



Avaya OneCloud™ Subscription Automated PLDS License Removal

April 20, 2022 vers. 01

Automated Removal Process of Customer Licenses in PLDS

- Overview
- Support Resources
- Process Flow Diagram



Avaya OneCloud™ Subscription Overview

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

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.*

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.](#)

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 Interoperability Guidelines

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

Avaya OneCloud™ Subscription

Automated Bill of Materials for RIs 10

RIs 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, RIs 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.

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.

Avaya OneCloud™ Subscription

Automated Bill of Materials for Rls 10

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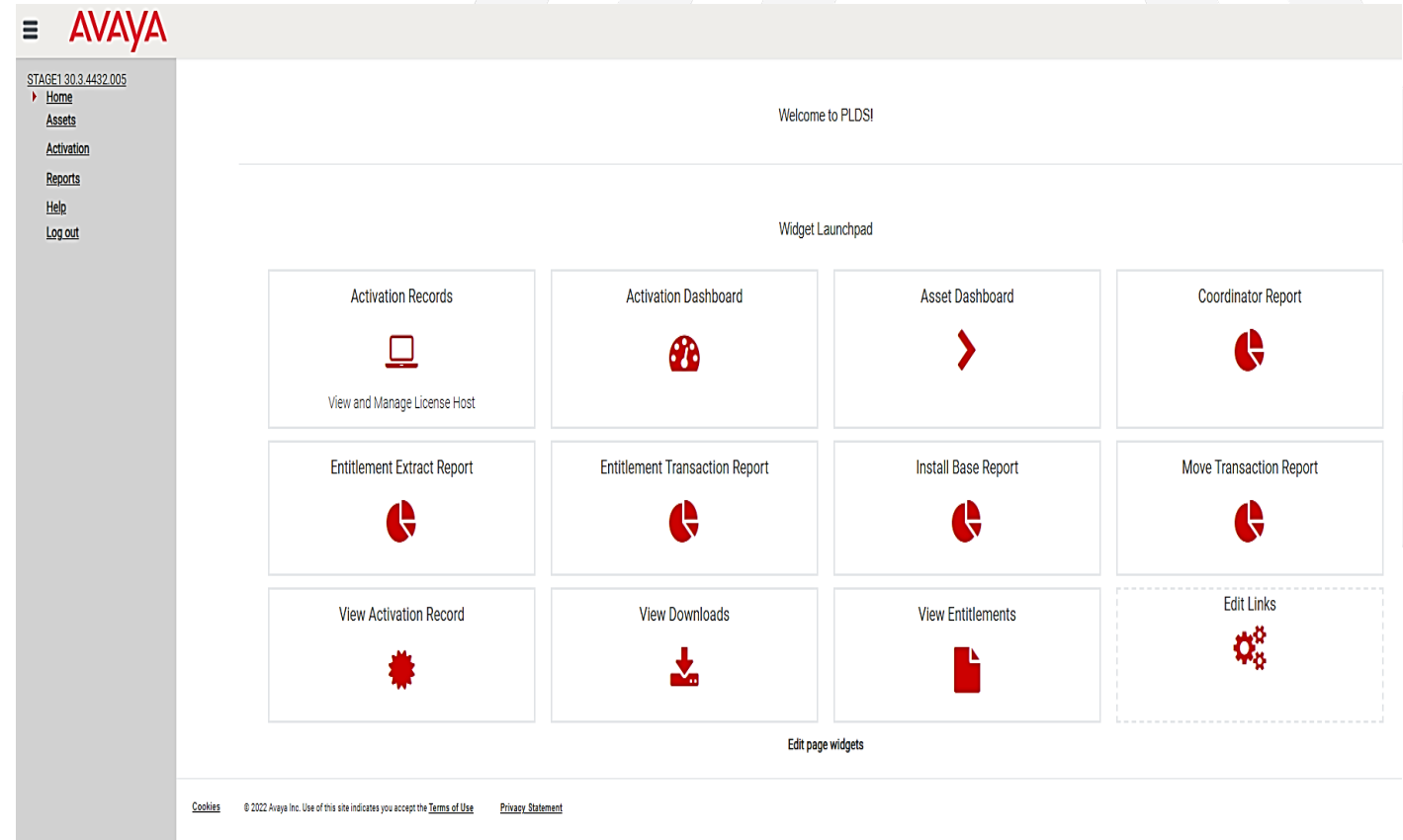
PLDS ENHANCEMENTS

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



PLDS License Removal Process



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 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.

PLDS License Removal Process

Post Avaya One Source Renewal Conversion

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.

Q: At what point is the perpetual license removal implemented? Does it happen when the order is placed or at some other time/action.

A: 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 affect system operation till the customer does one of the following:

- a) if the Partner is staying on the existing WebLM installing the new license will override the old one.
- b) If the Partner is using a new WebLM the Partner will have to uninstall license file on the old WebLM and Move to new one.
- c) Partner does NOT have to uninstall the license file from their WebLM until they are ready to install the new subscription license file from PLDS.

PLDS License Removal Process

Post Avaya One Source Renewal Conversion

Q: What happens if the customer needs to stay on perpetual licenses and make some changes like rehosting or adding new qty of licenses before migrating to subscription as their old perpetual licenses have been disabled in PLDS.

A: The partner would need to request temporary licenses until they move to Subscription. Customer can create temporary licenses themselves for 30 days using a cloning method as documented on the PLDS Help Page under "Generate Temporary License Files in PLDS - License Job Aid". If they need it for longer, they can generate one for 30 days, deploy it and then open an IT ticket to have it extended up to 90 days and once extended install the newer version of the same temp license.

Q: Partner is seeing an "Out of Synch" host message. What does the customer do in the event of a Host getting locked because of IPP Credits?

A: "Out of Sync" hosts are those hosts where the license entitlements related to their subscriptions were disabled automatically when the order is processed into PLDS. If they are using the same WebLM/System Manager server host IDs for their subscription licenses they just activate their subscription licenses on the same Host ID.

Normally and "out of sync" activation record can be resolved by regenerating the activation record but first download the existing licenses from the activation record as they are not automatically touched when the entitlements are disabled.

PLDS License Removal Process

Post Avaya One Source Renewal Conversion – Like for Like Exception

- 5) There is an exception when “Like for Like” removal may not be fully implemented in which case users can follow steps C-D as outlined in Step 6 below.
- 6) EXCEPTIONS:
- a) If the Customer has any of the following CM Stations i.e., Base, Enterprise, or Foundation and converting to UC Core or Power, then the automated removal process may NOT remove these CM Stations. In such scenario, the partner or accounts team need to request manual removal as outlined in steps below c-d.
 - b) Example: To explain the above use case, see below table where the customer has the following perpetual CM Stations and they got CM Stations Core when they converted to subscription. The automated removal shall remove the 250 Core Stations but will NOT remove the Enterprise or Foundation Stations. For those, the partner or accounts team will have to follow the manual removal process as outlined in steps below c-d.

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

PLDS License Removal Process

Post Avaya One Source Renewal Conversion – Like for Like Exception

- c) Users should identify the perpetual licenses that need removed by completing the License Removal Template which can be found at the following url:
- d) https://sales.avaya.com/en/general/product-licensing-delivery-system##PLDS_Job_Aids
- e) 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:

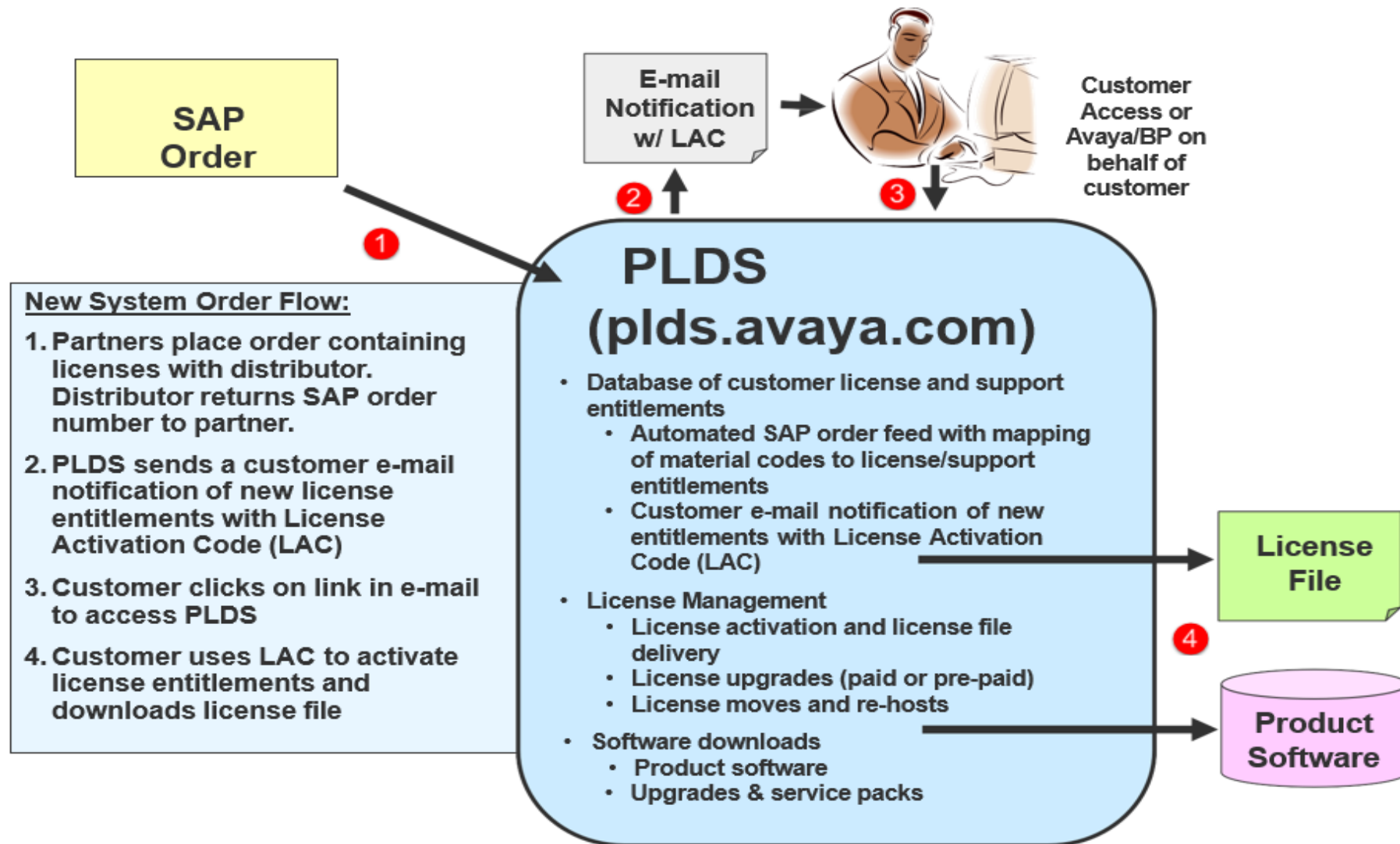
Partners should ensure that their Install Base is accurate before applying Subscription.

VAPP Codes will remain as no action is required (ignore). Nothing requires registration for Global Registration Tool (GRT) or Secure Access Link (SAL). In addition, Technical OnBoarding (TOB) remains intact. Therefore, no changes are required in these areas.

Process Flow



Product Licensing & Delivery System (PLDS)



Support



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](#)

THANK YOU !

