IP Office R10 to R11 Upgrade

Job Aid

Contents

v9 / October 5th

A1S – Quote

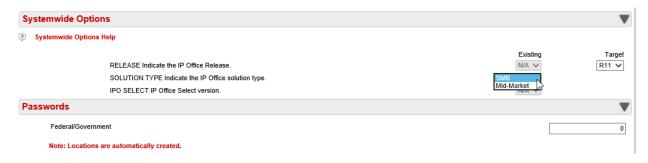Go into the **IP Office Software Upgrade tool**.

Select R10 for Existing and R11 for Target.

No XML upload is required or supported in case of R10 to R11 upgrades – this is required for pre R10 upgrades only.

If this is for a Server Edition enter the number of all the nodes including the Primary, Secondary and all the Expansion systems. If it is for Essential or Preferred only 1 node needs to be entered.
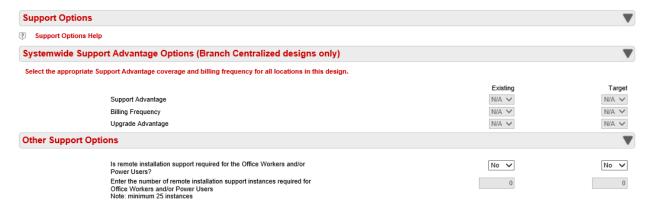
Where it asks the IP Office Configuration Select SMB (Single Node) or Mid-Market (Multi Node) unless this is for an Enterprise Branch for Aura.

Under Systemwide Options it is also possible to select either of SMB or Mid-Market as appropriate; further IP Office Select can be configured in case of Mid-Market if applicable.
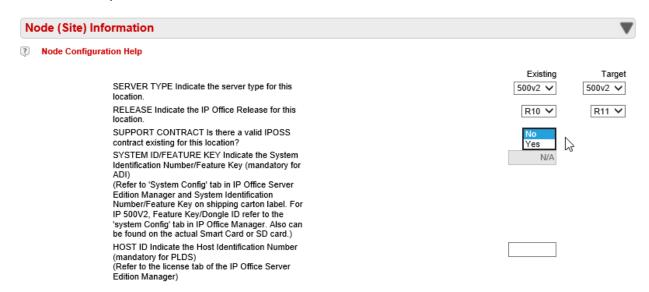
Support Options is intended for Centralized Branch solution only.

Support Options ▼

? **Support Options Help**

Systemwide Support Advantage Options (Branch Centralized designs only) ▼

Select the appropriate Support Advantage coverage and billing frequency for all locations in this design.

	Existing	Target
Support Advantage	N/A ⌄	N/A ⌄
Billing Frequency	N/A ⌄	N/A ⌄
Upgrade Advantage	N/A ⌄	N/A ⌄

Other Support Options ▼

	Existing	Target
Is remote installation support required for the Office Workers and/or Power Users?	No ⌄	No ⌄
Enter the number of remote installation support instances required for Office Workers and/or Power Users Note: minimum 25 instances	0	0

Next click on Physical Location 1 / other locations as relevant in case of Mid-Market.

Node (Site) Information ▼

? **Node Configuration Help**

	Existing	Target
SERVER TYPE Indicate the server type for this location.	500v2 ⌄	500v2 ⌄
RELEASE Indicate the IP Office Release for this location.	R10 ⌄	R11 ⌄
SUPPORT CONTRACT Is there a valid IPOSS contract existing for this location?	No Yes	
SYSTEM ID/FEATURE KEY Indicate the System Identification Number/Feature Key (mandatory for ADI) (Refer to 'System Config' tab in IP Office Server Edition Manager and System Identification Number/Feature Key on shipping carton label. For IP 500V2, Feature Key/Dongle ID refer to the 'system Config' tab in IP Office Manager. Also can be found on the actual Smart Card or SD card.)	N/A	
HOST ID Indicate the Host Identification Number (mandatory for PLDS) (Refer to the license tab of the IP Office Server Edition Manager)		

Select the correct answer for SUPPORT CONTRACT. Note that the default answer is currently set to YES so ensure the valid answer is selected if IPOSS is <u>not</u> in place; it is planned to change this default to NO to avoid confusion.

The PLDS Host ID is not used currently and can be ignored. It is planned to grey out this input to avoid confusion.

Manually fill out the form for IP Office Licenses.

- The material codes with indication of R10+ are also known as "Release ANY" codes and may be used for Release 10 and higher (R10+) system deployments. The SAP descriptions have been modified to show 10+ for this change, while the material code remains the same.
- Other codes are R11 specific and contain R11 in the description.
- Appendix B of the IP Office R11 Offer document has a full listing of all R11 license codes.

There is more information on retrieving customer license information in the section on PLDS – Activation later in this document.

Note that as of late August time the A1S tools now have a "split screen" for IP Office license entry.

One section is dedicated to the R11 specific licenses and another for the R10+ licenses. The intent is to help partners clearly identify those R11 specific licenses which **do need** to be populated under Existing licenses as per screenshot just below.

If no value is entered for a Target field it will default to the value entered for Existing.

It is also possible to expand R11 specific licenses (e.g. Office Workers below.) Any R11 specific licenses (upgrade or expansion) will appear in the A1S tool output.

The Existing number of Nodal licenses will be prepopulated. Enter the Target number of licenses required.
(Exception: Existing quantities must be entered manually for Branch designs with WebLM.)

If R10 to R11 upgrade design and any of the following licenses exists the quantity must be entered.

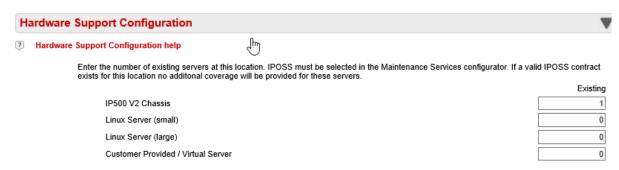|	Existing	Target
Basic Edition	0	0
Essential Editon	1	1
VM Pro / Preferred Edition	1	1
Server/Virtualized Server Edition PLDS Licenses	0	0
Enter the number of Server Edition licenses to uplift to Virtualized Server Edition licenses.		0
Office Workers	10	15
Power Users	20	20
Mobile Workers	30	30
Teleworkers	40	40
VM Pro / TTS Pro Linux	0	0
TTS Microsoft Windows	0	0
Contact Recorder to Media Manager	0	0
Branch WebLM	0	0

R10+ licenses **do not need** to be populated under Existing unless there is an expansion planned for any of those licenses as part of the software upgrade. These licenses already exist for the customer system in PLDS and are valid for any software version after R10 (including R11).

R10+ licenses will not appear in A1S tool outputs unless in case of a license expansion (e.g. Avaya IP Endpoints below). Note that no other R10+ license fields are populated below – an entry is only required for R10+ licenses where an expansion is planned as part of the upgrade.

If R10 to R11 Upgrade design, only make entries in this section if ADDITIONAL licenses are required.

Embedded VM Additional Ports	0	0
VM Pro / Preferred Edition Additional Voicemail Ports (Exclude 2 Messaging Ports included with the Essential Edition, 4 VoiceMail Pro ports included with Preferred or 2 VoiceMail Pro ports that are included with each Mid-Market Server Edition license)	0	0
Server Edition ADI Licenses (All ADI Server Edition licenses on the XML file are populated as Regular Server Edition (non- Virtualized). Please enter all ADI Nodal Virtualized SE quantities on the Virtualized Server Edition line below.)	0	0
Virtualized Server Edition ADI Licenses (Manually enter the number of Existing Virtualized Server Edition ADI licenses.)	0	0
Receptionists	0	0
Web Collaboration Users	0	0
Avaya Softphone	0	0
3rd Party TTS	0	0
VM Pro UMS	0	0
Avaya IP Endpoints	100	110
3rd Party IP Endpoints	0	0
TAPI WAV	0	0
SIP Trunk Channels	0	0
Select Digital Trunk Type	E1	
Indicate the total number of additional T1, E1 or E1R2 channels.	0	0
SM Trunk Channels	0	0
500v2 Voice Networking Channels	0	0
Branch Centralized End Points	0	0
CTI (Link Pro)	0	0
IP Sec VPN	0	0
Contact Recorder / VM Pro Recording Administrator	0	0
Integrated Contact Reporter Voice Agents	0	0
Integrated Contact Reporter Supervisors	0	0
Media Manager	No	No
ACCS-Avaya Contact Center Select enablement	0	0

Under Physical Location / Hardware Support Configuration – entering a number of servers at this point results in adding IPOSS to the quote.

Hardware Support Configuration ▼

Hardware Support Configuration help

Enter the number of existing servers at this location. IPOSS must be selected in the Maintenance Services configurator. If a valid IPOSS contract exists for this location no additonal coverage will be provided for these servers.

	Existing
IP500 V2 Chassis	1
Linux Server (small)	0
Linux Server (large)	0
Customer Provided / Virtual Server	0

It is now possible to Configure Design and Save Design as usual.

Design Control ▼
- Material / APL Report
- Configure Design
- Save Design (0051)
- Preferences
- ▶ Blueprint

IPOSS will be presented during quote validation if that has been selected earlier in the quote as above.

IP Office Support Services (IPOSS) ▼

(?) Responses to these questions on this screen pertain only to maintenance coverage for IP Office Support Services.
Responses to the questions are only for new configurations, upgrades and additions are not supported.
However, upgrades and additions from the SSE configurator for ACCS and IPOCC are supported.
Support Advantage is not available for IP Office Support Services.

IP Office Support Services

Option	Value
DELIVERY MODEL Select the Delivery model for IP Office Support Services. (ACIS or ACSS Certification is required to purchase Co-Delivery)	Wholesale ∨
REMOTE TECHNICAL SUPPORT Select the Remote Technical Support Coverage option.	8x5 ∨
OPTIONAL PARTS COVERAGE Parts will be shipped based upon geographic availability. For Advanced Parts Replacement (APR), select the desired option. (Advanced Parts Replacement is not available for locations with Virtualized Servers.)	APR Next Business Day (NBD) ∨
CONTRACT TERM Select the Contract Term for IP Office Support Services.	3 Year prepaid ∨

Note that only R11 specific codes are output for the R11 upgrade quote – this includes Essential Edition, Preferred / VMPro as well as the user profile licenses (Office Worker / Mobile Worker / Teleworker / Power User).

Levels	Physical Location	Dlv Grp	Product Code	Parent Code	Quantity	Term	Product Description
1.1	Physical Location 1	2	370570		1		IPO SMB MODEL
1.1.1	Physical Location 1	2	383110	370570	10		IPO R10+ AV IP ENDPT 1 LIC
1.1.2	Physical Location 1	2	396442	370570	5		IPO R11 OFFICE WORKER 1 LIC
1.1.3	Physical Location 1	2	396485	370570	20		IPO R11 PWR USER 1 UPG LIC
1.1.4	Physical Location 1	2	396486	370570	40		IPO R11 TELEWORKER 1 UPG LIC
1.1.5	Physical Location 1	2	396487	370570	30		IPO R11 MOBILE WORKER 1 UPG LIC
1.1.6	Physical Location 1	2	396488	370570	10		IPO R11 OFFICE WORKER 1 UPG LIC
1.1.7	Physical Location 1	2	396491	370570	1		IPO R11 ESSNTL ED UPG LIC
1.1.8	Physical Location 1	2	396492	370570	1		IPO R11 PREFRD VM PRO UPG LIC

R10+ codes are **not** output for a R11 upgrade quote – that includes Avaya IP Endpoint, 3rd Party IP Endpoint, Receptionist, SIP trunks and more as per the R11 Offer document. Those R10+ licenses are already on PLDS for the customer system and remain valid for R11 upgrade. The one exception would be where a customer expands number of R10+ licenses as part of a software upgrade, as per the additional ten Avaya IP Endpoint licenses in this example (adding ten more to the existing one hundred of same).

PLDS – Activation

In case of a **system with IPOSS**:

An entitled upgrade quote (IPOSS = YES) is still required in A1S and that quote must be ordered ($0) to ensure correct R11 upgrade entitlements are made available in PLDS. Note that no LAC notifications result from PLDS in case of such an IPOSS entitled upgrade order.

Once the order is confirmed the system can then be upgraded using Prepaid Upgrade process in PLDS. To perform this type of upgrade, user will need a contract or SAP order # with SSU and the Host ID for the server. Both the SAP order and the License Host will need to be listed under the same Sold To # (Group ID).

If the Prepaid Upgrade option is not appearing as expected in PLDS then an email should be sent to Product Ops team (productops@avaya.com) requesting their support to resolve the issue. Following relevant information must be included in the email request: SAP order number, PLDS host ID, and IPOSS contract number.

In case of a **system without IPOSS**:

The standard paid upgrade quote (IPOSS = NO) in A1S and corresponding order are first required. PLDS does generate a LAC notification in this case and the system can then be upgraded using Paid Upgrade process in PLDS.

To perform this type of upgrade, user will need a SAP order with upgrade entitlements and the Host ID for the server. Both the SAP order and the License Host will need to be listed under the same Company ID.

To review existing licenses in PLDS and understand which are Release ANY vs R10 / R11 specific the following steps can be used.

Within PLDS select Assets / View Entitlements – enter the relevant customer Sold To or FL information.

| Home | Assets | Activation | Reports | Help | Log out |

Search Entitlements
Return

To view Guardian SPDR related entitlements, click on [Advanced Search] and select YES in the Guardian SPDR field. When the results list is displayed, scroll to the right to s

To display additional search criteria, click Advanced Search. Click here for additional Search Tips.

%indicates wildcard search

%Company Name:
%End Customer Name (Group Name):
%End Customer Sold To/FL (Group ID):
%License Activation Code (LAC):
Application: ▼
Product: ▼ (Cannot display the entire list. To filter the list, type the value.)
Status: Available or Active ▼

Search Entitlements [Advanced Search]

The relevant license information is displayed as below.

Application	Product	Product ID	Title	Version	Entitlement Type	Total Qty
IP Office	IP OFFICE SELECT VIRTUALIZED APP SERVER TRACKER	339187	IP OFFICE 3RD PARTY SERVER IPOSS PLDS TRACKING	ANY	License	1 - No License File/Key Required
Session Border Controller Enterprise / Advanced Enterprise	SBCE Standard Enterprise Sessions	382300	ASBCE R7 STANDARD SERVICES SESSION IPO LICENSE 1-500	7	License	34 for a production license
Session Border Controller Enterprise / Advanced Enterprise	SBCE Advance Enterprise Sessions	382305	ASBCE R7 ADVANCED SERVICES SESSION IPO LICENSE 1-500	7	License	4 for a production license
Session Border Controller Enterprise / Advanced Enterprise	ASBCE Virtualization	382326	ASBCE R7 VE VAPP IPO FILES LICENSE	Any	License	1 for any license type
Session Border Controller Enterprise / Advanced Enterprise	SBCE Encryption	382329	ASBCE R7 ENCRYPTION FOR IPO LICENSE	7	License	1 for a production license
IP Office	IPO Receptionists	382687	IP OFFICE R10 RECEPTIONIST 1 PLDS LIC:CU	ANY	License	3 for a production license
IP Office	IPO 3rd Party IP Endpoints	383072	IP OFFICE R10 3RD PARTY IP ENDPOINT 1 PLDS LIC:CU	ANY	License	5 for a production license
IP Office	IPO VMPro Recordings Administrators	383083	IP OFFICE R10 CONTACT RECORDER PLDS LIC:DS	10	License	1 for a production license
IP Office	IPO SIP Trunk Channels	383085	IP OFFICE R10 SIP TRUNK 1 PLDS LIC:CU	ANY	License	30 for a production license
IP Office	IPO Power User	383098	IP OFFICE R10 POWER USER 1 PLDS LIC:CU	10	License	4 for a production license
IP Office	IPO Office Worker	383106	IP OFFICE R10 OFFICE WORKER 1 PLDS LIC:CU	10	License	90 for a production license
IP Office	IPO Avaya IP Endpoints	383110	IP OFFICE R10 AVAYA IP ENDPOINT 1 PLDS LIC:CU	ANY	License	105 for a production license
IP Office	IPO Essential Edition	383125	IP OFFICE R10 ESSENTIAL EDITION PLDS LIC:DS	10	License	1 for a production license
IP Office	IPO Preferred Edition	383128	IP OFFICE R10 PREFERRED VOICEMAIL PRO PLDS LIC:DS	10	License	1 for a production license

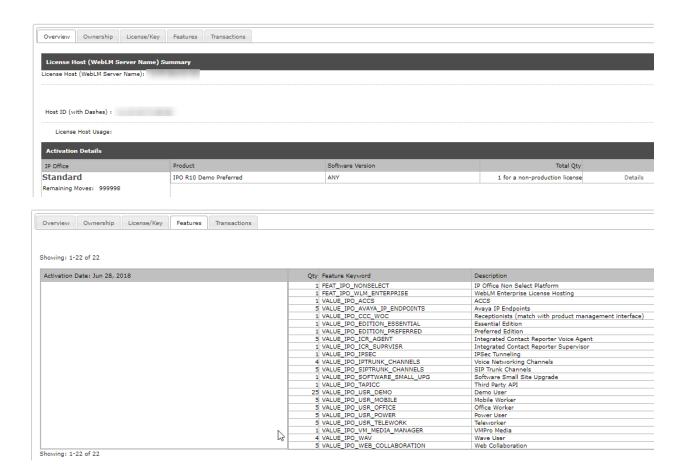Note that in case of the IP Office licenses

- Some are software version specific
  - These licenses will need to be updated with the R10 to R11 upgrade quote i.e. the relevant values must be entered for Existing licenses
  - For example: Essential Edition, Preferred Edition, Office Worker

- Some are noted as Release ANY
  - These licenses do not need to be updated with the R10 to R11 upgrade quote i.e. these licenses are still valid for R11
  - No values need to be entered for Existing licenses, unless the customer wishes to add extra licenses as part of the upgrade process – in that case Existing and Target should be entered
  - For example: Receptionist, SIP trunk, Avaya IP Endpoint license

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PLDS – Regeneration (Demo Systems)

The steps involved in upgrading a R10 **demo system** to R11 are as follows:

- No A1S quote is required.
- Download the R11 software from Support Portal @
  https://support.avaya.com/downloads/download-details.action?contentId=C2018511135206970_8&productId=P0160&releaseId=11.0.x
- Using the original R10 LAC in PLDS, click on **Regenerate**, click **Next** twice and then **Finish** which produces a new file. A PLDS Job Aid for License Regeneration can be reviewed on the Support Portal @ https://downloads.avaya.com/css/P8/documents/2037267.
- If you apply the R11 file to an IP Office demo system before the upgrade it will still show up as a R10 license in the Manager license tab. Once you upgrade the IP Office demo system to R11 using standard tools the license will then show as R11.

Overview	Ownership	License/Key	Features	Transactions

License Host (WebLM Server Name) Summary

License Host (WebLM Server Name):

Host ID (with Dashes) :

License Host Usage:

Activation Details

IP Office	Product	Software Version	Total Qty	
Standard Remaining Moves: 999998	IPO R10 Demo Preferred	ANY	1 for a non-production license	Details

Overview	Ownership	License/Key	Features	Transactions

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Activation Date: Jun 28, 2018	Qty	Feature Keyword	Description
	1	FEAT_IPO_NONSELECT	IP Office Non Select Platform
	1	FEAT_IPO_WLM_ENTERPRISE	WebLM Enterprise License Hosting
	1	VALUE_IPO_ACCS	ACCS
	5	VALUE_IPO_AVAYA_IP_ENDPOINTS	Avaya IP Endpoints
	1	VALUE_IPO_CCC_WOC	Receptionists (match with product management interface)
	1	VALUE_IPO_EDITION_ESSENTIAL	Essential Edition
	1	VALUE_IPO_EDITION_PREFERRED	Preferred Edition
	5	VALUE_IPO_ICR_AGENT	Integrated Contact Reporter Voice Agent
	1	VALUE_IPO_ICR_SUPRVISR	Integrated Contact Reporter Supervisor
	1	VALUE_IPO_IPSEC	IPSec Tunneling
	4	VALUE_IPO_IPTRUNK_CHANNELS	Voice Networking Channels
	5	VALUE_IPO_SIPTRUNK_CHANNELS	SIP Trunk Channels
	1	VALUE_IPO_SOFTWARE_SMALL_UPG	Software Small Site Upgrade
	1	VALUE_IPO_TAPICC	Third Party API
	25	VALUE_IPO_USR_DEMO	Demo User
	5	VALUE_IPO_USR_MOBILE	Mobile Worker
	5	VALUE_IPO_USR_OFFICE	Office Worker
	5	VALUE_IPO_USR_POWER	Power User
	5	VALUE_IPO_USR_TELEWORK	Teleworker
	1	VALUE_IPO_VM_MEDIA_MANAGER	VMPro Media
	4	VALUE_IPO_WAV	Wave User
	5	VALUE_IPO_WEB_COLLABORATION	Web Collaboration

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Known Issues

- **Prepaid Upgrades not working in PLDS**
  - **As of early October, there are still a small number of IP Office part codes that are not triggering the expected IPOSS entitled upgrade option (Prepaid Upgrade) in PLDS. An update will be provided as soon as this is resolved – in the interim period an email to Product Operations team will resolve the issue.**

- Prepaid Upgrades not working in PLDS
  - Interim workaround explained earlier in document for IPOSS entitled upgrades
  - It is expected to be late August before all IPOSS contracts are re-triggered to flag R11 entitlements
  - RESOLVED as of mid-August

- R10+ CTI Upgrade license is included with some upgrade quotes in error
  - Can remove via design adjust if required
  - RESOLVED in June release

- R10+ ACCS Enable ADI MG Agent is included with some upgrade quotes in error
  - Can remove the $0 code via design adjust if required
  - RESOLVED in June release

- Cannot input Web Collab user value
  - This is a R10+ code so only impacts if want to add extra licenses as part of upgrade
  - RESOLVED in June release

- Customer does not receive Media Manager /E licenses when choosing IPOCC and AWFOS
  - The issue is being worked and the licenses will be provided manually until resolved
  - RESOLVED in August release (18.3)

- Customers with SMB designs cannot choose IPOCC as an option
  - Customers who want IPO R11 SMB and IPOCC 10
  - Easiest workaround is to order IPO R10 and since IPOSS is required then request immediate upgrade
  - RESOLVED in August release (18.3)

- Issue to activate R11 licenses due to Video Softphone for Mac
  - Video Softphone for Mac is not supported on R11
  - Product Ops is manually fixing the issue currently – expected to be resolved in next few weeks
  - RESOLVED

Change Control

Version	Date	Changes
1	28th May 2018	First version
2	31st May 2018	Remove reference to Basic User Include full listing of R11 upgrade codes
3	26th June 2018	Update status of known issues
4	29th June 2018	Some additional information about details needed to be included in IPOSS email to Product Ops team
5	3rd July 2018	Some additional information about demo system license regeneration
6	11th July 2018	Screenshot at bottom of page 5 corrected – no longer highlights CTI license entry as required (as CTI licenses are R10+)
7	14th August 2018	Update that Prepaid Upgrade issue is resolved for IPOSS, as are some other issues.
8	29th August 2018	Update that R11 specific and R10+ licenses are now grouped in two separate sections for license input.
9	5th October 2018	Some more details added around IPOSS entitled upgrades on PLDS (no LAC code expected); and a new Known Issue added IPOSS upgrades.