



End of Sale Notice

Notification Date: 04 - February 2019

Revision Date: 21 - November 2019

Effective Date: 09 - December 2019

Subject: End of Sale IP Office pre R10 Licenses: inclusive of R6, R7, R8, R9.0 and R9.1 and older releases

Theatre/Region: ALL

Revision Date	Reason for change
21-November-2019	Last orders for pre-R10 codes must be in ready to order status with SAP order processed by December 7, 2019 This allows time for the order to be processed before ADI shutdown.
10-April-2019	End of Sale date extended to December 9, 2019
08-October 2019	Avaya previously communicated "ADI licensing moves, re-hosting and license swaps will not be available after March 29, 2019 unless necessary to support an upgrade to R11 or via a support ticket under Avaya maintenance support." This update is to communicate effective December 9, 2019 Avaya will continue to support the listed products under an active support contract, and support contracts will be available for renewal; however, in the event a product failure requires an ADI license move, swap, or any additional licensing to restore service, a software upgrade to current release will be required. Software releases in PLDS are not affected. Transition summary and Migration Strategy sections are updated.

Summary

Change Notice: The effective date for End of Sale of IP Office pre-Release 10 software licenses and been extended to December 9, 2019. **Last orders for pre-R10 codes must be in ready to order status with SAP order processed by December 7, 2019.** These releases are no longer supported through Avaya. Customers may upgrade to supported releases R10.1 and R11.x

The extension of the EOS is based on feedback from the Avaya Business Partner community requesting more time to address their base and move customers to supported releases.

Customers may continue migrate using A1S configured upgrades and BOM quote-migrations to current releases IP Office releases with PLDS licensing. It is recommended that customers



upgrade to the latest release R11.x. Customers may also move to the Powered By Avaya IP Office for the added value provided with this solution. Refer to the Migration Strategy section in this document.

Avaya reserves the right to manage and/or limit order quantities, substitute like materials, or to cancel orders prior to the End of Sale dates in this notice. If such an action is required, Avaya will issue an updated notice and accelerate removal of the applicable product codes from price lists and associated order entry systems.

Avaya is not responsible for any support or maintenance commitments made by Avaya Business Partners or service providers that are outside of Avaya maintenance or service (IPOSS) contractual support.

Transition Summary

- Marketing collateral and web-site / portal content will be modified to reflect this product transition and posted at: <https://sales.avaya.com/en/general/loyalty2gether-midmarket>
- ADI licensing moves, re-hosting and license swaps are no longer supported as of March 29, 2019, as previously communicated.
- **License swaps of ADI licenses for maintenance, e.g. due to SD card failure, or additional ADI licenses required to restore or upgrade service will no longer be to be supported for any pre-R10 Release system. Customers will be required to upgrade to a supported release. Software releases in PLDS will not be affected.**

Refer to IP Office Service Support notice at:

<http://ecm.avaya.com/wcc/wccproxy/d?dDocName=101061228>

- Pre-R10 expansion licenses may be quoted in A1S (Avaya One Source) Quote Center (piece parts); in ready to order status with SAP order processed by **December 7, 2019**.
- Products running pre-R10 software are not supported for Avaya technical software support or software repairs; customers are required to be running the currently supported R10.1 or R11.x.
- Avaya Product Life Cycle Policy and warranty policy applies to materials in this end of sale document. Avaya will provide support only for the two most current major releases for IP Office, Release 10.1 and Release 11.x .
- End Users may continue to use ADI licensing keys on their current system. For any expansions or additional licensing, the customer will be required to upgrade to a supported release of IP Office and transition to PLDS licensing; as entitled through IPOSS or with a paid system upgrade. Once upgraded, customers may continue to purchase expansions or move licenses within their internal environment consistent with the terms of the End User License Agreement.

Service pack support is provided for R10.1 and R11.x For information on future service packs, refer to the Avaya Service Pack Schedule on the [Avaya Support web site](#).

Avaya offers IP Office Support Services (IPOSS), a standard manufacturer support offer for customers. Purchasing the IP Office Support Services offer will lock in future maintenance patches, as well as product software upgrades, for the life of the support contract term.

The IPOSS offer is available for systems that are on an eligible release of IP Office.

- The current major release and next most recent major release are eligible. Eligible releases are R11.x and R10.1 currently.



- For prior IP Office releases that do not have an active IPOSS contract or have not renewed their IPOSS within the Avaya renewal policy time window, IPOSS cannot be purchased. Options are:
 - Purchase a transactional upgrade to the most current release, and then attach IPOSS
 - Purchase the IPO Basic Support Service offer, which provides the same level of support as IPOSS except for software upgrade entitlement. Beginning in March 2019, IPO Basic Support Service is available for legacy IPO releases beginning with R8 up to N-2 (Currently R9.1).
 - Purchase Utility support for older systems prior to R8

Contact your channel account manager for information concerning IPOSS.

Discontinued Order Codes and Migration Strategy

Software Codes Discontinued December 9, 2019	
171987	IPO LIC RECEPTIONIST RFA 1 LIC:CU
171988	IPO LIC CTI RFA LIC:DS
171991	IPO LIC PREFRD (VM PRO) RFA LIC:DS
171995	IPO LIC CCC AGT RFA 5 LIC:CU
171996	IPO LIC CCC SPV RFA LIC:CU
174459	IPO LIC VM PRO RFA 2 LIC:CU
174956	IPO LIC 3RD PARTY IP ENDPOINT 1
174956	IPO LIC 3RD PARTY IP ENDPOINT 1
176196	IPO LIC CCC WALLBRD 4 RFA LIC:CU
177466	IPO LIC TAPI WAV RFA 4 LIC:CU
177467	IPO LIC ACM CENTRAL VM LIC:DS
177467	IPO LIC ACM CENTRAL VM LIC:DS
182297	IPO LIC NTWKD MSGING RFA LIC:DS
182297	IPO LIC NTWKD MSGING RFA LIC:DS
182299	IPO LIC AVAYA TTS RFA 1 LIC:CU
182301	IPO LIC IPSEC VPN RFA LIC:DS
182301	IPO LIC IPSEC VPN RFA LIC:DS
182303	IPO LIC 3RD PARTY TTS RFA LIC:CU
187166	IPO LIC CONTACTSTORE RFA LIC:DS
189782	IPO LIC PREFERRED (VM PRO) RFA TRIAL
189783	IPO LIC RECEPTIONIST RFA 1 TRIAL
189786	IPO LIC ACM CENTRAL VM TRIAL
202959	IPO LIC IP500 IPO STD UPG TO PRO



Software Codes Discontinued December 9, 2019	
202960	IPO LIC IP500 VCE NTWK START4 LIC:DS
202961	IPO LIC IP500 VCM LIC 4 CH
202966	IPO LIC ADVANCED NTWKG LIC
202967	IPO LIC SIP TRNK RFA 1
205650	IPO LIC IP500 VCE NTWKG ADD 4 LIC:CU
205821	IPO LIC ADVANCED NTWKG TRIAL
205822	IPO LIC IP500 STD UPG TO PRO TRIAL
213980	IPO LIC VPN PHONE 1 LIC:CU
215180	IPO LIC IP500 T1 ADD 2CH
215183	IPO LIC IP500 E1 ADD 2CH
215186	IPO LIC IP500 E1R2 ADD 2CH
217650	IPO LIC CUSTMR SVC AGT RFA 1 LIC:CU
217651	IPO LIC CUSTMR SVC AGT RFA 5 LIC:CU
217653	IPO LIC CUSTMR SVC AGT RFA 20 LIC:CU
217655	IPO LIC R5 CUSTMR SVC SPV 1
217656	IPO LIC R5 CUSTMR SVC SPV 10
217657	IPO LIC CUSTMR SVC SPV RFA 20 LIC:CU
217658	IPO CUSTMR CALL REPORTER UPG LIC
217880	IPO LIC VMPRO UMS 1USER
217881	IPO LIC VMPRO UMS 5 USER
217883	IPO LIC VMPRO UMS 20 USER
217890	IPO TRIAL UMS 10 USER
227040	IPO LIC 3RD PARTY IP ENDPOINT 5TRIAL
227040	IPO LIC 3RD PARTY IP ENDPOINT 5TRIAL
227053	IPO LIC CUSTMR SVC AGT RFA 5 TRIAL
229424	IPO LIC R6+ ADV EDITION
229425	IPO LIC R6+ ADV EDITION TRIAL
229426	IPO LIC R6+ PWR USER 1
229430	IPO LIC R6+ TELEWORKER 1
229434	IPO LIC R6+ MOBILE WORKER 1
229438	IPO LIC R6+ OFF WORKER 1
229442	IPO LIC R6+ CUSTMR SVC SPV 1
229443	IPO LIC R6+ CUSTMR SVC SPV 1 TRIAL



Software Codes Discontinued December 9, 2019	
229444	IPO LIC R6+ AV IP ENDPOINT 1
263128	IPO LIC CTI RFA TRIAL
267786	IPO R8+ ESSNTL EDITION+ LIC
267802	IPO R8+ MOBILE TO PWR USER UPG 5
267803	IPO R8+ OFF WORKER TO PWR USER UPG5
268842	IPO R8+ ESSNTL EDITION+ TRIAL LIC
268843	IPO R8+ BT RACE LIC
268844	IPO R8+ TTS PRO RFA 1 LIC
269480	IPO LIC PREFRD R8+ VM PRO RFA LIC:DS
270397	IPO R8.1+ SE LIC
270398	IPO R8.1+ SOFTPHONE RFA LIC
273783	IPO R9+ 3RD PTY IP ENDPT 1 PLDS LIC
273784	IPO R9 3RD PARTY IP ENDPT 5 PLDS LIC
273785	IPO R9 3RD PARTY IP ENDPT10 PLDS LIC
273786	IPO R9 3RD PARTY IP ENDPT20 PLDS LIC
273787	IPO R9 3RD PARTY IP ENDPT50 PLDS LIC
273789	IPO R9 ADV ED PLDS LIC
273792	ASBCE R6.2+ STD SVCS IPO LIC 1-500
273900	IPO R9+ AV IP ENDPT 1 PLDS LIC
273901	IPO R9 AV IP ENDPT 5 PLDS LIC
273902	IPO R9 AV IP ENDPT 20 PLDS LIC
273904	IPO R9+ BT RACE PLDS LIC
273905	IPO R9+ CONTACT RECORDER PLDS LIC
273906	IPO R9+ CTI PLDS LIC
273907	IPO R9 CUSTMR SVC AGT 1 PLDS LIC
273908	IPO R9 CUSTMR SVC AGT 5 PLDS LIC
273909	IPO R9 CUSTMR SVC AGT 20 PLDS LIC
273910	IPO R9 CUSTMR SVC SPV 1 PLDS LIC
273913	IPO R9 ESSNTL ED PLDS LIC
273915	IPO R9+ IP500 E1 ADD 22CH PLDS LIC
273916	IPO R9+ IP500 E1 ADD 2CH PLDS LIC
273917	IPO R9+ IP500 E1 ADD 8CH PLDS LIC
273918	IPO R9+ IP500 E1R2 ADD 22CH PLDS LIC



Software Codes Discontinued December 9, 2019	
273919	IPO R9+ IP500 E1R2 ADD 2CH PLDS LIC
273920	IPO R9+ IP500 E1R2 ADD 8CH PLDS LIC
273921	IPO R9+ IP500 T1 ADD 2CH PLDS LIC
273922	IPO R9 IP500 T1 ADD 32CH PLDS LIC
273923	IPO R9 IP500 T1 ADD 8CH PLDS LIC
273924	IPO R9+ IP500 VCE NTWK 4 PLDS LIC
273925	IPO R9+ IPSEC VPN PLDS LIC
273927	IPO R9+ MBL WORKER 1 PLDS LIC
273928	IPO R9 MOBILE WORKER 5 PLDS LIC
273929	IPO R9 MOBILE WORKER 20 PLDS LIC
273930	IPO R9+ OFF WORKER 1 PLDS LIC
273931	IPO R9 OFF WORKER 5 PLDS LIC
273932	IPO R9 OFF WORKER 20 PLDS LIC
273934	IPO R9 PREFRD VM PRO TRIAL PLDS LIC
273935	IPO R9 PREFRD VM PRO PLDS LIC
273936	IPO R9+ PWR USER 1 PLDS LIC
273937	IPO R9 PWR USER 5 PLDS LIC
273938	IPO R9 PWR USER 20 PLDS LIC
273939	IPO R9+ RECEPTIONIST 1 PLDS LIC
273941	IPO R9+ SIP TRNK 1 PLDS LIC
273942	IPO R9 SIP TRNK 5 PLDS LIC
273943	IPO R9 SIP TRNK 10 PLDS LIC
273944	IPO R9 SIP TRNK 20 PLDS LIC
273946	IPO R9+ TAPI WAV RFA 4 PLDS LIC
273947	IPO R9+ TELEWORKER 1 PLDS LIC
273948	IPO R9 TELEWORKER 5 PLDS LIC
273949	IPO R9 TELEWORKER 20 PLDS LIC
273950	IPO R9+ TTS PRO LINUX PLDS LIC
273951	IPO R9+ NTWKD MSGING ADI LIC
273952	IPO R9+ ACM CENTRAL VM ADI LIC
273953	IPO R9+ VM PRO 2 PLDS LIC
273954	IPO R9 VM PRO 4 PLDS LIC
273955	IPO R9 VM PRO 8 PLDS LIC



Software Codes Discontinued December 9, 2019	
273956	IPO R9 VM PRO 16 PLDS LIC
273957	IPO R9+ IP500 VCENTWK 4 TRL PLDS LIC
273958	IPO R9+ 3RDPTY IPENDPT TRIALPLDS LIC
273961	IPO R9+ AV IP ENDPT 1 TRIAL PLDS LIC
273963	IPO R9+ CTI TRIAL PLDS LIC
273966	IPO R9 ESNTL ED TRIAL PLDS LIC
273969	IPO R9+ OFF WORKER 1 TRIAL PLDS LIC
273970	IPO R9+ PWR USER 1 TRIAL PLDS LIC
273971	IPO R9+ RECEPTIONIST 1TRIAL PLDS LIC
273972	IPO R9+ SIP TRUNKING 1 TRL PLDS LIC
273973	IPO R9+ TELEWORKER 1 TRIAL PLDS LIC
273974	IPO R9+ TTS PRO LINUX TRIAL PLDS LIC
273975	IPO BRANCH R9 WEBLM PLDS LIC
273978	IPO BRNCH R9+ CNTRLZD ENDPT PLDS LIC
275611	IPO R9+ 3RD PARTY IP ENDPT 1 ADI LIC
275612	IPO R9+ 3RD PARTY IP ENDPT 5 ADI LIC
275613	IPO R9+ 3RD PARTY IPENDPT 10 ADI LIC
275614	IPO R9+ 3RD PARTY IPENDPT 20 ADI LIC
275615	IPO R9+ 3RD PARTY IPENDPT 50 ADI LIC
275616	IPO R9+ 3RD PARTY TTS ADI LIC
275617	IPO R9 ADV ED ADI LIC
275618	IPO R9+ AV IP ENDPT 1 ADI LIC
275619	IPO R9+ AV IP ENDPT 5 ADI LIC
275620	IPO R9+ AV IP ENDPT 20 ADI LIC
275621	IPO R9+ AVAYA TTS WNDWS ADI LIC
275622	IPO R9+ BT RACE ADI LIC
275623	IPO R9+ CONTACT RECORDER ADI LIC
275624	IPO R9+ CTI ADI LIC
275625	IPO R9 CUSTMR SVC AGT 1 ADI LIC
275626	IPO R9 CUSTMR SVC AGT 5 ADI LIC
275627	IPO R9 CUSTMR SVC AGT 20 ADI LIC
275628	IPO R9 CUSTMR SVC SPV 1 ADI LIC
275631	IPO R9 ESSNTL ED ADI LIC

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Software Codes Discontinued December 9, 2019	
275633	IPO R9+ IP500 E1 ADD 22CH ADI LIC
275634	IPO R9+ IP500 E1 ADD 2CH ADI LIC
275635	IPO R9+ IP500 E1 ADD 8CH ADI LIC
275636	IPO R9+ IP500 E1R2 ADD 22CH ADI LIC
275637	IPO R9+ IP500 E1R2 ADD 2CH ADI LIC
275638	IPO R9+ IP500 E1R2 ADD 8CH ADI LIC
275639	IPO R9+ IP500 T1 ADD 2CH ADI LIC
275640	IPO R9+ IP500 T1 ADD 32CH ADI LIC
275641	IPO R9+ IP500 T1 ADD 8CH ADI LIC
275642	IPO R9+ IP500 VCE NTWK 4 ADI LIC
275643	IPO R9+ IPSEC VPN ADI LIC
275644	IPO R9+ MBL TO PWR USR UPG 5 ADI LIC
275645	IPO R9+ MBL WORKER 1 ADI LIC
275646	IPO R9+ MBL WORKER 5 ADI LIC
275647	IPO R9+ MBL WORKER 20 ADI LIC
275648	IPO R9+ OFF WORKER 1 ADI LIC
275649	IPO R9+ OFF WORKER 5 ADI LIC
275650	IPO R9+ OFF WORKER 20 ADI LIC
275651	IPO R9+ OFF WORKER TO PWR USER UPG 5
275652	IPO R9 PREFRD VM PRO TRIAL ADI LIC
275653	IPO R9 PREFRD VM PRO ADI LIC
275654	IPO R9+ PWR USER 1 ADI LIC
275655	IPO R9+ PWR USER 5 ADI LIC
275656	IPO R9+ PWR USER 20 ADI LIC
275657	IPO R9+ RECEPTIONIST 1 ADI LIC
275658	IPO R9 SE ADI LIC
275659	IPO R9+ SIP TRNK 1 ADI LIC
275660	IPO R9+ SIP TRNK 5 ADI LIC
275661	IPO R9+ SIP TRNK 10 ADI LIC
275662	IPO R9+ SIP TRNK 20 ADI LIC
275664	IPO R9+ TAPI WAV RFA 4 ADI LIC
275665	IPO R9+ TELEWORKER 1 ADI LIC
275666	IPO R9+ TELEWORKER 5 ADI LIC



Software Codes Discontinued December 9, 2019	
275667	IPO R9+ TELEWORKER 20 ADI LIC
275668	IPO R9+ TTS PRO LINUX ADI LIC
275671	IPO R9+ VM PRO 2 ADI LIC
275672	IPO R9+ VM PRO 4 ADI LIC
275673	IPO R9+ VM PRO 8 ADI LIC
275674	IPO R9+ VM PRO 16 ADI LIC
275675	IPO R9+ IP500 VCE NTWK 4TRL ADI LIC
275676	IPO R9+ 3RD PARTY IP ENDPT 5 TRIAL
275677	IPO R9+ 3RD PARTY TTS TRIAL ADI LIC
275678	IPO R9 ADV ED TRIAL ADI LIC
275679	IPO R9+ AV IP ENDPT 5 TRIAL ADI LIC
275680	IPO R9+ AVAYA TTS WNDWS TRL ADI LIC
275681	IPO R9+ CTI TRIAL ADI LIC
275682	IPO R9 CUSTMR SVC AGT 5TRIAL ADI LIC
275683	IPO R9 CUSTMR SVC SPV 1TRIAL ADI LIC
275684	IPO R9 ESNTL ED TRIAL ADI LIC
275685	IPO R9+ IPSEC VPN TRIAL ADI LIC
275686	IPO R9+ MBL WORKER 5 TRIAL ADI LIC
275687	IPO R9+ OFF WORKER 5 TRIAL ADI LIC
275688	IPO R9+ PWR USER 5 TRIAL ADI LIC
275689	IPO R9+ RECEPTIONIST 1 TRIAL ADI LIC
275690	IPO R9+ SIP TRUNKING 5 TRIAL ADI LIC
275691	IPO R9+ TELEWORKER 5 TRIAL ADI LIC
275692	IPO R9+ TTS PRO LINUX TRIAL ADI LIC
275694	IPO R9 VRTULZD SE ADI LIC
275696	IPO R9 VRTULZD SE RUSSIA ADI LIC
300720	ASBCE R6.2+ ADV SVCS IPO LIC 1-500



Migration Strategy

Fiscal Year 2020 promotion updates are in progress. Refer to the sales portal for supporting documents:

<https://sales.avaya.com/en/general/loyalty2gether-midmarket>

Customers with older systems (IP500 V1 and IP406 V2 and IP412 at release R6.0 or higher) may continue to use the BOM upload and ADI license validation process introduced in April 2019. Refer to the job aids. Any virtualized licenses on these older systems will not carry forward. Customers with IP500 V2 with releases R6 through R9.1 may use the existing A1S upgrade process using the XML file to upgrade and move licenses to PLDS.

<https://support.avaya.com/ext/index?page=content&id=FAQ114328>

Customers who are unable to use the promotions and migration processes may submit a special bid through the global **Special bids** process. These requests will be reviewed on a case-by-case basis. Special Bid consideration will require a 3 or 5-year IPOSS subscription on the submitted quote. The global Special Bids process is enabled through an A1S Deal Manager/Special Bid SBA request.

Schedule

End of Sale Date (IP Office Codes as indicated)	9-December-2019
End of Manufacturer Support for SOFTWARE *	N/A – pre-R10 not supported
End of Manufacturer Support for HARDWARE *	N/A
Last day for requesting simple and complex license swaps**	March 29, 2019
Last day to purchase system expansions licenses	December, 2019
Last day to purchase a new Avaya services contract ***	N/A
Targeted End of Services Support	N/A

* Per Avaya Product Lifecycle Policy

**Simple license swaps will continue to be supported for maintenance under Avaya support only

***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 supported as stated in the IP Office Support Services (IPOSS) and IPO Basic Support Services Offer documents.



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>

or

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