. Contract lapses to subscription service will render the licenses unusable.
- In Avaya One Source Configurator there is no change to the required actions for license activations. However, the customer must activate the subscription License Activation Code (LAC) file for Avaya OneSource Renewals conversion to subscription via renewal or recast.
- In PLDS, activated entitlements are deactivated and replaced with subscription entitlements. Reference for Sales Engineers and Technicians for managing subscription licenses after conversion to subscription Managing Avaya OneCloud™ Customer Subscription Licenses In PLDS.

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PLDS and IPP Credits

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Avaya OneCloud™ Subscription

IPP Credit Best Practices - Avaya One Source Configurator and Renewal

Pre-Subscription Conversion Tasks

- Part of the required pre-work before quoting subscription and applying IPP credits is to run a PLDS to SAP
- Comparison Report which will highlight discrepancies for correction prior to quoting.
- The Quote Preparation Report (QPR) must be generated as well and displays available IPP credits.
- Reference Avaya Client Services Business Intelligence reports ACSBI.
- Verify contract coverage for licenses is accurate.
- Perform Install Base updates and correct discrepancies.
- Determine Available licenses and Activate them to maximize IPP Credits.
- Check Licenses that are not subscription. Not all products are currently subscription enabled and will not be re-issued as new subscription. SA/UA perpetual licenses will remain in place for these products.
- Verify by Functional Location-Host ID and Confirm Activated Licenses.
- Any Manipulation of entitlements, rehosting, license moves must be done in advance of quoting.
- Reference Quoting Avaya OneCloud™ Subscription PoS with IPP.

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Avaya OneCloud™ Subscription

IPP Credit Best Practices - Avaya One Source Configurator and Renewal

Support and Correction Process

- If discrepancies are found on the QPR report or actions show as required on the PLDS to SAP comparison report, place a ticket at the Avaya OneCare Portal https://onecare.avaya.com.
- Reference PLDS to SAP Comparison Job Aid.

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Subscription Migration Options

	Avaya Subscription				
	Upgrade to New Avaya Aura Platform	Remain on Avaya Aura Release 8	Remain on Avaya Aura Release7	Remain on Avaya Aura Release 6	CS1K/Aura Release 5 and Below
Software Support and Upgrade Entitlement Included	✔	✔	✔	✔	MUST UPGRADE (MIGRATE) TO AURA PLATFORM to get access to Subscription and full functionality. Does not require upfront 1 time SW purchase. Leverage Investment Protection Program to upgrade/migrate to Subscription.
Spaces Included	✔	✔	✔	✔	
Access to Investment Protection Savings	✔	✔	✔	✔	
Access to Full CC Feature Set	✔	*Limited to the Functionality of the deployed release			
Access to Full Avaya Devices Portfolio Support	✔				
*Receive 20% Stretch Allowance***	✔	✔ Through Mid Dec. 2022	NO	NO	
Access Best Discounts for HW & Devices when ordered with SW upgrade	✔	Reduced discounts if upgrade later	Reduced discounts if upgrade later	Reduced discounts if upgrade later	
*Supported SW (Patches, Security Patches)***	✔	✔ Through EOMS (Mid Dec. 2022)	NO	NO	

*Subject to Interoperality Guidelines

**Subscription follows Product Lifecycle policies (EoS and EoMS)

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Avaya OneCloud™ Subscription
Automated Bill of Materials for Rls 10

Rls 10 Automated Bill of Materials (BoM) for OneCloud Subscription that utilizes 'Automated Billing Codes'

- OneCloud Subscription delivers Subscription Licenses & Entitlements via a Bill of Materials (BoM) via PLDS The BoM contents depends primarily on:
  - The Subscription services ordered
  - The qty of each service ordered
- Whether service is for new (i.e. greenfield), or an upgrade/conversion from existing perpetual to subscription, Rls 10 BoM mappings cover all Aura Applications / Solution
- This replaces the previous process operated by Avaya ATAC, whereby ATAC updates current OneCloud Subscription PoS orders and adds the appropriate 'perpetual' Aura licenses & entitlements codes appropriate for the Subscription billing codes (Smart Codes)
- Result: The new Automated BOM process will speed up the License / Entitlement provisioning & increase accuracy

Note: OneCloud Subscription Apps that utilize the Standard Service Offer (Oceana, AACC etc) always provision a fixed BoM.

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Avaya OneCloud™ Subscription
Automated Bill of Materials for Rls 10

Rls 10 Automated Bill of Materials (BoM) for OneCloud Subscription that utilizes 'Automated Billing Codes'

Key Points:

- When a design is completed, the engineer will see the "smart codes" on their quote output.
- When the design is ordered, in the background the smart codes are converted to a BOM that is then used to produce the LAC.
- The content of that BOM will correspond to the Appendix B rules given in the offer definition for the subscription offer.

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Avaya OneCloud™ Subscription
Automated Bill of Materials for Rls 10

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PLDS ENHANCEMENTS

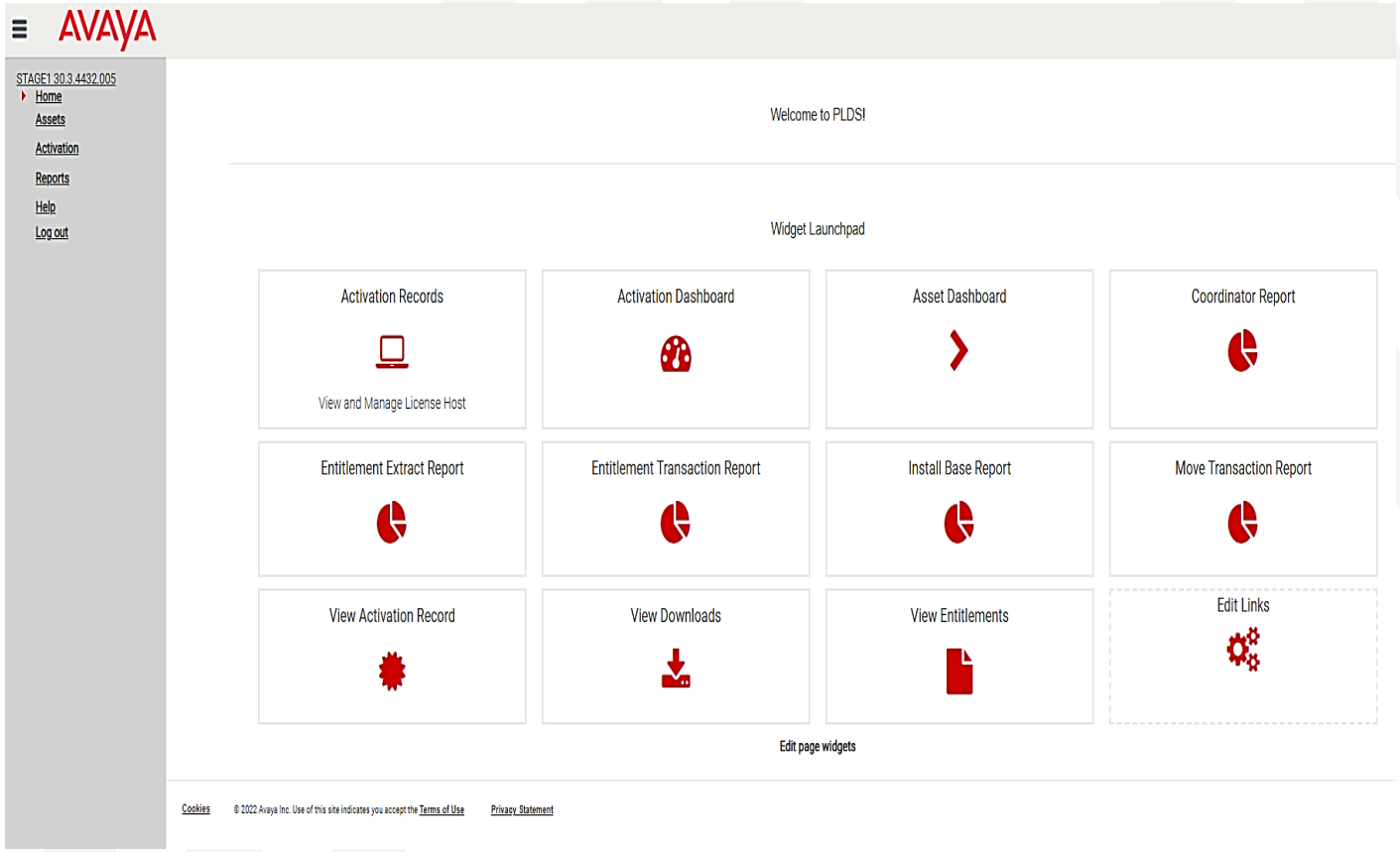
PLDS is moving to an updated Server structure and as such new enhancements will be available.

- PLDS Upgrade R30
  - PLDS is currently running on R26.We have not done an upgrade in several years and we need to do an upgrade as Moduslink (vendor) has released version R30.
  - The biggest change is to the UI-

    the menus and screens are all changing.
  - The UI will be much modernized.

Some improvements users will notice are:

1. Improved User Interface
2. Ability to access PLDS from a variety of devices, such as Smartphones and tablets.
3. Browser Support for Chrome, Microsoft Edge 4, Firefox and Safari



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PLDS Terms and Acronyms

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PLDS TERMS AND ACRONYMS

1. **A LAC (License Activation Code) is NOT a file.** A LAC is a string of Alphanumeric characters that represent an SAP order, for example 21LZ81522EE776278F937610 is a LAC that represents the SAP order 13338299 in PLDS production. This is used to activate licenses in PLDS. The result of activating licenses "may" result in a license file or license key created in PLDS for the product. Some products do not use a license file. Users simply enter the LAC or LACs at activation time thus associating the license entitlements to the license manager host. Later if there are additional orders provided, they will get another LAC per the new order, and they can activate that into the existing activation record for the license manager just like the other LAC or LACs already activated.
    a. As noted above a LAC represents an order. So, if a customer has 10 different license orders they will have 10 different LACs.
    b. Numerous LACs can be activated at the same time and users, who do the activations, should be familiar with the process. There is currently NO difference between activating a perpetual license or a subscription license.
    c. LACs can also contain Upgrade entitlements that allow for perpetual license upgrades. These are using during an upgrade of the perpetual license in PLDS.
2. **License and Upgrade entitlements come from SAP orders**.
    a. License entitlements are those licenses that are to be activated. The result of the activation "may" result in a license file, for those products that require a physical license, or license key for those products that use a key.
    b. The license file or key are what the user downloads and installs on either the WebLM (License Manager) or directly into the product like Non enterprise IP Office systems or most Scopia products.
    c. Upgrade entitlements are used to facilitate the upgrade from one release to a higher release.
3. **Support entitlements come from SAP contracts.**
    a. These are not licenses. They have an expiration date. They drive access to downloads and are key to allow our customers to upgrade their perpetual base systems. They also driver the terms of the subscription contract into the subscription license.
4. If a LAC has been created for Subscription but shows up in PLDS as Perpetual, then please send an email to hsnayak@avaya.com with the LAC and Expiration date information to manually correct it.
    a. Ideally all orders should be created correctly. Subscription orders should be created as Subscription and perpetual as perpetual. Also, Subscription IDs should be assigned correctly for each subscription order as well as support contracts related to subscription.

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PLDS License Removal Process

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PLDS License Removal Process
Post Avaya One Source Renewal Conversion

Instructions for managing customer licenses an Avaya One Source Renewal following conversion of Perpetual to Subscription service.

Step 1.0 License Activation

1. Ensure the subscription License Activation Codes (LACs) have enough quantity to cover the amount of the licenses required on each host.
2. Activate LAC on the Target Host.
3. Install the new license file on the WebLM server.

Step 2.0 Manual versus Automated Removal of Perpetual Licenses

1. For Automated Exception Removal process. If the end customer has any of the following (Avaya Aura® Communication Manager (CM) Stations: Base, Enterprise, or Foundation and are converting to UC Core or Power, then a manual process is to be followed.
2. In the example below, the customer had perpetual CM stations and received CM Stations – Core upon conversion to subscription. In this scenario, the manual process is required to remove the Enterprise and Foundation licenses, the automated removal process will remove the CM Stations – Core license removal.

Perpetual			Subscription		20% Overage
CM Stations - Enterprise	500		CM Stations - Core	1750	2100
CM Stations - Foundation	1000				
CM Stations - Core	250				

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PLDS License Removal Process
Post Avaya One Source Renewal Conversion

Step 2.0 Manual Removal of Perpetual Licenses

1. Identify the duplicate perpetual licenses that require manual removal by completing the License Removal Template which can be found at PLDS Entitlement and License Removal Form.
2. Once all the steps are done and complete for all hosts, users can then contact the PLDS IT team (Open a ticket into the PLDS Team Attn: Himanshu Nayak and attach the completed License Removal Form) to process the removal of the duplicate perpetual licenses to ensure the quantity is good both in PLDS and SAP installed base.

Note: VAPP Codes will remain as is no action required and nothing requires registration for GRT or SAL. Additionally, Technical On Boarding (TOB) remains intact.

Step 3.0 Automated Removal of Perpetual Licenses

- When the subscription order flows to PLDS to generate the LAC, a “Like for Like” license removal will take place in PLDS. This will not impact system operation if the customer is staying on the existing WebLM, as the new license overrides the existing license.
- If the customer is using a new WebLM, the licenses need to be uninstalled from the existing WebLM and moved to the new instance.

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Process Flow

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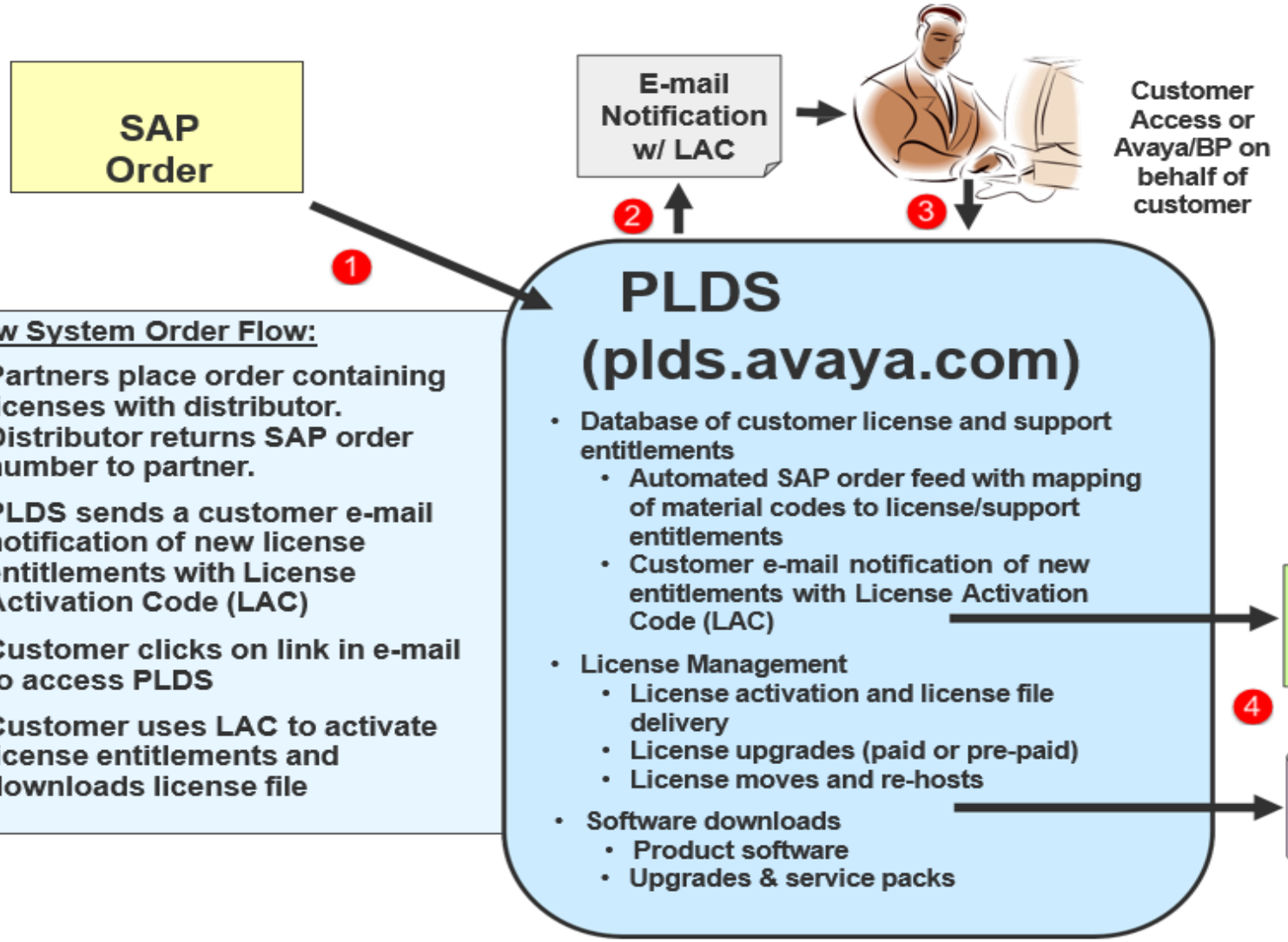
Product Licensing & Delivery System (PLDS)



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Support

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Where To Find Information?

- Quote to Order training resources for Avaya IX Subscription are available from the Sales Portal: https://sales.avaya.com/en/general/avaya-ix-subscription
- Installed Base Assessment & Pre-work and Quoting IPP - https://sales.avaya.com/documents/1399776872437
- A1S Renewals – Convert to Subscription at Renewal or Recast -Job Aid for A1S Renewals to convert existing perpetual contracts to Subscription https://sales.avaya.com/documents/1399765274754
- ATAC Engagement" Quoting Conversion Adds and Entitlements https://sales.avaya.com/documents/1399836270226
- PLDS: Manage OneCloud Subscription in PLDS - Instructions for the SE or Technician managing the customer's licenses in the case of a renewal conversion of perpetual to subscription Renewals https://sales.avaya.com/documents/1399780105412
- PLDS: PLDS OneCloud Subscription KTK: https://sales.avaya.com/documents/1399780800503

- For help with the Quote to Order Processes & Tools - Please contact Avaya Support via the Avaya OneCare Portal - http://onecare.avaya.com
  - Please provide details of the issue, the quote #, user etc.
- Global Registration Tool https://grt.avaya.com
- SSO Access : https://sso.avaya.com/
- Full training for using PLDS for implementation can be found at: PLDS Training
- PLDS Access : https://plds.avaya.com
- CAT Access : CAT Tool Training Link

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