Product Bulletin: P-2008-0160- Americas

Date: September 1, 2008

CS 1000 E-Authorizations Product Bulletin

REVISION HISTORY

Date	Revision #	Summary of Changes
September 1, 2008	Original bulletin	This is the original publication

Introduction

Nortel is pleased to announce the General Availability of CS 1000 E-Authorizations, which allows Partners to order software licenses via merchandise for simple software expansions and have their keycodes electronically delivered in an instant. With E-Authorizations, there is no physical shipment required as the orders are electronically fulfilled by KRS.   E-Authorizations are supported on CS 1000 Release 5.0 systems and above.

The intent of E-Authorizations is for simple software license expansions only.   Any requirements for new System software, or software upgrades, or complex expansions which require engineering calculations must be configured using the EC tool. All the existing Software licenses via the Engineered Commercial Offer continue to be available through EC.

This document describes how Channel Partners can purchase and use E-Authorizations, as well as any special ordering rules/considerations, and the corresponding order codes.

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Overview

The Electronic Authorization Licenses, (eAuthcodes), have no physical components. When a Purchase Order is placed for an eAuthcode product, it is electronically fulfilled by KRS. When an order is processed, the installer/user will be able to use KRS to access the purchased licenses and assign the licenses to any System ID to generate the keycode requirements.

E-Authorizations can be described as follows:

- No physical shipment to the Channel Partner

- Stored electronically on KRS with Electronic Inventory and Reporting

- Accessed using the Channel PO or Nortel Sales Order # - No serial number required when licenses are purchased

- Notification of electronic codes posted and available for a particular PO on KRS via:

    - EDI customers or email notification as assigned by the Channel Administrator

Benefits:

- Reduced time to receive keycodes (no shipping, duty, handling) & elimination of lead times (immediate availability on KRS)

- EC quote no longer required to add software licenses <u>for simple software expansions</u>

- Allows software licenses to be ordered via merchandise (for simple software expansions)

- Partners can have access to software licenses for any Release 5.0 or above system prior to receiving and installing the system as they can be ordered ahead of time.

- No manufacturing intervention; no more paperwork or media requirements. Current process requires intervention from manufacturing and is being noted to be costly and time-consuming for customers.

- Use of KRS already familiar – keycodes are available within seconds!

- Facilitates bulk ordering of software – No Serial number required when licenses are purchased - not tied to switch ID

<u>**CAUTION**</u>:

E-Authorizations are considered merchandise, and therefore, are not covered by the EC quote engineering guarantee. Please ensure that the software licenses added via E-Authorizations will not adversely impact the system's performance. In addition, when adding software licenses via E-Authorizations, it is important to ensure that the existing DSP limits have not been exceeded since adding software licenses outside of the EC tool could override any DSP engineering in place.

End to End Flow: E-Authorizations -> KRS -> CS1000

Traditionally, CS 1000 software licenses are ordered via purchase order. The keycodes are delivered from Manufacturing via paper document or delivered on media (i.e. compact flash or floppy disk). The keycode information is also delivered for information and downloaded from the KRS website. This process requires intervention from Software Labs and is being noted to be costly and time-consuming for customers.

The following high-level diagram summarizes how Channel Partners will purchase and activate features using E-Authorization licenses on the CS1000.

Figure 1 Network Diagram –
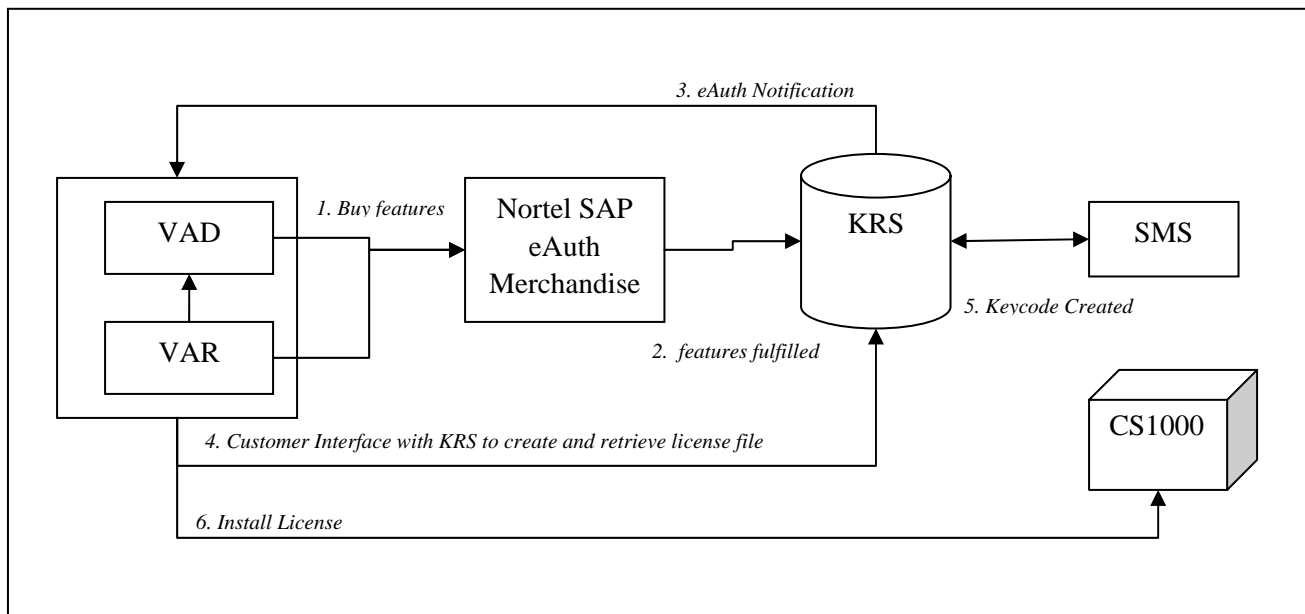
1. A Channel Partner purchases CS1000 E-Authorization Software Licenses using Nortel's standard customer merchandise order entry process.

2. SAP drives the order fulfillment by placing a demand to populate the KRS databases with the order information, in the form of E-Authorization codes.

3. No Hardware items or keysheets (paper) are shipped to the Channel Partner. Instead, KRS emails the KRS Customer Admin with confirmation of the E-Authorization activation on the Channel Partner account

4. The Channel Partner logs into Nortel's KRS website using their userid and password, and then :

    a. Selects the Meridian 1 or CS 1000 product family.

    b. Selects Generate Keycode

    c. Enters the M1/CS1000 Serial #

d.   Enters Customer PO #, Nortel SO # or Nortel NSPO #

e.   Selects various E-Authorization codes available from the PO.

f.   Identifies appropriate functionality required for the site

5.   Requests the generation of the license. KRS queries SMS and outputs a keycode file containing the numeric keycode.

6.   The Partner uses a standard web browser to download the license file from the KRS server.

7.   License is installed at site per standard processes

Service/User Level License E-Authorization PEC Codes

The following part codes only apply to Release 5.0 systems and above. Some of these licenses are only applicable to Release 5.5 systems (or above) as they were introduced within the Release 5.5 program.

Since E-Authorizations are based on CS 1000 Release 5.0 and above, all licenses are in increments of 1 (except for the ITG ISDN Trunk which is sold in increments of 8), and there are only two Service levels (Enhanced Services and Premium Services).

Please refer to the CS 1000 Release 5.0/5.5 Commercial offer to determine which system types the following software licenses are applicable to.

Premium E-Authorization codes:

eAuth PEC	Description
NTE907AC	1 Premium Service Package Digital, Analog or Class eAuth User License (**Note:** *This is a combined order code for all 3 licenses).*
NTE907DE	1 Premium Service Package DECT eAuth User License
NTE907EC	1 Premium Service Package IP eAuth User License
NTE907FC	1 Premium Service Package Basic IP eAuth User License
NTE907GC	1 Premium Service Package Temporary IP eAuth User License
NTE907HC	1 Premium Service Package ACD Agent eAuth User License
NTE907JB	1 Premium Service Package MOBX eAuth User License *(applicable to R5.5 systems or above)*

NTE907LB	1 Premium Service Package SIPN eAuth User License *(applicable to R5.5systems or above)*
NTE907MB	1 Premium Service Package SIP3 eAuth User License *(applicable to R5.5 systems or above)*
NTE980VB	1 Converged Office Premium eAuth User License for Microsoft OCS 2007 *(applicable to R5.5 systems or above)*

Enhanced E-Authorization codes:

eAuth PEC	Description
NTE906AC	1 Enhanced Service Pkg Digital, Analog or Class eAuth User License (**Note:** *This is a combined order code for all 3 licenses).*
NTE906KC	1 Enhanced Service Pkg DECT eAuth User License
NTE906EC	1 Enhanced Service Pkg IP eAuth User License
NTE906FC	1 Enhanced Service Pkg Basic IP eAuth User License
NTE906GC	1 Enh Service Pkg Temporary IP eAuth User License
NTE906HC	1 Enhanced Service Pkg ACD Agent eAuth User License
NTE906LB	1 Enhanced Service Package MOBX eAuth User License *(applicable to R5.5 systems or above)*
NTE906NB	1 Enhanced Service Package SIPN eAuth User License *(applicable to R5.5 systems or above)*
NTE906PB	1 Enhanced Service Package SIP3 eAuth User License *(applicable to R5.5 systems or above)*
NTE980UB	1 Converged Office Enhanced eAuth User License for Microsoft OCS 2007 *(applicable to R5.5 systems or above)*

System Level Software Licenses:

eAuth PEC	Description
NTE980PB	Personal Call Assistant
NTE980TB	ITG ISDN Trunk
NTE980HB	H323 Access Port
NTE980JB	SIP Access Port
NTE980XB	AST license
NTE980RB	RAN CON license
NTE980MB	MUS CON license
NTE980SB	Survivability license
NTE980AB	SIP CONVERGED DESKTOPS
NTE980BB	SIP CTI TR87

Ordering Rules& Considerations

o   E-Authorizations are intended for simple system expansions. Any requirements for new System software, or software upgrades, or complex expansions which require engineering calculations must be configured using the EC tool.

o   All the existing Software licenses via the Engineered Commercial Offer continue to be available through EC

o   **CAUTION**: E-Authorizations are considered merchandise, and therefore, are not covered by the EC quote engineering guarantee. Please ensure that the software licenses added via E-Authorizations will not adversely impact the system's performance.   In addition, when adding software licenses via E-Authorizations, it is important to ensure that the existing DSP limits have not been exceeded since adding software licenses outside of the EC tool could override any DSP engineering in place.

o   E-Authorizations are supported on Release 5.0 systems and above

o   The E-Authorization Software License PEC codes follow the same rules as the CS 1000, Release 5.0/5.5 Commercial offer for System Type Applicability.

o   All E-Authorizations are sold in increments of 1 except NTE980TB ITG ISDN Trunk which is sold in increments of 8 (1 NTE980TB will yield 8 software licenses).

o   KRS will transmit customer keycode requirements, validate thresholds and system applicability as per the Release 5.0/5.5 Commercial offer.

o   Partners will use the existing CS1000/Meridian 1 interface and existing user authentication / user authorization mechanisms to access, enable and manage E-Authorization codes. For additional details and screen shots, please refer to the KRS CS 1000 E-Authorization Training document.

o   Optional features will not be supported on E-Authorizations

o   Unused E-Authorization codes in KRS can be returned for full credit per existing KRS E-Authorization RMA process.

- o KRS will decrease E-Authorizations used from the original PO until all licenses are depleted per existing functionality.

Return Process

Requesting RMA for Credit prior to assigning an ID or Numeric Authcode

KRS, using existing functionality, allows for a Customer Administrator to request a RMA and Credit on unused E-Authorizations using the 'Return Credit Report'. KRS will validate the E-Authorizations have not been used and will 'inactivate' all unused quantities immediately. KRS will provide a report confirmation which the Customer Admin then uses to request a Credit via the standard OM Return & Credit process.

Features/Functionalities of unused E-Authorizations can not be changed or converted within KRS. Incorrect software license or quantity ordered must be returned for credit via the above described process and correct ones re-ordered via the standard OM process. Request for credits or returns of unused E-Authorization codes will not be available in After Hours support.

Requesting RMA for Credit after assigning an ID or Numeric Authcode

KRS does not support a return or inactivation process for used E-Authorizations, generated keycodes or generated Numeric Authcode.

Numeric Authcodes may be used on any system prior to generating a keycode. Therefore, Nortel suggests that users explore other system or customer requirements and reassign the Auth Code to another customer. Nortel does not currently have any functionality to verify the use of a numeric authcode. This process is in line with the paper authorization process.

Requesting a change, return or credit of a used E-Authorization Code after a Serial ID has been assigned or a keycode has been generated must be accomplished using the existing Keycode Remake process through the Order Management/Order Engineering team. Keycode remake fees will apply and no credit will be issued. After Hours support is available by following the established guidelines of the OM process.

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