PLDS Error

I've twice had an issue where an IPO license generated through A1S would not install, when I tried to install it I would receive an "Invalid License File" pop-up in Manager. I found that if I went to the PLDS site, set it to Service Mode and re-generated the license it would then install with no problem. Turns out after much back and forth with Avaya that in both cases of failures the company names included an ampersand "&", for example Acme & Company, Acme Oil & Gas.
Here is what Avaya found:

The XML is being modified between PLDS and A1S' SMT.

It all has to do with the ampersands "&". Somehow A1S is miss converting the ampersands in the notes section and therefore in essence editing the file.

An Ampersand in an XML file is a special character so if a company's name has an ampersand in it's name then when it is converted into XML it changes the "&" into "&amp" because "&" is special in XML.

There are just five escalated characters in XML: < (<), & (&), > (>), " ("), and ' (').

So this shows that A1S (SMT) is causing the file to change and therefore causing it to not pass validation.

Downloading the same file from PLDS would have solved it because PLDS had the correct file but A1S added the extra & as A1S was pulling the file from PLDS. ϑ

If the notes section did not have any ampersands then the file you would have downloaded via A1S would have been fine.

I'll let the team know what oversees A1S' SMT tool.

So if you are generating a license for a company that has an ampersand in its name use PLDS