End of Sale Notice

Notification Date: 17th January, 2011
Effective Date: 18th March, 2011
Subject: Product Transition from Interactive Communications Portal to Avaya Voice Portal
Theatre/Region: All Regions

Summary

With the acquisition of Nortel the Avaya Self Service portfolio is positioned for the future by building on the strengths of both companies. Avaya's reach, IT centric architecture and application features will be complemented by Nortel's strengths in scaling and carrier grade deployments.

As part of the continuing simplification of the Avaya Self Service portfolio, Interactive Communications Portal (ICP) a legacy Nortel product is having its End-of-Sale announced on January 17th, 2011 effective March 18th 2011. Avaya Voice Portal will continue to be the lead product in the portfolio and ICP customers will be encouraged to migrate to Voice Portal with a competitive license exchange promotion. Media Processing Server also continues to be offered for sale with specific relevance to carrier opportunities and opportunities in the TDM space

Voice Portal is now the foundation for the Avaya Self Service roadmap and future versions of it will leverage core technologies from the NES Multimedia Application Server (MAS) and the Service Creation Environment (SCE) to optimize investment protection for customers based on NES platforms.

While the Nortel MPS platform will continue to be enhanced, sold and supported for some years to come it has been decided that future SIP based self service development will be on the Voice Portal platform.

Effective **18th March, 2011** Avaya will no longer sell Interactive Communications Portal (ICP).

Avaya recommends any customers with remaining ICP systems to consider migration to Voice Portal over the next 2 years.

Customers can continue to order until the End-of-Sale date but Avaya recommends migration to Voice Portal now.

Discontinued Order Codes and Migration Strategy

PEC	CPC	Description
NT2300AA	N0176385	Nortel Interactive Communications Portal 1.0 (latest FP) Base System Software Bundle License, Audio; per Application processor (AP) server node. Requires Win2003 Std Server.
NT2300AK	N0219722	Nortel Interactive Communications Portal 1.0 Base System Software Bundle License, upgrade to latest Feature Pack for customers with Maintenance, Audio; per Application processor (AP) server node. Requires Win2003 Std Server.
NT2300AL	N0219725	Nortel Interactive Communications Portal 1.0 Base System Software Bundle License, upgrade to latest Feature Pack for customers without Maintenance, Audio; per Application processor (AP) server node. Requires Win2003 Std Server.
NT2300AB	N0176389	Nortel ICP License Keycode software delivery CD
NT2300AC	N0176386	ICP 1.0 DVD-ROM. Contains Nortel ICP system Software (including EAM/OA&M, CDD, JBOSS). Requires ICP server node to be provisioned with Windows 2003 Standard Server.
NT2300AM	N0219724	ICP 1.0 FP3 DVD-ROM. Contains Nortel ICP system Software (including EAM/OA&M, CDD, JBOSS). Requires ICP server node to be provisioned with Windows 2003 Standard Server.
NT2300AD	N0176395	Nortel ICP Optional Software Delivery Medium. Blank DVD for shipment of miscellaneous optional ICP software and/or speech recognition and TTS language files. Speech recognition and TTS Licenses must be purchased separately.
NT2300AE	N0176387	IBM X3550 Windows 2003 Telco DVD-ROM recovery disc set, for ICP 1.0, NMC 5.x, and MAS 5.x & 6.x.
NT2300AF	N0176554	ICP License Sheet
NT2300AG	N0192574	Windows 2003 Telco CDROM Microsoft patches disc set, for use with ICP 1.0, NMC 5.1, and MAS 5.x & 6.x.
NT2300AH	N0194059	HP DL360 G5 Windows 2003 Telco DVD-ROM recovery disc set, for ICP 1.0 and MAS 6.x.
NT2301AB	N0176394	Nortel ICP 1.0 System Software License, Streaming media option; per Application processor (AP) server node. Enables AP node to use streaming of media such as Speech (ASR, TTS). requires Win2003 Std Server
NT2310AA	N0176390	Nortel Interactive Communications Portal Audio Session license bundle. Includes Session Initiation Protocol (SIP), VXML, DTMF decoder, and wave audio announcement per session licenses.

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NT2310AB	N0192577	Nortel Interactive Communications Portal Audio Dialog Session license bundle for SIP CC. Includes Session Initiation Protocol (SIP), RFC4240, DTMF decoder, and wave audio announcement per session licenses.
NT2310AC	N0192578	Nortel Interactive Communications Portal EVRC-0 Codec License. Must be equipped on every enabled session.
NT2310BA	N0176391	Nortel ICP; Secure Media & Signaling License. Provides for the additional capability of Secure RTP (SRTP vs. RTP) for media transport and TLS 1.0 for Signaling. One license per session.
NT2310CA	N0176392	Nortel ICP, CCXML (W3C June 2007) Interpreter License (rel 1.0), per session, Windows. Maybe be used in conjunction with VXML R2.1 for enhanced call control. Must be equal to the ports provisioned with VoiceXML R2.1.
NT2311AA	N0176396	License, Caller Message Recording Algorithm, floating license. Provides capability of recording PCM (64KB) or ADPCM (32KB) half duplex. Per session
NT2360AA	N0176401	Nortel ICP web service license enabling local database access (C-Store). For use within applications. Windows AP. Requires one per server. Usage applied to Windows systems only.
NT2361AA	N0176400	Nortel ICP web service licenses for TN3270/VT100 host access. Per AP node or web Server. For Windows solutions.
NT2362AA	N0176402	Nortel ICP SNMP license, per session. Provides an SNMP (V1 or V2) interface for managing ICP systems running under Windows from external management workstations. Enterprise MIB 1357 has been registered with IANA.
NT2363AA	N0181423	ICP, Cisco ICM per session license. Interface version 3.0c, Protocol version 6, and ICM version 5.
NT2364AA	N0213112	Wave File Editor for ICP License per instance, Windows
NT2364AB	N0213113	Studio for MPS and ICP WAV File Prompt Editor s/w DVD
NT2380AA	N0176393	Nortel ICP MRCP v1.0 Client license, per concurrent media channel (speech recognition, Text To Speech), requires Nortel ICP Streaming Media Server Base License.
NT2390WA	N0192579	ICP 1.0 SCE workstation base license. Workstation requires Win 2003 Std Server or Win XP Pro.
NT2390WB	N0219728	ICP 1.0 SCE workstation base license upgrade to latest Feature Pack for customer with Maintenance. Workstation requires Win 2003 Std Server or Win XP Pro.
NT2390WC	N0219729	ICP 1.0 SCE workstation base license upgrade to latest Feature Pack for customer without Maintenance. Workstation requires Win 2003 Std Server or Win XP Pro.
NT2390AA	N0176397	SCE License for Nortel Interactive Communications Portal 1.0 with Nuance 9.0 ASR/Nuance RealSpeak 4.5 TTS. Service Creation Environment License 2.0 for Nortel Interactive Communications Portal Windows, per instance. Requires Win 2003 Std Server or Win XP Pro.

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NT2390AB	N0176398	SCE License Upgrade (from WVADS 1.0/3.0 or SCE 1.0) for Nortel ICP 1.0 with Nuance 9.0 ASR/Nuance RealSpeak 4.5 TTS. Service Creation Environment (SCE) 2.0 upgrade for Nortel ICP 1.0 Windows, per instance. Requires Win 2003 Std Server or Win XP Pro.
NT2390AC	N0176399	ICP 1.0 Service Creation Environment (SCE) DVD. Includes Eclipse 3.2.
NT2390AD	N0219727	ICP 1.0 FP3 Service Creation Environment (SCE) DVD. Includes Eclipse 3.2.
NT2390CA	N0204871	ICP SCE Standalone License Sheet
NT2340CA	N0211083	Nortel Notification base license. ICP outbound event notification and appointment reminder application. Nortel Notification Session license required for application enablement per session. Requires Win 2003 std server and ICP base package.
NT2340CB	N0211084	Nortel Notification session license. ICP outbound event notification and appointment reminder application session license. Requires Nortel Notification base license. Can co-reside with ICP session licenses.
NT2340CC	N0212170	Nortel Notification DVD, ICP outbound event notification and appointment reminder application DVD media.
NT2340DA	n/a	Nortel SpeechDial base license. ICP auto-attendant application. Nortel SpeechDial Session license required for application enablement per session. Requires Win 2003 std server and ICP base package.
NT2340DB	n/a	Nortel SpeechDial session license. ICP auto-attendant application session license. Requires Nortel SpeechDial base license. Can co-reside with ICP session licenses.
NT2340DC	n/a	SpeechDial DVD, ICP outbound event notification and appointment reminder application DVD media.

PEC	CPC	Description
NT2202AAE5	N0176312	ICP 54in Processor Cabinet 230VAC for ICP
NT2205AAE5	N0176318	ICP Dual IBM PDU, 115/230VAC
NT2205BAE5	N0176321	ICP IBM PDU Front End Concentrator (dual) 2 x 230VAC (30A) for Phase-Phase-Ground (PPG) power solutions, concentrates up to 4 PDUs
NT2205BBE5	N0176323	ICP IBM PDU Front End Concentrator (dual), 2 x 230VAC (48A) for Phase-Phase-Ground (PPG) power solutions, concentrates up to 6 PDUs. Mating IEC309 female connector for power cord offered under NT2205BCE6.
NT2205BCE6	N0176324	ICP IBM PDU Front End Concentrator dual 48A mating IEC309 female connector for power cord
NT2205CAE5	N0176320	ICP IBM PDU Front End Concentrator (dual), 2 x 230VAC (30A) for Phase-Neutral-Ground (PNG) power solutions, concentrates up to 4 PDUs
NT2205CBE5	N0176322	ICP IBM PDU Front End Concentrator (dual), 2 x 230VAC (48A) for Phase-Neutral-Ground (PNG) power solutions, concentrates up to 6 PDUs. Mating IEC309 female connector for power cord offered under NT2205BCE6.
NT2210AAE5	N0176349	ICP Mediant 2000 SIP to TDM Gateway, 1 span (E1 or T1), 115/230VAC
NT2210ABE5	N0176350	ICP Mediant 2000 SIP to TDM Gateway, 2 span (E1 or T1), 115/230VAC
NT2210ACE5	N0176351	ICP Mediant 2000 SIP to TDM Gateway, 4 span (E1 or T1), 115/230VAC

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NT2210ADE5	N0176352	ICP Mediant 2000 SIP to TDM Gateway, 8 span (E1 or T1), 115/230VAC
NT2210CAE5	N0176346	ICP TP-260 SIP to TDM Gateway, T1, 1 span (E1 or T1), PCI-e
NT2210CBE5	N0176347	ICP TP-260 SIP to TDM Gateway, T1, 2 span (E1 or T1), PCI-e
NT2210CCE5	N0176348	ICP TP-260 SIP to TDM Gateway, T1, 4 span (E1 or T1), PCI-e
NT2220AAE5	N0176357	ICP Ethernet Switch 470, 1RU, 24 port, 115/230VAC
NT2220ABE5	N0176358	ICP Ethernet Switch 470, 1RU, 48 port, 115/230VAC
NT2220ACE5	N0176360	ICP Ethernet Switch 470 Gigabit Uplink Option
NT2220CAE5	N0192957	ICP Ethernet Switch 5520, 1RU, 24 port, 115/230VAC
NT2220CBE5	N0192958	ICP Ethernet Switch 5520, 1RU, 48 port, 115/230VAC
NT2221AAE6	N0176363	ICP Primary Ethernet Cable kit provides one 8' Grey Cat 6 Ethernet cables to enable Ethernet switch connectivity.
NT2221BAE6	N0176364	ICP Redundant Ethernet Cable kit provides one 8' Black Cat 6 Ethernet cables to enable Ethernet switch connectivity.
NT2221CAE6	N0176365	ICP Primary Ethernet Cable provides 1 25' Grey Cat 6 Ethernet cable to enable Ethernet switch connectivity.
NT2221CBE6	N0176366	ICP Redundant Ethernet Cable provides 1 25' Black Cat 6 Ethernet cable to enable Ethernet switch connectivity.
NT2221DAE6	N0176367	ICP Primary Ethernet Cable provides 1 50' Grey Cat 6 Ethernet cable to enable Ethernet switch connectivity.
NT2221DBE6	N0176368	ICP Redundant Ethernet Cable provides 1 50' Black Cat 6 Ethernet cable to enable Ethernet switch connectivity.
NT2260AAE5	N0176305	ICP Windows Server, Intel Dual (IBM X3550 quad core), Windows 2003 Telco Server, 2x2.5GHz (Harpertown quad core), 4Gb mem (4x1G), 2x73Gb 10K SAS (2.5"), R/W DVD, 115/230VAC (dual power)
NT2260CAE5	N0176369	IBM X3550 PCI-e quad Ethernet adapter for redundant Ethernet host access.
NT2260EAE5	N0195605	X3550 RSA-II card. Provides Remote Supervisory Adaptor and services to support remote administration.
NT2261AAE5	N0176307	ICP Windows Server, Intel Dual (HP DL360G5 quad core) Windows 2003 Telco Server, 2x2.5GHz (Harpertown quad core), 4Gb mem (4x1G), 2x73Gb 10K SAS, R/W DVD, 115/230VAC (dual power)
NT2261CAE5	N0176370	HP DL360 G5 PCI-E dual Ethernet adapter for redundant Ethernet host access.
NT2261EAE5	N0195944	HP DL360 G5 Advanced Ilo License. Supports remote administration
NT2262AAE5	N0176308	ICP Keyboard/Video/Mouse Unit with 16 port switch for Windows servers, 115/230VAC
NT2262CAE5	N0176310	ICP Keyboard/Video/Mouse Cable for Windows Servers
NT2262DAE5	N0176311	ICP Keyboard/Video/Mouse USB to PS/2 Adaptor Plug (IBM only)
NT2270AAE5	N0192959	ICP power cord IEC320-C14 male to IEC320-C13 female

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Migration Strategy

Avaya now offers the following alternative solution(s).

Material Code	Description
	Per existing ICP VXML Port
218175	VP 5.X PER PORT MIGR FRM AVAYA IVR (Migration from Conversant, MPS, ICP)
218184	VP 5.X PER PORT MIGR FRM AVAYA IVR SPCH PKG (Migration from Conversant, MPS, ICP)
229301	VP5.1 ENH PER PT CALL CLASS TRACKING LIC
	Additional VP ports to be ordered through
218106	VP 5.X PER PORT LIC NEW
218115	VP 5.X PER PORT LIC NEW SPCH PKG (when ordering with Loquendo or Nuance speech)
	Other Options
218139	VP 5.X PER PORT ANNC LIC (for ICR)
218148	VP 5.X PER PORT IVVR LIC
	To connect to ASR and TTS speech proxy licenses are needed. If speech was/is purchased through Nortel:
218221	VP 5.X ASR PROXY CONNECT
218222	VP 5.X TTS PROXY CONNECT
	If speech was/is purchased from other sources
218223	VP 5.X ASR PROXY 3PTY CONN
218225	VP 5.X TTS PROXY 3PTY CONN
	Server and Media
700501091	DL360G7 Srvr 2 CPU MID2
700460017	VP 5.X SFTW ONLY MEDIA
700460025	VP 5.X HDWR BNDL MEDIA
	Avaya Proactive Outreach Manager
229302	APOM 2.X PER PORT OUTBOUND VOICE LIC
229303	APOM 2.X EMAIL CHANNELS
229304	APOM 2.X SMS CHANNELS
	Pre-requisites are VP licenses, one of
218106	VP 5.X PER PORT LIC NEW
218115	VP 5.X PER PORT LIC NEW SPCH PKG

Migration Strategy

Avaya now recommends that ICP customers migrate to Voice Portal.

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https://enterpriseportal.avaya.com/ptlWeb/gs/products/P0407

Avaya will have a **license protection program** in place starting in February 2011 that will allow customers to migrate their ICP licenses to Voice Portal, significantly reducing costs for acquiring Voice Portal licenses.
Note that these programs **will** require customers to also purchase software maintenance with upgrade entitlements for Voice Portal.

Hardware investment protection
ICP as well as Voice Portal are delivered as software-only solution (PVI: platform vendor independent) as well as bundled offer with a standard Intel-based server.
Therefore the hardware can be reused, but will need to match the hardware requirements for Voice Portal. Avaya recommends crosschecking with Voice Portal Sizing tool, available on Enterprise Portal: https://partner.avaya.com/ptlWeb/gs/products/P0407/JobAidsTools.

System Expansion post-End of Sale
New system sales will end on the date indicated, however, for some products, the capacity of installed systems may be increased based on the continued availability of order codes for any System Expansions. Because ICP software is not being rebranded expansions to existing systems not be available after April 29th 2011 and all shipments of ICP either new systems or expansions must be completed by 27th May 2011. See relevant table for these and other relevant dates.

Application Migration
From a technical standpoint Interactive Communication Portal and Voice Portal are based on the same standards (VXML, CCXML) making the transition from ICP to Voice Portal a straight forward process. The Service Creation Environment (SCE) generates VXML pages which are loaded individually on the ICP. As long as the output of SCE is VXML 2.0/2.1 compliant, these apps will run on AVP. There may be a small effort associated with reviewing project-specific extensions or custom integrations, but the vast majority of the development effort is preserved.
See also application notes on:
https://enterpriseportal.avaya.com/ptlWeb/gs/products/P0407/ApplicationNotes

Packaged applications such as Speech Dialer and specific Healthcare applications are being worked on to release with Voice portal. The Nortel Notification Suite is a packaged application that is also provided on the ICP platform. With the End-of-Sale of ICP this application will also cease to be offered but the Avaya Proactive Outreach Manager product provides directly comparable functionality on the Voice Portal platform. Specific codes are referenced further in the document.

AACC-AML Integration

AACC (Avaya Aura Contact Center) is the evolution of the legacy Nortel Contact Center 7.0 rebased to Windows 2008 and rebranded to Avaya.

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Avaya Aura Experience Portal 6.0 (targeted for June 2011) as direct successor of Voice Portal 5.x will provide the necessary capabilities for a tight integration with AACC-AML, providing a CTI component and a prepackaged basic prompt and digit collect application.

Schedule

End of Sale Date (last day to order new systems)	18-Mar-2011
End of Manufacturer Support for SOFTWARE *	18-Mar-2012
End of Manufacturer Support for HARDWARE *	18-Mar-2014
Last day to purchase system expansions	29-Apr-2011
Last day to purchase a new Avaya services contract *	18-Mar-2012
Targeted End of Services Support**	18-Mar-2017
Last day to ship ICP Systems or Expansions	27-May-2011

** Per Avaya Product Lifecycle Policy*
***Avaya Services may revise the Target End of Services Support date based on the availability of quality repair parts and/or technical support expertise. Customers should always consult any available product Services Support Notices for final information on product supportability.*

Service and Warranty

Avaya will continue to honor previously executed enhanced warranty, post-warranty and service contracts in accordance with the terms of those agreements. Avaya is not responsible for any support or maintenance commitments made by Business Partners or other service providers. Additional information concerning Avaya Services can be found on the Services Offer Information Web site.

Renewals of existing Avaya service contracts covering this product will be allowed until 18th March 2012

Additional Information

Avaya website:
http://www.avaya.com

Avaya End-of-Sale Notices:
http://support.avaya.com

Avaya Product Lifecycle Policy:
https://support.avaya.com/css/P8/documents/100081098

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Or

http://support.avaya.com >> More Resources >> More >> Avaya Product Lifecycle Policy

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