Using Prophix CPQ to Migrate an

SV9100 CP10 to an SV9100 CP20

Using the Customer Transition Programme (CTP)

Date: April 2023

Version: 1.3

Contents

1. SV9100 CP10 TO SV9100 CP20 MIGRATION USING CTP

Migration of an existing SV9100 CP10 system to an SV9100 CP20 system where the customer wishes to re-use/migrate their existing SV9100 hardware.

The majority of hardware parts and terminals can be migrated from an SV9100 CP10 to the SV9100 CP20 system.

The licenses attached to SV9100 CP10 cannot be re-used with an SV9100 CP20; you must request new SV9100 CP20 licenses within LMS, see later in this guide for details of how to do this.

Overview of the Migration process
1. Obtain the details of the existing SV9100 CP10 system
2. Use Prophix CPQ and the Customer Base to order the hardware required for an SV9100 CP20
3. Transfer the licenses to the CP20 within LMS
4. Re-register MyCalls Applications

1.1 Summary - Migration of an SV9100 CP10 to the SV9100 CP20

The SV9100 CP20 system can accommodate the majority of system parts from an existing SV9100 CP10 system:
- All chassis parts and battery boxes can be migrated
- All DT300/DT400 & DT700/DT800 terminals can be migrated, IP Terminal license required
- All interface cards can be migrated
- Licenses attached to the SV9100 CP10 <u>cannot</u> be re-used; they must be transferred to the SV9100 CP20 HWKey code within LMS. ***See later in this guide for the pre-requisites for license transfer***
- SV9100 GPZ-BS10 card cannot be migrated, must be replaced with the GPZ-BS20 card
- The SV9100 CP10 CPU card can not be installed at another customer, NEC will monitor re-registrations

MyCalls
- MyCalls Applications can be migrated, licenses must be transferred to the SV9100 CP20 (re-register with Kelmar also required)
- If the existing CP10 is using the legacy Retell call recording solution, this should be migrated to the current NEC call recording offering.

IPDECT
- IPDECT DAP Manager or InDECT can be re-used on the SV9100
- IPDECT handsets can be re-used on the SV9100, IP Extension licenses must be transferred to the SV9100 CP20

BCT
- BCT Applications can be re-used on the SV9100, BCT license will be transferred to the SV9100 CP20
- BCT licenses are transferred within LMS
  The OAI licence is no longer required for BCT but may still be transferred to the CP20 within LMS, this can be ignored.

UC Desktop Suite
- UC Desktop Suite Applications must be transferred to the SV9100 CP20

Hospitality
- Hospitality Applications can be re-used on the SV9100 CP20
- Any platform based Hotel or PMS licenses will be transferred to the SV9100 CP20
- PVAA card and AKS-PVA CF can be re-used, licenses are transferred to the SV9100 CP20. Or, PMS-InConnect can be used to replace the PVAA card.

UM8000 Voicemail
- UM8000 voicemail can be migrated. ***Note - as of 1st April 2023 the UM8000 is End of Service and as licenses are required it is not possible to expand or upgrade the UM8000, it can only be migrated as-is.***

1.2 Obtain the details of the SV9100 CP10

You must have these details of the SV9100 CP10 system:
1. SV9100 CP10 Hardware Key Code
2. List of hardware installed in the SV9100 CP10 system (GPZ-BS10 must be replaced)
3. Details of any Netlink or Networking to other system
4. Applications in use, Hotel/PMS, MyCalls, BCT etc

Refer to the section Obtaining Details of the SV9100 prior to Migration for details of how to obtain the details of the SV9100 CP10 system.

1.3 Use Prophix CPQ and the Customer Base to order the CP20 parts

Refer also to the separate presentation that describes the migration process using the Customer Base and Prophix CPQ.

Required CP20 hardware

These parts are mandatory.

Part code	Description	Quantity
BE119025	GCD-CP20	1
BE119031 Or BE119032	SD-A2 (40 Hour InMail) SD-B2 (230 Hour InMail)	1 (choose only one SD card)

Optional CP20 hardware

The GPZ-BS20 is only required if the existing CP10 system has the BPZ-BS10 card installed or if PCPro/WebPro remote access via analogue modem is required

Part code	Description	Quantity
BE119026	GPZ-BS20	1

GPZ-BS20 Cards

The analogue modem function, used for remote access, was built into the CPU card of the SV9100 CP10.
With the SV9100 CP20 the modem is removed from the CPU card and built into the GPZ-BS20 card (BE119026).
Add the BS20 if the analogue modem function is required with the SV9100 CP20 system.

Note – the GPZ-BS20 is also used to connect to the 19" expansion chassis and is added by Prophix CPQ when the 19" expansion chassis(s) is required.
The SV9100 19" Main chassis requires the BS20 card when multiple chassis are installed.
Each Netlink node may also require a BS20 card if multiple 19" chassis are installed at any of the remote nodes.

1.3.1 SV9100 CP20 Licenses

The SV9100 CP10 licenses can be transferred within LMS to the new CP20 HWKey code, there is no need to request new/replacement licenses within Prophix CPQ.

SV9100 CP20 R10 Version License
When the licenses are transferred within LMS the SV9100 CP10 R2 Version license BE114044 will be converted to the SV9100 CP20 R10 Version license BE119589.
The R10 Version license will also be added to your Prophix CPQ parts list as this is a standard part added for all CP20 systems.

The SV9100 CP10 R2 Version license is mandatory and all systems within LMS will have this attached.

SV9100 Feature Licences
All feature licenses will be transferred within LMS to the Hardware Key Code of the new CP20 CPU card.
- This is carried out by the partner/installer at the time when the CP20 is to be installed and is free of charge.
- All SV9100 feature licenses are equivalent between the CP10 and the CP20.
- All Application licenses within LMS are transferred to the CP20 HWkey code.
- The SV9100 CP10 HWkey code is placed into the history state and can not be re-used, edited or removed within LMS **– THIS CAN NOT BE UNDONE SO YOU SHOULD TRANSFER THE LICEENSES ONLY WHEN THE CP20 CPU CARD IS READY TO BE INSTALLED**.
- All licenses are transferred, it is not possible to select only certain licenses
- Licenses not within LMS must be transferred manually – eg BCT on dongle if you want to move from the dongle to LMS licencing
- Re-activation of application licenses will be required – eg MyCalls must be re-registered with Kelmar

There are pre-requisites to enable this free of charge transfer.
1. The SV9100 CP10 has the R9 Version license BE118381 attached
   Note CPQ will add the R9 Version licence to your project at standard MSRP, if the existing CP10 system already has this installed then it will be included within your re-used licences and you will not be charged.
2. Or the SV9100 CP10 has at least 12 months active Software Assurance

Refer to the section for Transfer SV9100 CP10 Licenses within LMS in this guide.

1.4 Software Assurance (SWA)

You can either:
- Add SWA to the existing SV9100 CP10 system – this is also one of the pre-requisites for the license transfer within LMS, so may be a lower cost option than adding the R9 Version license!
  Note – the Re-instatement fee is applicable when adding SWA to a system that does not have active SWA or within Grace Period.
- If the CP10 already has SWA then this will be transferred over to the new CP20 system when you move the licences within LMS
- You can add SWA to the CP20 system during the migration process

Refer to the SWA page on BusinessNet for further information on adding or renewing SWA for the SV9100.
http://businessnet.nec-enterprise.com/NEC-Programmes/SWA-Programme/Pages/Home.aspx

Note – When there is existing SWA for the CP10 system that is being transferred over to the new CP20 system it will not be visible within the CPQ migration project, this is because SWA is moved afterwards within LMS. Within the SWA section of the CPQ migration project you should set the SWA for the CP20 to 'No SWA'

Grace Period
The migrated SV9100 CP20 system will not have the 12 months Grace Period for SWA.
Grace Period is only available once to a customer and would have been applied to their existing CP10 system.

End of SWA Date
The End of SWA date for the SV9100 CP10 is 30 June 2023
It is not possible to request SWA that would extend beyond this date.

SWA Differences between SV9100 CP10 and SV9100 CP20

	SV9100 CP10	SV9100 CP20	Comments
Is SWA Mandatory	No	No	
Grace Period	12 months	12 months	Only for new systems
Pricing	Based on the R2 Version license plus Port capacity licenses	Based on the R10 Version license plus Port capacity licenses	
Maximum agreement period	4 years	4 years	This is additional to the Grace Period
End of SWA date	30/6/2023	30/4/2027	
Integrated products	UM8000 & BCT IPDECT in Unlicensed mode	UM8000 & BCT IPDECT in Unlicensed mode	Additional SWA units required
SV9100 Main Software version	Any version can be installed	The Version license determines which Main software can be installed	CP20 - For latest bug fixes the latest Main software and Version license is required

Refer to the Definitions per Product presentation available within the SWA-Programme area of BusinessNet for full details.

SV9100 Main Software
The SV9100 CP20 will only allow the upgrade of Main Software if the corresponding Version license is installed.
For example – To load R11.xx Main software then the R11 Version license must be installed.
Version licenses are supplied within the SWA period.
For systems not within active SWA the Version license can be purchased.

http://businessnet.nec-enterprise.com/Products/Communication-Servers/SV9100/Pages/SWA.aspx

1.5 Transfer SV9100 CP10 Licenses within LMS

1.5.1 Overview of Process

Migration Link

- On the location license page of all CP10 that are commercially licensed, LMS will provide a link to start the migration process as long as it satisfies one of the conditions below
  - The Location should have active SWA. Expiry date should be greater than or equal to 12 months. Any remaining SWA is carried over to the CP20
  - The Location has the R9 Version license
    The CP20 will be supplied with the R10 Version licence.
    To obtain any subsequent CP20 Version licence you can either purchase or add SWA
- Dealer is required to have CP20 Hardware Key Code ready for upgrade process.
- LMS will require User to enter HKC for CP20.
- On Submission of this information LMS will validate the HKC
  - Against the CPU20 System specification to check if HKC is already in use

Creating a New CPU20 Location

Provided the new HKC passed validations in previous step

- New End-user Location will be created in LMS with HKC provided.
- System will be set as SV9100 CP20
- Address and Location information will be copied from CPU10 Location (will be same as that of CPU10 location.)
- If External Location ID is available on CPU10 this information will be copied over to CPU 20 Location

License Migration

Once the new location is created successfully

- The existing part number on CP10 will be converted to the corresponding CP20 part number(s)
- Each License record will constitute a separate Order Item.
- The purchase order will follow LMS convention for migrated orders and will start with "MIG_" followed by date / time information.
- The orders will be tied to the new location
- All Licenses on the new location will have the same activation date as that of CP10.

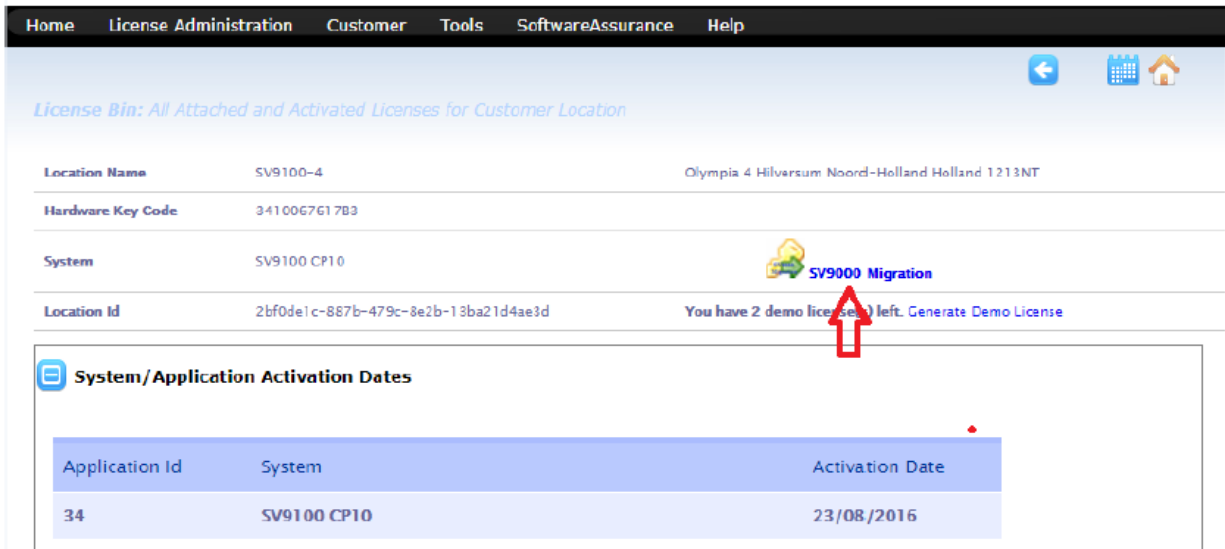**Marking SV9100 CP10 Location as Read-Only**

- The migrated SV9100 CP10 location will be marked as removed (status changed), but kept in LMS for History /Reporting purposes.
- This location can only be navigated through the history icon on the CPU20 license.

1.5.2 Transferring Licenses to the CP20

The User will click on the link and the new pop-up window appears as shown below.

The user is required to fill in the CP20 hardware key code and then click on submit to proceed for the transfer.
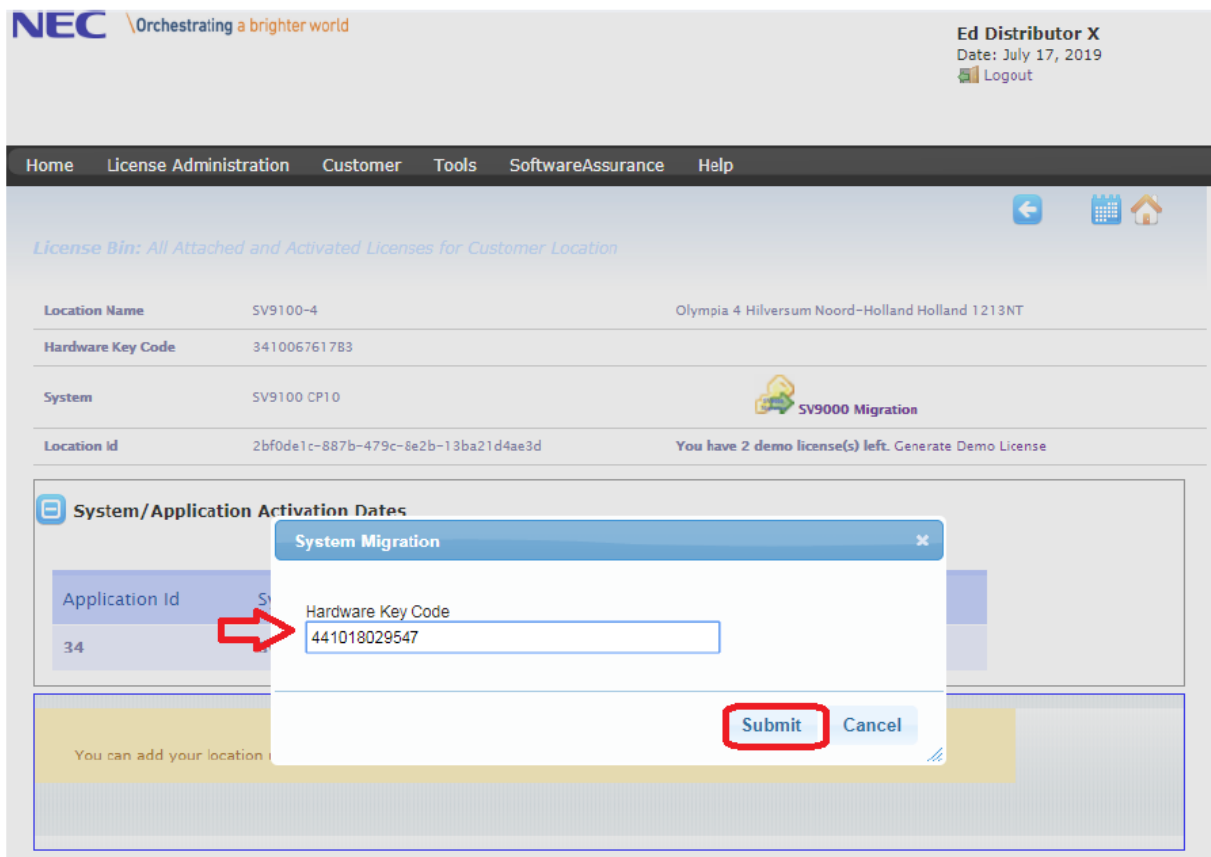*Note – **Do not add** the new CP20 HWKey code to a location prior to the migration process as this will block the transfer of licenses, the CP20 must be new/unused within LMS.*

If there is any error during validation of CP20 HKC it will be notified to the user as an inline error below the textbox and also just below the web page menu bar.

If there are no errors during background process of creating new Location and migration order, LMS navigates to the License Location page of CP20 location page as shown below
This page will be similar to the old CP10. Only the HKC and the system name will change (from CP10)
As this location is a migrated location, a history icon will be visible as shown

On clicking the history icon, user will be navigated to historical CP10 license location page as shown below.

History of the original CP10 HWKey code.
This is just for information, **no changes are possible anymore**.

| Home | License Administration | Customer | Tools | SoftwareAssurance | Help |

License Bin: All Activated Licenses for Customer Location

Location Name	SV9100-4	Olympia 4 Hilversum Noord-Holland Holland 1213NT	
Primary Hardware Key Code	3410067617B3		
System	SV9100 CP10	Location Id	2bf0de1c-887b-479c-8e2b-13ba21d4ae3d

Parent Location License History

Software Key Code	Part Name(Number)	Qty	Purchase Order	SalesOrder	Activated
MM3440NEDH392FR549M1	BCT Agent - Skillbased Routing Lic. (960026180000)	1	SV91-4 Lics	SV91-4 Lics	23/08/2016
4N346R8310HVR14PNDLL	SV9100 INMAIL INT-01 LIC (BE114063)	8	SV91-4 Lics	SV91-4 Lics	23/08/2016
F534DT3DTP3L7RCXB4VU	SV9100 IP TRUNK-01 LIC (BE114065)	60	BCT Load Testing	BCT Load Testing	30/11/2016
5R343X3KHEEW8JB5W6DP	SV9100 VERSION LIC (R2) (BE114044)	1	SV91-4 Lics	SV91-4 Lics	23/08/2016
KH348ULDU4T8K9UK4C6X	SV9100 OnBoard Apps Toll Fraud Lic (EU000285)	1	ChKr add lics for In Apps	ChKr add lics for In Apps	03/07/2018
003472FR5MVLCL3RN2KH	BCT Additional Language Lic. (960026187000)	5	SV91-4 Lics	SV91-4 Lics	23/08/2016
WH34T7LBVWT990KJML5K	BCT UCC Employee Lic. (960026489000)	10	SV9100-4lics	SV91-4 lics	23/08/2016
FW347NDTTL73CBHP106F	SV9100 STD SIF NEC ONLY LIC (EU901002)	300	BCT Load Testing	BCT Load Testing	30/11/2016
P234A5273NPD2LPLBLD9	BCT Essential Employee Lic. (960026428000)	10	SV91-4 Lics	SV91-4 Lics	23/08/2016
9734MDN27A567G23LBC5	BCT Web Chat Lic. (EU910081)	1	SV9100-4lics	SV91-4 lics	23/08/2016

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1.5.3 NetLink / Child Locations

No child Locations linked to Location being migrated will be moved to new parent.
This is because CP10 cannot act as secondary when connected to CP20 Host.

If a separate secondary node is required, the partner/installer will need to add another CP20 and assign/register it as Child Location under the newly upgraded host.
This is because of Database differences between CP10 and CP20.

1.5.4 SWA

LMS will migrate SWA contracts to new Location.
LMS will maintain

- Processing Dates,
- Quantities,
- Sequence Numbers

LMS will update the following information

- Application ID on System information
- Location Information.

1.6 MyCalls CP10 to CP20 Migration

Using the SV9100 CP10 to CP20 LMS Migration process, all MyCalls LMS licenses are moved over just the same as the system licenses. If a new installation will be carried out then after the licenses have been installed on the CP20 the current version of MyCalls for SV9100 CP20 can be installed as normal. If the historic reporting data is being kept then follow the remaining instructions in this document. If the site is using call recording, see Call Recorder Migration before starting the process.

1.6.1 Check Upgrade License Requirement

MyCalls 5.2.0.1 or above is required to run MyCalls on the CP20. Depending on the version currently installed, you may need upgrade licenses. To check the current version of MyCalls that is installed, click Help > About in the main application.
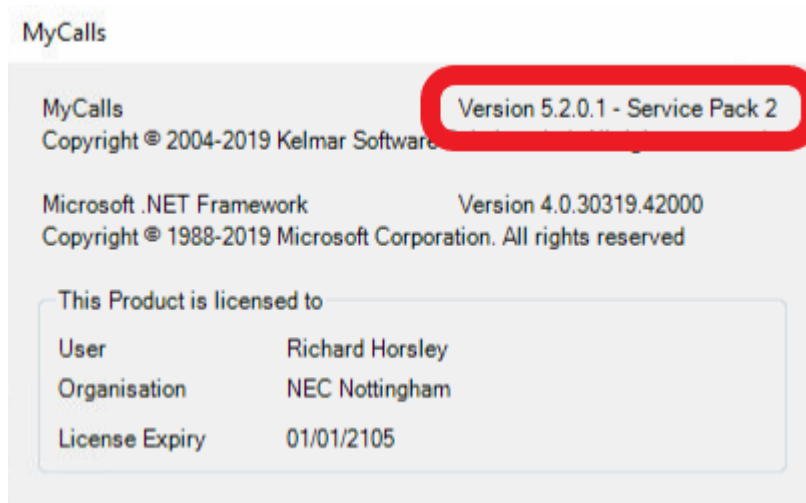
- If the version number is showing 5.2.0.1 or higher then no upgrade needs to be carried out. You can proceed to straight to Re-License.
- If version number 5.0.0.4 is installed then you DO NOT need an upgrade license. The MyCalls software will need to be upgraded to 5.2.0.1, refer to the MyCalls installation manual where the process is documented step by step. Once on 5.2.0.1 then proceed to Re-License.
- If version 4.5.0.8 or 4.6.0.4 is installed then upgrade licenses will be required to bring the site up to 5.2.0.1. To determine which licenses are required click Help > Upgrade Requirements in MyCalls. This will show a list of part numbers that will be required for the upgrade. An upgrade from MyCalls 4.5 or 4.6 to 5.1 is a single version upgrade.
- The upgrade process will need to be carried out on the CP10 before the licenses are migrated on the LMS to the CP20.   Details of how to carry out the upgrade can be found in the MyCalls Installation Manual.

1.6.2 Re-License

Once MyCalls is running version 5.2.0.1 and the licenses have been moved over to the CP20 then use the MyCalls license manager to re-license the site, this includes the license registration process.

1.6.3 Config Import

Once the site is re-licensed, it is recommended to manually run the configuration import tool. This will make sure the system is programmed correctly and that MyCalls is connecting to the right IP address.

Before starting the process, make a note of the current MyCalls version that is installed and take backups of the MyCalls databases. This will allow a roll back if something unexpected happens.

The SV9100 CP10 CPU card can not be installed at another customer, NEC & Kelmar will monitor re-registrations and MyCalls re-license will be rejected.

1.6.4 Call Recorder Migration

If the site is using the current MyCalls Call Recorder solution then it can be used on the CP20 as it was on the CP10.

If the existing site is using the legacy Retell call recording solution, this should be migrated to the current NEC call recording offering. A separate guide is available [here](#) detailing the migration process.

Exclusively for use by NEC channel partners

1.7 Request the move of BCT licenses to the SV9100

Systems with BCT licenses on the LMS will be moved to the new SV9100 CP20 when licenses are transferred. There is no charge for this service.

For systems with BCT licenses on a dongle then you can re-use the dongle with the SV9100 CP20 system.

Latest BCT no longer uses the OAI licence for integration to the SV9100, the licence will be migrated to the CP20 system and can be used if you do not wish to upgrade to the latest BCT version. BCT now uses the TAPI connection that does not require an additional licence if you choose to upgrade to the latest BCT version.

1.8 IP DECT

IPDECT handsets configure an IP Extension license on the SV9100, these will be moved to the SV9100 CP20 within LMS.

IPDECT handsets can use either of the following licenses on the SV9100:

Code	Description	A New SV9100 will configure the license for	Available in Non Configured Items
EU909001	SV9100 3rd Party NEC IP PHONE01 LIC	IPDECT handsets. Equivalent to BE114054	No
EU901002	SV9100 STD SIP NEC ONLY LIC	uMobility. Equivalent to BE114054	Yes

Other IPDECT licenses are attached to the PARI via the DAP Manager which can be re-used on the SV9100.

1.9 Desktop Suite

The SV9100 CP20 supports the same range of Desktop Suite licenses that were available on the SV9100 CP10. The licenses are moved to the CP20 within LMS.

1.10 Voicemail UM8000

The SV9100 CP20 supports the same range of UM8000 licenses that were available on the SV9100 CP10. The licenses are moved to the CP20 within LMS.

The CD-VM00 card and AKS compact flash card can be re-used within the SV9100 CP20 system.

Note - as of 1st April 2023 the UM8000 is End of Service and as licenses are required it is not possible to expand or upgrade the UM8000, it can only be migrated as-is.

1.11 Hospitality – 3rd Party External Applications

Hotel applications are not licensed in the LMS so are not included in the transfer within LMS, you should check the licensing requirements of 3rd party Applications.

Hotel functionality and PMS Interface licensing has not changed from CP10 to CP20, licenses will be moved within LMS.

The CD-PVAA card or AKS-PCA CF card is supported in the SV9100 CP20 system.

1.11.1 Replacing the CD-PVAA card with the PMSD-InConnect InApp

Note - The SV9100 PVA-PMS license will also support the PMS-InConnect InApp, this will allow the PVA card to be replaced with the PMS-InConnect InApp – refer to the PVA to PMS-InConnect Migration Guide for details of replacing the PVAA card with PMS-InConnect.
(PMS-InConnect is equivalent to InFIAS)

1.12 Onboard Applications (InApps)

Onboard applications are licensed within the LMS and will be moved to the CP20.
During system installation you will need to re-install each InApp to the new SV9100 system.
InApps are available to download from the Software Database on BusinessNet.

Refer to the installation manual for each InApp for any backup/restore options available.

You can view the installed InApps by logging onto the InApp Manager for the SV9100, viewing the Feature Activation report from PCPro or checking the LMS account for the system.

1.13 Netlink

A mixed Netlink Network of CP10 and CP20 is only supported for the transition period (30 days) whilst each node is being upgraded to the CP20. This is to allow the installer sufficient time to complete the upgrades.
All Nodes within the network must be finally upgraded to the CP20.

You can use Prophix CPQ to migrate each node separately, or all at the same time, to obtain the required hardware.

Within LMS all licenses are attached to the Main System (Primary Node), when this is transferred to the CP20 then licenses for all Netlink nodes will be moved.
You must migrate the Main System (Primary Node) to the CP20 **first**, then migrate each remote node.

During the transition period (when a mix of CP10 and CP20 systems are present) there will be limitations on the features available within the Netlink Network:
1. Primary Node must be a CP20
2. Secondary Nodes must be CP20
3. DT900 terminals connected to a CP10 node will operate in Retro mode user interface
4. A CP10 Remote Node can not operate as a Secondary Node in the event of the Primary Node failing, it will operate as Survivable Remote mode
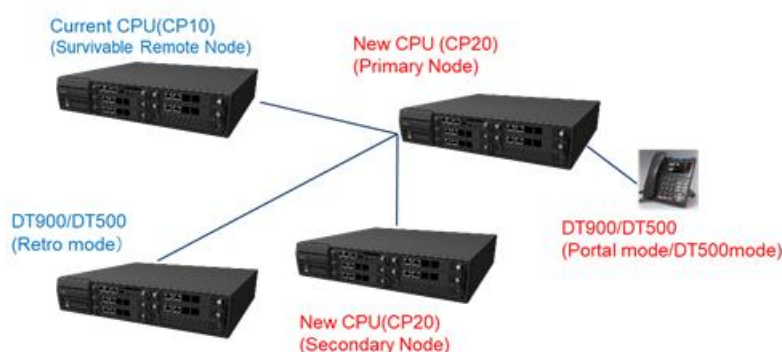
* The system data of SV9100 CP20 Primary node is not replicated to the SV9100 CP10 nodes. So, if the SV9100 CP10 node starts up as Secondary because of configuration error or network error, the CP10 node will work with own system data.
* The SV9100 CP20 node will only connect to the SV9100 CP20 node as Survivable Remote Node. If the SV9100 CP20 node will try to connect to the SV9100 CP10 node because of configuration error, the CP10 node will be standalone node.

1.14 PCPro

1.14.1 SV9100 System Configuration

SV9100 CP20 PCPro can be used to transfer the system configuration from the CP10 to the CP20 system.
Connect to the CP10 system using CP20 PCPro and download all system data.
Save the file and upload to the CP20 CPU.

1.14.2 SD Card - Recorded Messages

VRS and InMail messages can also be copied from the SD-A1/SD-B1 card used within the CP10 system to the new SD card for the CP20 system.
Within the PCPro Home -> Maintenance menu select 'SD Card copy' and select the Read from SD card button.
Data will be copied from the SD card to the PC.
Ensure 'Standard Mode is selected – this is to copy the SD card contents.
Advanced Mode is used when SD card has failed and will copy additional files – these are not required when migrating.
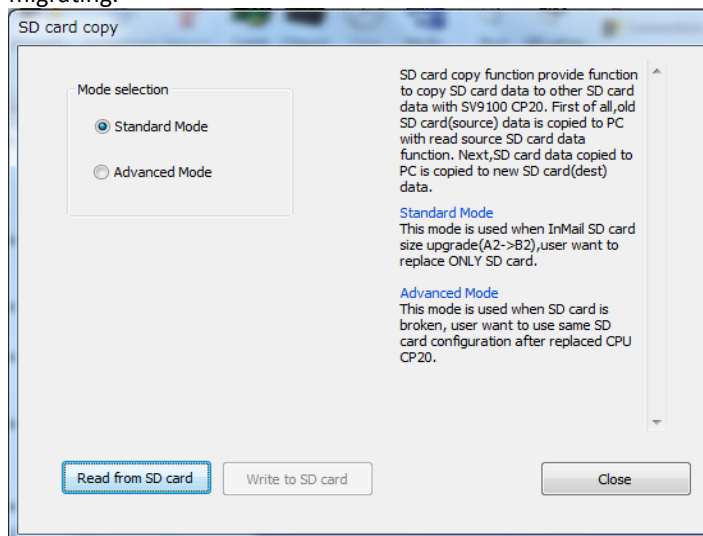
Once complete, insert the SD-A2/SD-B2 into your PC and select the 'Write to SD card' button.
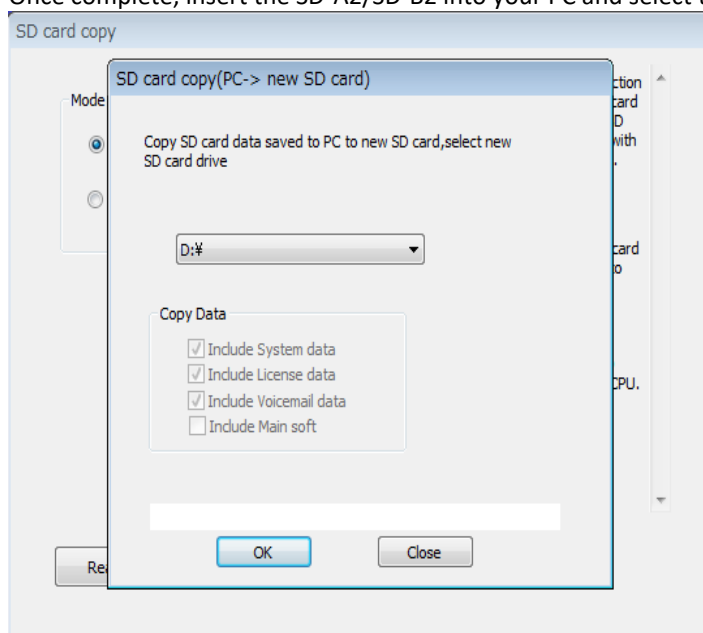
1.14.3 License File

The new license file from LMS can be uploaded to the CP20 via PCPro.

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2. APPENDIX

2.1 Obtaining Details of the SV9100 CP10 prior to Migration

You must have these details of the SV9100 system:

1. SV9100 CP10 Hardware Key Code
2. List of hardware installed in the SV9100 system – The GPZ-BS10 is not supported within the CP20 system
3. Details of any Netlink or Networking to other systems – As all nodes will require upgrading to the CP20
4. Applications in use, InApps, Hotel/PMS, MyCalls, BCT etc – Check migration requirements for each application

2.1.1 SV9100 Hardware Key Code

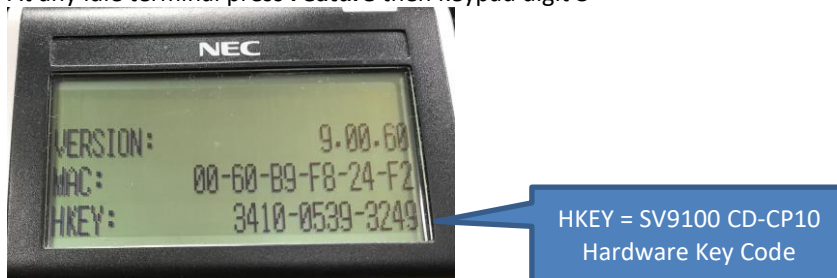The 12 digit number unique to each SV9100 CD-CP10 card.
This can be found in any of the following ways:

Printed on the label on the CD-CP10 card installed in the SV9100
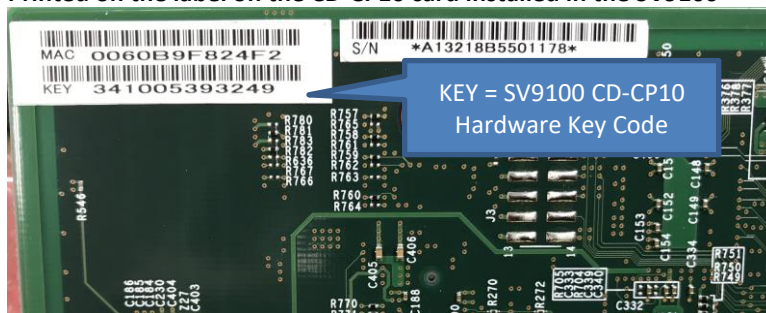
From any NEC display terminal at the customer premises
At any idle terminal press **Feature** then keypad digit **3**

Using LMS
Log into your LMS account via BusinessNet and select Tools->Customer Locations to view your systems.

Using the Customer Base Application

http://businessnet.nec-enterprise.com/BizAppsNews/Pages/Home.aspx

Or from the BusinessNet Home page select NEC BizApps

Within the BizApps page select Customer Base

Use the filters to refine the search to display the SV9100 CP10 systems.

License details and Software Assurance status are shown, export of data is also available.

2.1.2 List of Hardware Installed in the SV9100 system

This can be found using an up to date PCPro file.

07	GCD-8LCA/LCF + GPZ-8LCA/LCF 22~48tel	10	GCD-8LCA 8LCA/LCF 81~96t
08 00.0e	GCD-8LCA + GPZ-8LCA 49~64tel	11	GCD-8LCA 8LCA/LCF 97~112te
09	GCD-8LCA/LCF + GPZ-8LCA/LCF 65~80tel	12	

Chassis 2 — NEC

Expansion chassis confirms that BS10 card must be replaced with BS20

01 00.01	GCD-CP10 + GPZ-IPLE	04	GCD-16DLCA
02 00.01	GCD-30PRTA (PRI) 1~30trk	05 00.08	GCD-16DLCA 17~32tel
03 00.0f	GCD-PVAA	06	

Chassis 1 — NEC

SV9100 CP10 CPU card

CPU MAC: N/A

Version Information

Type	Version
File Ver	SV9100 CP20 EMEA V10.5
Main Software	8.50.52
DBMS	V12.0H
PCPro Server	1.03.0o.pipk

CP20 PCPro version

CP10 Main Software version

Option Information

Type	Condition
CP20 Revision	5
BS20	Installed
VM	Standard VM
IPL	VOIPDB (E1)
USB	Not Installed

For the CP10 system this would confirm the BS10 installed

Trunks

Type	Ports	Total
PRI	1~30	30
DDI		0
IP		0
SIP		0
H.323		0
T-Point		
Not used	31~400	370

30 ports of 400 are used

Telephones

Type	Ports	Extension Numbers	Total
MLT	1~32	250, 400, 535, 537~539, 556, 560~562, 564, 566~567, 572, 579~580, 586, 588, 592, 599, 600	32
		405~409, 523~526, 528~534, 536, 541~554, 557~559, 563, 565, 568~571, 573~578, 581~585, 587,	

Note – the above screen shot is taken from SV9100 CP20 PCPro when viewing the SV9100 CP10 configuration, to show the BS20 card indicated is actually the BS10 within the SV9100 CP10 system.
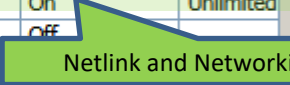
2.1.3 Licenses

Netlink or Networking to other systems

This is required as all systems within a Netlink network must be either SV9100 CP10 or SV9100 CP20, mixed systems are not supported except during the 30 day transition period.

Networking should be checked prior to migration as replacing one system within the network may affect the customers overall requirements and further considerations may need to be taken, for example: centralised voicemail, compatibility with networked systems etc.

Use the license report to verify if any Networking licenses are installed.

No.	Feature Code	Quantity	Status	Expires
0001	Max Port	0	Off	
0002	NetLink	2	On	Unlimited
0003	Networking	1	On	Unlimited
0007	Hotel/Motel (PMS)	0	Off	
0008	SMDR	4		
0009	Remote Upgrade	1	On	Unlimited
0014	256 Port	0	Off	

Netlink and Networking licenses

Applications in use

This is mainly a precaution to ensure that any applications are migrated correctly to the SV9100 CP20.

Use the PCPro Feature Activation (license) report to confirm which applications are licensed.

Licenses can also be verified via LMS.

InApps can be verified within LMS or the PCPro Feature Activation Report.

InApps can also be viewed within the InApp Manager – Refer to the Installation manual for each in App or the Application Manager manual for instructions on logging on to the InApp Manager.

GPZ-BS20 cards

The Cards view will show when a 19" expansion chassis is installed.

The GPZ-BS10 card from the customer's SV9100 system can not be installed into the SV9100 CP20 system and must be replaced by the BS20 card.

You must manually enter the quantity of BS20 cards required within the Prophix Non Configured Items page.

2.2 In Warranty Replacement of SV9100 CP10

The CP10 to CP20 Migration process can also be used for in warranty replacement of an SV9100 CP10.
If it's not possible for NEC to provide a replacement CP10 card then we may offer the CP20 as an alternative.
Replacement of the CP10 with a CP20 will be done on a case-by-case basis and may not be available in all circumstances, eg Netlink Networks.
The Returns process must be used for any in warranty requests.
The Returns Authorisation Code (RAC) within LMS should only be used when replacing a CP10 with a CP10, it must not be used when replacing a CP10 with a CP20 as the R10 Version license will not be provided.

Additional hardware will be required, as per a migration, shown below:

Required CP20 hardware
These parts are mandatory.

Part code	Description	Quantity
BE119025	GCD-CP20	1
BE119031 Or BE119032	SD-A2 (40 Hour InMail) SD-B2 (230 Hour InMail)	1 (choose only one SD card)

Optional CP20 hardware
The GPZ-BS20 is only required if the existing CP10 system has the BPZ-BS10 card installed or if PCPro/WebPro remote access via analogue modem is required

Part code	Description	Quantity
BE119026	GPZ-BS20	1

GPZ-BS20 Cards
The analogue modem function, used for remote access, was built into the CPU card of the SV9100 CP10.
With the SV9100 CP20 the modem is removed from the CPU card and built into the GPZ-BS20 card (BE119026).
Add the BS20 if the analogue modem function is required with the SV9100 CP20 system.

Note – the GPZ-BS20 is also used to connect to the 19" expansion chassis
The SV9100 19" Main chassis requires the BS20 card when multiple chassis are installed.
Each Netlink node may also require a BS20 card if multiple 19" chassis are installed at any of the remote nodes.
Refer to the Appendix 2.1 to determine the quantity of BS20 cards required.

3. DOCUMENT HISTORY

Date	Revision	Changes	
Nov 2021	1.0	First Release	
23 Nov 2021	1.1	Sec 1.4 Add transfer of SWA from CP10 to CP20	
8 April 2022	1.2	Sec 1.3.1 Add the note that R9 Version licence is now added to the CPQ project	