



Date of Issue: October 28, 2016

Avaya IP Office™ Platform

Migrating IP Office to R10 in SMB and IP Office in Midmarket

Release 10.x

Document Version 1.0

Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

© 2016 Avaya. All Rights Reserved.

All trademarks identified by ®, TM, or SM are registered marks, trademarks, and service marks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. Avaya and other parties may also have trademark rights in other terms used herein.



IP Office R10 Migration Procedure

Product ➔	IP Office Platform R10.0	GA Date ➔	August 29, 2016
Channel Partner Target Audience			
Product Management, Order Management, Documentation, Training, Lab Engineers, Sales Engineers			
CHANGE CONTROL RECORD			
Date (mm/dd/yy)		Issue/Version #	
October 28, 2016		1.0	
Summary of Changes			
Version 1.0			

Table of Contents

TABLE OF CONTENTS.....	3
1.0 ABOUT THIS DOCUMENT	4
2.0 OVERVIEW	4
3.0 MIGRATION PROCEDURE	5
3.1. IP400 SYSTEMS (ONLY IP406V2 AND IP412) TO R10 AND IP500 V2 MIGRATION SCENARIO.....	7
3.2. IP500 V1 TO IP500 V2 AND UPGRADE TO R10	7
3.3. IP500 V2 TO SEVER EDITION MIGRATION SCENARIO	8
3.4. IP500 V2 TO IP OFFICE SELECT MIGRATION SCENARIO	9
4.0 PRODUCT ORDERING, LICENSING AND PRICING	10
4.1. UPGRADE TO IP OFFICE RELEASE 10.0 LICENSE	10
4.2. SOFTWARE UPGRADE PROCESS.....	11
4.3. LICENSING CHANGES IN IP OFFICE R10.0.....	12
4.4. AVAYA ONE SOURCE (A1S)	12
4.4.1. <i>Deployment Options and Configurator Changes for New and Upgrade Configurations</i>	13
APPENDIX E: PRODUCT REFERENCE INFORMATION LINKS	18

1.0 About this Document

This IP Office R10 Migration Procedure document is intended for Avaya authorized distributors, resellers, and tier-1 partners (individually “Partner”, and collectively, “Partners”). The document will provide information required to successfully migrate Avaya IP Office™ Platform R10.0.

While reasonable efforts have been made to ensure that the information in this Migration Procedure is complete and accurate, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this guide. Further, the information contained herein is provided for informational purposes only and is not a commitment or an obligation to deliver any product, product feature or software functionality. Avaya reserves the right to make changes to the content and timing of any product, product feature or software release presented herein.

Pre-requisites for these procedures include knowledge of:

- PLDS licensing
- Avaya One Source
- IP Office R10 installation
- IP Office R10 Technical Bulletin 196

Links to Job Aids:

Avaya One Source

<https://sales.avaya.com/en/general/a1s-job-aids>

IP Office Knowledge Base and support site

- IP Office Knowledgebase - Contains all administrator and user documentation for IP Office - <http://marketingtools.avaya.com/knowledgebase>
- The Avaya support site – Contains all administrator and user documentation for IP Office - <http://support.avaya.com>

2.0 Overview

There are major initiatives in IP Office R10.0 intended to simplify IP Office licensing for this new release and future releases of the product. Customers with IP500 V2 systems, SMB, in R9.1 and prior with Basic Edition, Essential Edition, Preferred Edition, or Advance Edition migrating to Midmarket Server Edition or Select will have to follow the special migration process utilizing Avaya One Source (A1S). There is no single step migration process for SMB to Midmarket. All IP500 V2 systems in SMB must upgrade to IP Office R10 prior to uplifting them to IP Office Server Edition or Select.

This document is a guide, not a training tool. IP Office Installation and license XML tool migration knowledge, Avaya One Source (A1S) and PLDS knowledge are required to complete a successful migration.

Migration procedures from IP500 V2 to Server Edition are to be used. Special bids for migration to Server Edition will not be supported as PLDS provides the necessary support for migration license entitlement and for re-hosting licenses as required.

Note: This document is not intended for branch migrations. There are some unique characteristics associated with IP Office Branch scenarios that require different process steps. Please refer to the Sales and Partner Portal link below for details on upgrading an IP Office Branch solution to R10.0.

- <https://sales.avaya.com/en/pss/uc-ip-office-in-the-branch>

3.0 Migration Procedure

Migrating Licenses to PLDS

IP Office release 10 and higher will support only the Product Licensing and Delivery System (PLDS) to manage license files. If you are upgrading from a previous release, you must migrate all of your pre-R10 licenses (ADI, PLDS, mix of ADI/PLDS, virtual licenses) to R10 PLDS licenses. The R10 Manager application license migration tool extracts all the licensing information from an IP Office system and saves it to a file. This file is then be used prepare a software upgrade quote in the Avaya One Source Configurator in order to obtain the required new PLDS R10 licenses and applicable IP Office Service Support coverage(IPOSS).

- The XML file must be generated in advance from a live system containing all current licensing. Licenses and virtual licenses must be present on the system and verified prior to proceeding to the Avaya One Source process.
- Virtual licenses are no longer created as of release 10.0. They are provided as actual PLDS licenses.
 - Virtual Essential Edition
 - Virtual Preferred Editions for systems with UCM V1 modules – the module must reside on the system to ensure the XML file correctly images the virtual license in the XML tool
 - Virtual Avaya endpoint for system with
 - VCM 32/64 v1 modules
 - Legacy VCM channel migration licenses
 - Additional virtual Voicemail Pro ports for Server Edition: in earlier releases, two virtual Voicemail Pro ports were provided per instance. As of release 10.0, the PLDS licensing system will add two Voicemail Pro Ports to any Server Edition or IP Office Select licenses.
- An IP Office R10.0 version of IP Office Manager is required to generate the XML file.
- For a Midmarket multi-node solution, a single XML file extracted on the primary server will include all the necessary licensing information from all the nodes/locations in the solution.
- The XML file provides a complete and comprehensive license “profile” of the IP Office system.
- For Essential/Preferred Edition systems connected via SCN, you must run the migration tool on each system in the network to extract their licensing information and migrate individually.

Before you begin the License Migration process, ensure all licenses are loaded on the system before performing the license migration. For Server Edition deployments, ensure all nodes are online in order to capture the current view of systems in the solution.

For Server Edition deployments, the License Migration tool collects licensing information from every node in the solution. [For Essential/Preferred Edition systems connected via SCN, you must run the migration tool on each system in the network to extract their licensing information and migrate individually.](#)

You must use the Release 10 or higher Manager client to generate the license inventory file.

- Install Manager before upgrading to release 10.
 - See the procedure “InstallingManager” in *Administering Avaya IP Office™ Platform with Manager*.
- License migration is supported on all IP Office modes.
 - Note: only IP500 V2 systems release 6.0 and higher or Server Edition system
- The license migration tool can only be used with an online configuration.
 - The **Tools >License Migration** option is disabled for offline configurations.
- The license migration tool is not available on UCM and Application servers.
- License migration will fail if the file has been edited. Recommend not to open.

Before you begin

Ensure all licenses are loaded on the system before performing the license migration. For Server Edition deployments, ensure all nodes are online in order to capture the current view of systems in the solution. The IP Office configuration must be opened online. The License Migration tool is not available in offline mode.

Procedure

1. Log in to Manager and select **Tools > License Migration**.

The Save As window opens.

2. Select a location to save the file and enter a file name.

3. Click **Save**.

The file is saved with a .zip extension.

The xml files used for Software upgrade to IP Office Release 10 must be retrieved from the IP Office R10 License Manager. The xml file must remain unmodified. Any modification to the xml file will cause the xml file upload to fail.

Next steps

Use the file to prepare a software upgrade quote in the Avaya One Source Configurator in order to obtain the required new PLDS R10 licenses. Once you have the PLDS license files, apply them to the system.

Reference: How to create IP Office R10 QRN using A1S configurator

<https://sales.avaya.com/en/general/a1s-job-aids>

3.1. IP400 Systems (only IP406V2 and IP412) to R10 and IP500 V2 Migration Scenario

Customers must be on IP500 V2 with Release 6 or greater in order to migrate to IP Office R10.

Customers will need to purchase the IP500 V2 hardware, Essential Edition and other licenses that are not present as required.

- 1:1 licenses swap. Moving licenses from a serial dongle to a blank SD card. You cannot add any new licenses during this step. New licenses may be added separately as merchandise purchase
- Legacy card and migration of licenses supported via the card is no longer supported after R9.0. If the licenses have already migrated via the Legacy card, e.g., customer has already moved to R6.0 (or supported release level for the hardware) in previous upgrade, these licenses will appear as virtual licenses and will migrate using the XML tool. Any licenses not present will need to be purchased if that functionality is desired.

IP406V2/412 will be required to swap existing licenses for a serial dongle to a blank SD card within the same release per the existing ADI license swap process through your distributor. Customers must be on at least R6.0 to move to IP500 V2 and utilize the XML license migration tool. For ADI, only 1:1 dongle swaps will be supported. Partial swaps of licenses are not supported. This swap must be completed before using the XML license migration tool and Avaya One Source tools to upgrade to R10. Customers who are on releases less than R6.0 will not be supported unless they moved supported releases via paid upgrades to R9.1, run as R6 on the IP500 V2, and then migrate and upgrade to R10. The XML migration tool will not work with <R6.0 releases.

Virtual licenses must be present on the system prior to running the XML tool. The XML tool does not create licensing. For example, Customer may need to buy new IP End Point licenses as the legacy VCM channel migration to IP End Points virtual licenses using the Legacy carrier card is not supported after R9.0. Customers who have kept their system current and have already completed this migration with virtual IP Endpoints present will be able to migrate those licenses.

- Verify the hardware is supported as many IP400 version expansion cards no longer supported per the R9.1 Offer release

In older system, for each IP400 VCM cards in the system with upgrade to R6.0 or higher, each VCM channel supported by the card allows support for 3 Avaya IP phones. These licenses must already be resident on the system for the XML license tool to capture. If the customer has not kept current with releases, they will not have this option for R10.

o EoS codes often not supported on newer releases (e.g. CCC ins not supported on R6.0 and CCR is not supported on Release 9.1 or R10 onwards). Please refer to the product updates for each release.

3.2. IP500 V1 to IP500 V2 and Upgrade to R10

Licenses should be swapped within the same release from the feature key card to a new blank SD card.

Partial license swaps are not supported; swaps must be 1:1. Following the license swap, customer would upgrade to R10 per the existing procedures.

Customers migrating to the latest release will be required to have an IP500 V2 control unit. IP500 base cards, trunk cards and expansion modules are supported with IP500 V2 control unit and may migrate to

the V2 control unit. Licenses will require a dongle swap to move from the IP500 key card to the IP500 V2 SD card. Ensure the IP500 V2s with PCS level 14 or lower implement required PSN 004571

Virtual licenses must be present on the system prior to running the XML tool.

For systems using the IP500 V2 with any software release prior to 8.1.1.0, a two-stage upgrade process is required to cope with the increased size of the 9.1 binary file. Upgrade to 8.1.1.0 or any 9.0 version before attempting the upgrade to R10.

Ensure that the systems do not contain unsupported hardware. Upgrade them if necessary prior to upgrading the software. Install upgrade licenses prior to the upgrade.

Use the R10 Manager Upgrade Wizard to display the software currently present on the SD card and the new versions available for upgrade.

IP400 hardware will no longer be supported is referenced in the IP Office R9.1 Offer Document, installation manual and in the IP Office Knowledge Base. After the move to the IP500 V2 hardware and ADI swap is complete, follow these steps to move system to R10.

1. Upgrade and migrate IP500 V2 in R9.1 or prior software version to IP Office R10 and provision equivalent PLDS migration licenses.
 - a. Extract XML file from each IP500 V2 system using IP Office R10 Manager. XML file contains the list of existing ADI licenses.
 - b. Upload the extracted XML file on Avaya One Source (A1S) to configure and provision the equivalent PLDS migration licenses into a quote.
 - c. Upgrade IP Office Software to R10 via R10 Manager. IP Office R10 software is downloadable from support.avaya.com. Backup configuration before and after upgrade. Use manager to view PLDS License ID.
 - d. Once PLDS migration licenses are ordered via paid or entitled upgrade, PLDS licensing tool will issue Licenses Activation Code (LAC) via email. For Server Edition, a better solution is to consolidate all licenses in a PLDS license local to the Primary – or even better use the WebLM server on the Primary.
 - e. Utilizing PLDS licensing tool, activate the LAC onto the same host, IP500 V2 system, to complete the IP Office R10 upgrade and PLDS licenses migration process.

3.3. IP500 V2 to Sever Edition Migration Scenario

A few steps are required to complete IP500 V2 to Server Edition migration. IP500 V2 with Basic Edition, Essential Edition, or Preferred Edition in R9.1 or prior will have to follow the procedure stated below. Upgrade IP500 V2 system to R10 using appropriate upgrade migration codes; then migrate/activate as SE. There is no additional uplift required for Preferred/Essential as those licenses go obsolete in the SE environment. If using WebLM, Preferred and Essential licenses will not show in SE environment. Either upgrade the IP500 V2 to Server Edition in ADI first, then upload your ADI Server Edition XML upgrade to get R10 PLDS Server Edition or, another option, first upload your ADI IP500 V2 XML upgrade to get the equivalent R10 IP500 V2 PLDS licenses (not uplift) and then buy Server Edition R10 PLDS licensing as needed to change over from the R10 PLDS 500v2 to R10 PLDS Server Edition.

Note: a Commercial offer to move from IP500 V2 to Server Edition is no longer offered. Using the process for migration, licenses will migrate from ADI to R10 PLDS licenses then uplift to Server Edition. The licenses may be moved to the new host and locations as required per PLDS rules.

1. Upgrade and migrate IP500 V2 in R9.1 or prior software version to IP Office R10 and provision equivalent PLDS migration licenses.
 - f. Extract XML file from each IP500 V2 system using IP Office R10 Manager. XML file contains the list of existing ADI licenses.
 - g. Upload the extracted XML file on Avaya One Source (A1S) to configure and provision the equivalent PLDS migration licenses into a quote.
 - h. Upgrade IP Office Software to R10 via R10 Manager. IP Office R10 software is downloadable from support.avaya.com. Backup configuration before and after upgrade. Use manager to view PLDS License ID.
 - i. Once PLDS migration licenses are ordered via paid or entitled upgrade, PLDS licensing tool will issue Licenses Activation Code (LAC) via email. For Server Edition, a better solution is to consolidate all licenses in a PLDS license local to the Primary – or even better use the WebLM server on the Primary.
 - j. Utilizing PLDS licensing tool, activate the LAC onto the same host, IP500 V2 system, to complete the IP Office R10 upgrade and PLDS licenses migration process.
2. Uplift IP500 V2 in R10 to IP Office Server Edition.
 - a. Extract XML file from each IP500 V2 system using IP Office Manager. XML file contains the list of existing PLDS licenses.
 - b. Additional net new IP Office R10 PLDS licenses can be provisioned into a quote at the same time. Better to consolidate to Primary; best license centralization is to use the WebLM server. Local PLDS license file and WebLM have different benefits per notes below.
 - c. Once IP Office R10 Server Edition migration licenses are ordered via paid or entitled upgrade, PLDS licensing tool will issue Licenses Activation Code (LAC) via email.
 - d. Utilizing PLDS licensing tool, active the LAC and re-host the licenses onto pre-determined server(s) to complete the IP Office R10 Server Edition migration.

3.4. IP500 V2 to IP Office Select Migration Scenario

Extra steps are required to complete IP500 V2 to IP Office Select migration. IP500 V2 with Basic Edition, Essential Edition, or Preferred Edition in R9.1 or prior will have to migrate to IP Office R10 Sever Edition following section [3.3](#). After Server Edition migration, follow the procedure stated below.

1. Uplift IP Office R10 Server Edition to Select and provision PLDS upgrade licenses.
 - a. Extract XML file from each Server Edition system using IP Office Manager. XML file contains the list of existing Server Edition PLDS licenses.
 - b. Upload the extracted XML file on Avaya One Source (A1S) to configure and provision the necessary uplift PLDS licenses for IP Office Select. Additional net new IP Office R10 Select PLDS licenses can be provisioned into a quote at the same time.

- c. Once IP Office R10 Select uplift licenses are ordered via paid or entitled upgrade, PLDS licensing tool will issue License Activation Code (LAC) via email.
- d. Utilizing PLDS licensing tool, activate the LAC and re-host the licenses onto a pre-determined server to complete the IP Office R10 Select migration process.

The summary below highlights the key new or modified configuration rules for IP Office R10.0 Midmarket migrations from Server Edition to Select.

- Addition of an IP Office Server Edition R10.0 to IP Office Select R10.0 uplift path
 - The requirement to provide the individual node Host ID information becomes optional
 - All fields are open for entry of existing IP Office R10.0 Server Edition PLDS feature quantities required. This information is most easily accessed from the PLDS license records under the “features” tab.
 - R10.0 Server Edition to R10.0 Select uplifts will no longer be subject to a validation hold process. There is no change to the validation hold process remains that is in place for migrations to IP Office Select R9.1.
 - Support for new IPOSS user based, required attached, service offer.

4.0 Product Ordering, Licensing and Pricing

The IP Office R10.0 offer is licensed based on the service and functionality required by each user in the solution. This enables flexibly to configure the solution to the needs of the user today and upgrade, uplift or expand as needs evolve in the future.

4.1 Upgrade to IP Office Release 10.0 License

To upgrade existing IP Office systems to IP Office R10.0, paid/transactional or entitled Edition upgrade/migration licenses are required. Upgrading to IP Office R10.0 also involves a complete transition to PLDS licenses. As such, a full set of migration or upgrade licenses will be required. This is different than previous releases.

A summary of the paid/transactional Edition upgrade/migration licenses are located in the IP Office R10 Offer document, in Appendix C.

Material	Long Description	Code Type
Basic Edition		
Basic Edition ADI or PLDS Upgrades to R10		
383715	IP OFFICE R10 BASIC EDITION MIG UPGRADE PLDS	Paid Upgrade Code (Applicable to Basic Edition systems)
Essential Edition		
PLDS Upgrades (starting in PLDS)		
383729	IP OFFICE R10 ESSENTIAL EDITION UPGRADE PLDS LIC:DS	Paid Upgrade Code (Applicable to Essential Edition)

Material	Long Description	Code Type
		systems)
ADI Migrations to PLDS and upgrade to R10		
383657	IP OFFICE R10 ESSENTIAL EDITION MIG UPG LIC:DS	Paid Upgrade Code (Applicable to Essential Edition systems)
Preferred Edition		
PLDS Upgrades (starting in PLDS)		
383731	IP OFFICE R10 PREFERRED VOICEMAIL PRO UPGRADE PLDS LIC:DS	Paid Upgrade Code (incremental to the Essential Edition Upgrade Code)
ADI Migrations to PLDS and upgrade to R10		
383659	IP OFFICE R10 PREFERRED VOICEMAIL PRO MIG UPG LIC:DS	Paid Upgrade Code (incremental to the Essential Edition Upgrade Code)
Server Edition		
PLDS Upgrades (starting in PLDS)		
383732	IPO R10 SE/VRTLZD UPG PLDS LIC	Paid Upgrade Code
ADI Migrations to PLDS and upgrade to R10		
383660	IP OFFICE R10 SE /VRTLZD ADI MIG UPG LIC:DS	Paid Upgrade Code
IP Office PLDS Upgrades		
383762	IPO-SL 10 SE/VRTLZD UPG PLDS LIC	Paid Upgrade Code

4.2. Software Upgrade Process

The technical process for upgrading the different IP Office platforms from previous software releases to Release 10.0 is described in the Release 10.0 Technical Bulletin where all software upgrades are addressed.

To find the latest IP Office technical bulletin after the release is available:

1. Go to <http://support.avaya.com/>
2. If not previously selected, select IP Office, Select “products” or “change product” from the left menu and type IP Office.
3. Click “Technical Tips” under “Documentation”
4. Select “IP Office”
5. Select “10.0” under “Select a Release”

4.3. Licensing Changes in IP Office R10.0

- ADI licenses present on an IP Office R10.0 system will appear in the “Obsolete” status
- Appropriate IP Office R10.0 Edition licenses (Essential Edition, Preferred Edition, Server Edition or Select Server Edition) are required for a system to operate with R10.0 software.
- License management will be supported in both IP Office Manager and Web Manager.
- Both ADI and PLDS licenses will continue to be offered only for pre-IP Office R10.0 releases using ADI or PLDS licensing.
- Pre-IP Office R10.0 systems running either ADI or PLDS licenses **must** continue to order pre-R10.0 versions of licenses for any expansion or addition to an installed base pre-R10.0 system.
- License activation in PLDS requires the use of the Host ID. Previously in ADI, the SD card feature key or System Identification number was used to activate licenses.
- The Host ID can be found in IP Office Manager (R9.1 or R10.0) or Web Manager (R10.0) in the License tab.
- For SD cards, the previous ADI feature key 10 digit number is pre-pended with 11 to represent the Host ID in PLDS.
- For Linux servers, the Host ID can be viewed in the License tab of IP Office Manager or Web Manager.
- For SD cards and Avaya supplied Linux servers, the packaging label will include reference to the Host ID.
- The WebLM Host ID can be found in the WebLM interface under “Server Properties”
- Information on PLDS including how to obtain access, support and training is available at: <https://sales.avaya.com/en/general/product-licensing-delivery-system-plds>

Centralized Licensing for Server Edition/Select

- In pre-IP Office R10.0 systems only certain licenses could be centralized on the primary server and obtained by the secondary or expansion servers. Other licenses have to be present locally on the secondary or expansion server.
- With IP Office R10.0, all licenses can be fully centralized and consolidated into one license file residing on the integrated WebLM server. The WebLM server is available on the primary server as part of the solution under “Applications”.
- The WebLM license view will display the licenses that are available and which system has acquired the licenses.
- WebLM is selected in the License Source tab. This is the default on new systems. All nodes in the Server Edition or Select solution must have the same licensing source whether WebLM or Local.
- When upgrading an existing pre-IP Office R10.0 Server Edition or Select solution, the license source will remain as local. The system can then be changed to WebLM licensing, if desired.

Note: Partners are advised to check with the appropriate DevConnect developer partner if the system to be upgraded is currently using any DevConnect 3rd party applications. This is to ensure that there is no compatibility or licensing implication to the 3rd party application when the IP Office system is upgraded to R10.0.

4.4. Avaya One Source (A1S)

IP Office R10.0 will be configured in the Avaya One Source (A1S) Configurator at GA. IP Office R9.1 will continue to be available for configuration in the A1S configurator, if desired.

From the Avaya One Source landing page:



Americas & Asia: www.avaya.com/ebizn

EMEA: www.avaya.com/ebizu

Navigate to the followings:

- Design/Quote / A1S Configurator (OneSource Configurator OSC)

4.4.1. Deployment Options and Configurator Changes for New and Upgrade Configurations

A1S Configurator:

For new orders, the A1S configurator supports the following model views.

- IP Office for (SMB or Branch) – New System
- IP Office for Midmarket (Server Edition and Select) – New System
- IP Office for Midmarket – Migrating Server Edition to IP Office Select

For upgrade orders to IP Office R10.0, the A1S configurator supports the following new option:

- IP Office R10.0 Software License Upgrade

This new option has been added specifically to support software license upgrade configuration and material code provisioning required for upgrading to IP Office R10.0 with PLDS licensing.

Two paths are provided in the configurator: SMB/Midmarket and Branch.

***Note:** Please refer to the IP Office R10.0 Branch Offer Document for specific details on the software license upgrade path for branch installations.*

The IP Office R10.0 process will not support the following:

- SMB Standard Mode customers, running on an IP500 V2, wanting to upgrade and move directly into an IP Office R10.0 Server Edition or Select solution
 - The Standard Mode system(s) must first be upgraded to IP Office R10.0 using this special process.
 - After the upgrade is completed, the PLDS move (re-hosting) capability can then be leveraged by Partners to move the IP Office R10.0 customer licenses, as desired.
- Server Edition customers wanting to upgrade and uplift directly into an IP Office R10.0 Select solution
 - The Server Edition solution must first be upgraded to IP Office R10.0 .
 - After the upgrade is completed, the A1S, R10.0 Server Edition to R10.0 Select Uplift configurator can be used to uplift the solution to Select.

* Please refer to the Sales and Partner Portal link below for details on upgrading an IP Office Branch solution to IP Office R10.0.

<https://sales.avaya.com/en/pss/uc-ip-office-in-the-branch>

Avaya One Source (A1S) IP Office R10.0 Software License Upgrade Process

A simple, common process will be used to handle the configuration and procurement of upgrade software licenses in the Avaya One Source (A1S) configurator. The IP Office R10.0 software license upgrade

process is only supported in the A1S tool. Due to the complexity and interaction with various internal Avaya systems, Distributor tools will not support this functionality.

The process will involve the following steps:

- Log into the A1S configure under “Create”
- Under “Product” select “IP Office R10 Software Upgrade”
- Select “SMB (single node) or Midmarket (multi-node)
 - Another selection of “Branch” is available however this path will only be covered in the IP Office Branch R10.0 Offer document.
- Upload the XML license migration file extracted from the IP Office system that is to be upgraded.
 - *The XML file should be generated in advance from a live system containing all current licensing.*
 - An IP Office R10.0 version of IP Office Manager is required to generate the XML file.
 - For a Midmarket multi-node solution, a single XML file extracted on the primary server will include all the necessary licensing information from all the nodes/locations in the solution.
 - The XML file provides a complete and comprehensive license “profile” of the IP Office system.
- When directed into the Node Management screen, the ADI feature key(s) and PLDS host ID(s) are auto populated for review.
 - Summary information is captured about the system from which the XML file was extracted. This allows the user to validate that the correct XML file has been uploaded into the quote.
- If the user is requesting an entitled upgrade then the system will prompt the user to enter the necessary contract ID information. The Sold To information for each node of the solution will be auto populated upon retrieval of the contract information..
- A1S will validate contract entitlement and will highlight whether a particular node/location is not covered by a valid contact
 - If the system or particular node is not covered by a valid support contract, the configurator will provision paid/transactional upgrade licenses for that system or node.
- If the user is requesting paid transactional upgrades, then no contract information is required to be filled in.
- The user clicks to accept the information in the Node Management screen and proceeds to licensing configuration step.
- Based on the content of the XML file, the configurator will auto populate the existing quantity of the various licenses that were found to exist on the specific system/solution.
 - As outlined earlier, these existing quantities could be sourced from any of the following: ADI, PLDS, previously non-licensed features or previously virtual licensed features.
- The user can adjust the target quantities, if changes to the existing licenses are desired to either reduce quantities or to configure additional quantities. Any additional quantities will be provisioned with new software licenses at standard pricing.
- Once target quantities are finalized and the design is configured, any paid/transactional upgrades will be subject to the new IPOSS per user service offer that will be configured in the IP Office configurator. Although the configurator is designed for the R10.0 upgrade software licenses, it does offer additional flexibility. For example, if hardware replacement is required for existing or new servers, support services can be attached.
- At this point the quote can be completed and converted into an order.
- The resulting order represents a standard PLDS order and the partner will subsequently receive a PLDS License Activation Code (LAC) and can proceed into the PLDS licensing system to download and activate the licenses against the target system PLDS host ID.

***Note:** Any advanced design configured in A1S during the password control period must be updated by invoking the “Configure Design” button in the quote, once the A1S configuration tool becomes GA status. This will ensure that any changes made to configuration rules or pricing between early controlled availability and the GA version of A1S, are reflected in the final design.*

Pre-Requisites prior to creating a complete and accurate IP Office R10.0 software license upgrade design configuration in the A1S tool.

Prior to creating an IP Office R10.0 software license upgrade design in the A1S tool, users must ensure that the following pre-requisites are in place to ensure a successful design:

- All licenses existing in ADI or PLDS for the target system must be loaded into the system prior to extracting the XML file. The XML file is used as the single representation of license entitlement and failure to load all licenses on the system will result in a loss of entitlement to these licenses.
- All support contracts must be in place and valid at the time of quote creation, if a support entitled upgrade is being requested. In this case, have a summary of the relevant contract numbers available as these will be required as part of the quoting process. The quote validity date will be set at the standard 60 days or the end date of the support contract, if less than 60 days. In a Midmarket solution involving more than one node/location, the quote validity date will be set at the standard 60 days or the shortest end date of all the applicable support contracts, if less than 60 days.
 - The CSQT tool can be used to search for existing contract information. Link below <http://earlyrenewals.avaya.com/csqt/>
 - Access to CSQT is also available from the Avaya One Source landing page under Design/Quote / CSQT
- Generate the XML file with IP Office Manager using the new license migration functionality. The XML file must be generated on a live system (not a stored config file). This is the most important step as all upgrade configurations will require an accurate XML file.

***Note:** The IPOSS entitled upgrade license fulfillment process used for R9.1 will remain unchanged for those wishing to upgrade to R9.1 as part of their IPOSS support entitlement.*

Other Considerations and Terms & Conditions

- Any advanced design configured in A1S during the password control period must be updated by invoking the “Configure Design” button in the quote, once the A1S configuration tool becomes GA status. This will ensure that any changes made to configuration rules or pricing between early controlled availability and the GA version of A1S, are reflected in the final design.
- The “Help” functionality in A1S will provide additional information, useful to a more complete understanding of various functions within the upgrade configurator.
- The CSQT tool can be used to obtain or verify support contract information.
- For single node SMB solutions, the configuration tool will validate IPOSS contract coverage to determine whether to provision paid or entitled versions of migration or upgrade material codes. If the system is covered by a valid support contract and is eligible for an entitled upgrade, the current support contract will continue to be in force until such time as a renewal is performed. Any changes to user quantities will not impact current IPOSS coverage.
- For single node SMB solutions without a valid IPOSS support contract, paid upgrade material codes will be provisioned. The new per user IPOSS required attached support coverage will be provisioned.

- For multi-node/location Midmarket solutions, the configuration tool will validate current IPOSS support coverage to determine whether to provision paid or entitled versions of migration or upgrade material codes. If all the nodes/locations are covered by a valid IPOSS support contract and are eligible for entitled upgrades, the current support contract will continue to be in force until such time as a renewal is performed. Any changes to user quantities will not impact current IPOSS coverage.
- For multi-node/location Midmarket solutions, if one or more nodes/locations do not have a valid IPOSS support contract, paid upgrade material codes will be provisioned for those nodes. Nodes/locations with eligible coverage will be provisioned the equivalent entitled version of the migration or upgrade license. In addition, since all nodes are not covered, the entire solution will be provisioned with the new per user IPOSS required attach support coverage.
- The A1S tool interprets the results of the XML file and pre-populates existing license entitlements. Users can generate a quote report to get more information about the breakdown of their existing license entitlements (ADI, PLDS, virtual, non-licensed).
- If additional quantities are requested, net new software licenses will be provisioned at standard pricing.
- If user uplifts are requested, paid uplift software licenses will be provisioned at standard pricing.
- Existing ADI quantities can be reduced, if desired. Any action to reduce existing ADI quantities is a one-time action and cannot be reversed. No future license entitlement will remain in ADI. Existing ADI records will be marked as “converted” and will no longer be available through the ADI system. This further reinforces the importance of ensuring that all licenses in the ADI licensing system are present on the actual IP Office before extracting the XML file.
- Existing PLDS licenses cannot be reduced below their current quantities, as PLDS must have an equal number of upgrade licenses to the existing current quantities in order to successfully execute the upgrade job. This further reinforces the importance of ensuring that the PLDS license file existing on the system when the XML file was extracted is complete and reflects what is in the PLDS licensing system.
- Any upgrade of an IP500 V2 that includes a UCM V1 module will be subject to control. The A1S tool will capture the serial number of the upgraded UCM V1. Once a specific upgrade order has been placed on Avaya via EDI or Order Center, that specific UCM V1 will not be allowed any more upgrades.
- Multiple upgrade quotes can be created for any system or solution. The ADI records associated a specific system or solution, will only be marked as “converted” once a specific upgrade order has been placed on Avaya via EDI or Order Center. A1S will not allow any future quotes to be prepared for any feature key / system identification number that has already been upgraded.
- SD cards identified in the XML file as part of the quotation process and subsequently used for the new IP Office R10.0 PLDS licenses from the upgrade, do not have to be returned to Avaya. This is intended to reduce the effort required by both Avaya distributors and partners. The subject SD card is intended to be retained and used with the upgraded system. All existing ADI records will be removed from the ADI licensing system and no further activity will be allowed. Existing ADI licenses will appear in an “Obsolete” status when co-residing with the new IP Office R10.0 PLDS equivalent licenses.
- For pre- IP Office R10.0 systems operating Advanced Edition, they will be upgraded to Preferred Edition (similar to IP Office R9.1 upgrade behavior).
- Virtual software licenses that remain supported in IP Office R10.0 will be provisioned with equivalent PLDS licenses and will no longer exist as virtual.
- Virtual or actual software licenses that are no longer relevant or not supported in IP Office R10.0 will not be carried forward as part of the license upgrade to IP Office R10.0. This is standard release over release practice.

- In earlier releases of IP Office software, two virtual Voice Mail Pro ports were provided per instance of the Server Edition or Select Server Edition licenses. When upgrading to IP Office R10.0, the PLDS licensing system will add two Voice Mail Pro ports to any IP Office R10.0 Server Edition or Select Server Edition license. These Voice Mail Pro ports are always attached to their respective Server Edition or Select Server Edition license.
- To illustrate what Edition migration or upgrade license are required for the upgrade to R10.0, the following pre- IP Office R10.0 examples are provided:
 - Basic Edition requires Basic Edition migration or upgrade license (paid or entitled)
 - Essential Edition requires Essential Edition migration or upgrade license (paid or entitled)
 - Preferred Edition requires both the Essential Edition and Preferred Edition migration or upgrade license (paid or entitled)
 - Advanced Edition requires both the Essential Edition and Preferred Edition migration or upgrade license (paid or entitled)
 - Server Edition requires the Server Edition migration or upgrade license (one per node, paid or entitled)
 - Select Server Edition requires the Select Server Edition migration or upgrade license (one per node, paid or entitled)
- It is important to ensure that the IP Office R10.0 PLDS upgrade license file is installed on the system before attempting to perform the software upgrade to R10.0

Temporary License Requests

Temporary/Emergency licenses up to 30 days do not require product management or product operations approval. Please call the Helpdesk and have it flagged as “Business Critical”.

Temporary licenses between 31-90 days with supporting orders such as upgrades, new, moves or orders with errors/corrections do NOT require product management or product operations approval. Please call the Helpdesk (Tier 3) to request a temporary license.

Temporary licenses between 31-90 days without supporting orders will require review by product manager/product operations and will require business justification (i.e. business case); Call Helpdesk (Tier 3) first, open case and have escalated to product operations /product management.

Avaya Helpdesk

For the **USA**, please call 1-866-AVAYA IT (+1-866-282-9248) or 303-354-8999

EU & GGM users should call +44 1483 309800

Canada and **AI** users should call +1 720 444 0130

APAC users should call +65 6872 8700

Germany (GSMB) users should call +49 69 7505 1234

Laboratory Trials

Customer lab systems must be ordered and purchased as per standard processes and can leverage the partners MDF funds.

Appendix E: Product Reference Information Links

Avaya Small and Medium Business Product Page

<https://sales.avaya.com/en/pss/small-and-midmarket-business>

Avaya Small and Midmarket Business Services and Support

<https://sales.avaya.com/en/pss/small-and-midmarket-business-services-and-support>

Avaya IP Office™ Platform Product Page

<https://sales.avaya.com/en/pss/ip-office>

Avaya IP Office™ Platform Branch Product Page

<https://sales.avaya.com/en/pss/uc-ip-office-in-the-branch>

Product Compatibility Matrix to determine products release levels compatible with IP Office is available on support.avaya.com at the link

<https://support.avaya.com/CompatibilityMatrix/Index.aspx>

Choose the Products you have in your environment to assess compatibilities

Technical Documentation for Avaya IP Office™ Platform can be found at

<https://support.avaya.com/downloads/>

Developer Community Information

Avaya DevConnect for Developer Community Information

https://www.devconnectprogram.com/site/global/home/p_home.gsp

Product Authorization, Credentials and Certifications on Avaya Connect Partner Program

<https://sales.avaya.com/en/general/program-requirements>

Product Licensing Delivery System (PLDS): Information on PLDS including how to obtain access, support and training

<https://sales.avaya.com/en/general/product-licensing-delivery-system-plds>

License Portability: Detailed information on License Migrations & Merges is available at the Global License Portability (GLP) Process and found under GLP project Documentation in Business Tools & Processes → Software Licensing & Fulfillment → Standard License Portability

<https://sales.avaya.com/en/general/standard-license-portability>

Software Licensing Policy: A full description of Avaya's licensing policy and approach to re-licensing for Avaya Communication Manager can be found under Global Licensing Policy project Documentation in Business Tools & Processes → Software Licensing & Fulfillment → Standard License Portability

<https://sales.avaya.com/en/general/standard-license-portability>

Avaya Product Lifecycle Policy:

<https://support.avaya.com/css/P8/documents/100081098>

APS Application support team engagement process:

<https://confluence.forge.avaya.com/display/EPTADVANCEDAPPS/Advanced+Application+Support+Process#overview>



avaya.com

https://avaya.my.salesforce.com/apex/sp_ContentClassificationListPage?Id=a3j30000000L2IvAAK&cat=Pre-Sales+Technical