AVAYA

End of Sale Notice

Notification Date: 29-Sep-2020

Revision Date: 24-Aug-2021
Effective Date: 8-Dec-2020
Subject: End of Sale Avaya Aura® Experience Portal 7.x
Theatre/Region: All

Revision History

Revision Date	Reason for change
28-Sep-2020	Initial notification
24-Aug-2021	Extended End of Manufacturer Support date for EP 7.2.x

Summary

Effective 8-Dec-2020 Avaya will no longer sell (make commercially available) **Avaya Aura® Experience Portal 7.x.**

Discontinued Order Codes and Migration Strategy

Discontinued Codes

Material Code	Description
300717	AAEP R7 PER PT NEW SPH PKG LIC
300718	AAEP R7 PER PT UPGRADE LIC
300719	AAEP R7 PER PT UPG ENTITLE LIC
302190	AAEP R7 PER PT LIC NEW APPL PCKG
302193	AAEP R7 PT APPL PKG MIGRATION LIC
302194	AAEP R7 PT APPL PCKG MG ENTL LIC
302195	AAEP R7 PER SES SIP SGNL LIC
302196	AAEP R7 PER SES SIP SGNL UPG LIC
302197	AAEP R7 PER SES SIP SGNL UPG ENTL
302198	AAEP R7 PER PT NEW MG SIP SGNL LIC
302199	AAEP R7 PER PT NEW MG ANCMT LIC
302200	AAEP R7 PER PT MG FROM AVAYA IVR
302201	AAEP R7 PT MG FROM AVAYA IVR SP PKG
302202	AAEP R7 PT MG FROM AVAYA IVR ENTL
302203	AAEP R7 PT CONVERSANT MG TRK CODE

302204	AAEP R7 PER PT MPS/VPS MG TRK CODE
302205	AAEP R7 PER PT ICP MG TRK CODE
302208	AAEP R7 PER PT ANCMT LIC
302209	AAEP R7 PER PT ANCMT UPG LIC
302210	AAEP R7 PER PT ANCMT UPG ENT LIC
302211	AAEP R7 PER PT ENH CALL CLASS
302212	AAEP R7 PER PT ENH CALL CLASS TRK
302213	AAEP R7 PER PT ENH CALL CLASS UPG
302214	AAEP R7 PT ENH CALL CLASS UPG ENTL
302215	AAEP R7 PT ENH CALL CLASS DR LIC
302226	AAEP R7 PER SES SIP SIGNAL DR LIC
302227	AAEP R7 PER PT ANCMT DR LIC
302230	AAEP R7 PER PT NEW APPL PKG DR LIC
302231	AAEP R7 PER PT DR LIC
302234	AAEP R7 ASR PROXY CONN PER PT LIC
302235	AAEP R7 TTS PROXY CONN PER PT LIC
302236	AAEP R7 ASR PROXY 3PTY CONN PER PT
302237	AAEP R7 ASR PROXY 3PTY CONN PT UPG
302238	AAEP R7 ASR PROXY 3PTY CONN PT ENTL
302239	AAEP R7 TTS PROXY 3PTY CONN PER PT
302240	AAEP R7 TTS PROXY 3PTY CONN PT UPG
302241	AAEP R7 TTS PROXY 3PTY CONN PT ENTL
302242	AAEP R7 LAB SYS PER PT LIC
302244	AAEP R7 LAB SYS UPG PER PT LIC
302245	AAEP R7 LAB SYS UPG PER PT UPG ENTL
302248	AAEP R7 ADDL OUTBND POM PT LIC
302249	AAEP R7 ADDL OUTBND POM PT MG LIC
302250	AAEP R7 ADDL OUTBND POM PT MG ENTL LIC
302251	AAEP R7 ADDL OUTBND POM PT DR
302252	AAEP R7 VIRTUAL PLTFRM NEW SYS TRK
302253	AAEP R7 VIRTUAL PLTFRM UPG SYS TRK
302254	AAEP R7 PER EPM TRACK
302255	AAEP R7 MEDIA ENCRYPTION
302257	AAEP R7 EPM VE VAPP
302258	AAEP R7 MPP VE VAPP
302271	AAEP R7 ZONE PORT LIC
302272	AAEP R7 ZONE PORT DR LIC
302273	AAEP R7 SMS 3600 MSG-HOUR LIC
302274	AAEP R7 SMS 3600 MSG-HOUR DR LIC
302276	AAEP R7 SMS 3600 MSG-HOUR APP PKG
302277	AAEP R7 EMAIL 3600 MSG-HOUR LIC

302278	AAEP R7 EMAIL 3600 MSG-HOUR DR LIC
302280	AAEP R7 EMAIL 3600 MSG-HOUR APP LIC
302281	AAEP R7 MULTI CHANNEL LAB LIC
302290	AAOD R7
302291	AAOD R7 FOR UPG
302292	AAOD R7 FOR UPG ENTITLEMENT
302293	AAOD R7 FOR MPS
302353	AAEP R7 PER SES SIP SGNL DR UPG
302354	AAEP R7 PER SES SIP SGNL DR UPG ENTL
302355	AAEP R7 PT ANNC DR UPG LIC
302356	AAEP R7 PT ANNC DR UPG ENTL LIC
302359	AAEP R7 PT ENH CALL CLASS DR UPG
302360	AAEP R7 PT ENH CLL CLS DR ENTL LIC
302410	AAEPR7 ASR3PTY PROXYCONN SRVR TO PT
302411	AAEPR7 TTS3PTY PROXYCONN SRVR TO PT
305291	AAEP R7 PORT TO NEW APPL PKG UPLIFT
305473	AAEP R7 LAB ZONE PORT LIC
307092	AAEPR7 EMAIL 3600 MSG-HOUR APPDR LIC
307093	AAEP R7 SMS 3600 MSG-HOUR APP DR LIC
307400	AAEP R7 PER PORT /H
307401	AAEP R7 PER SES SIP SIGNALING /H
307402	AAEP R7 PER PORT ANNC /H
307403	AAEP R7 PER PORT ENH CALL CLASS /H
307404	AAEP R7 PER PORT SPCH PCKG /H
307578	AAEP R7 ADDL OUTBND POM PT LAB LIC
381302	AAEP R7 ASR PRX CONN PT UPG ENTL LIC
381730	AAEP R7 PT MG AVAYA IVR W/CNTRCT LIC
383989	AAEP R7 PER EPM AUX TRACK
384702	AAEP R7 PER PT LAB ENH CALL CLASS
384703	AAEP R7 PER SES LAB SIP SGNL LIC
384704	AAEP R7 PER PT LAB ANCMT LIC
385113	AAEP R7 PER EPM TRACK /H
385114	AAEP R7 MEDIA ENCRYPTION /H
385136	AAEP R7 TTS PROXY 3PTY CONN PER PT /H
386710	AAEP R7 MOB/VISUAL IVR SYS LIC
386711	AAEP R7 MOB/VISUAL IVR SYS LAB LIC
386712	AAEP R7 MOB DAILY 500-10000 LIC
386713	AAEP R7 MOB DAILY 10001-50000 LIC
386714	AAEP R7 MOB DAILY 50001-100000 LIC
386715	AAEP R7 MOB DAILY 100001+ LIC
386716	AAEP R7 MOB DAILY LAB LIC

386717	AAEP R7 MOB/VISUAL IVR SYS DR LIC
387735	AAEP R7 PER PT NEW SPH PKG LIC /H
387736	AAEP R7 PER PT ENH CALL CLASS /H
387737	AAEP R7 ASR PROXY CONN PER PT LIC /H
387738	AAEP R7 TTS PROXY CONN PER PT LIC /H
387739	AAEP R7 ZONE PORT LIC /H
387740	AAEP R7 PER SES SIP SGNL LIC /H
387741	AAEP R7 PER PT LIC NEW /H
390677	AAEP R7 MOB DAILY 0-500 /E LIC
390678	AAEP R7 MOB DAILY LAB 0-1000 /E LIC
393317	AAEP R7 AWS SYSTEM
398580	AAEP R7 PER MPP TRACK
400608	AAEP R7 GOOGLE SPCH ASR CONN PER PT
401941	AAEP R7 GOOGLE DIALOGFLOW ASR PER PT
402144	AAEP R7 GOOGLE DLOGFLW ASR PER PT DR
402145	AAEP R7 PER PORT CALL ANCHORING
402146	AAEP R7 PER PORT CALL ANCHOR DR
402147	AAEP R7 CALL ANCHORING LAB
402148	AAEP R7 GOOGLE SPCH ASR CONN PT DR
402149	AAEP R7 ASR PROXY CONN PER PT DR
402150	AAEP R7 TTS PROXY CONN PER PT DR
402151	AAEP R7 ASR PROXY 3PTY CONN PER DR
402152	AAEP R7 TTS PROXY 3PTY CONN PER DR
403183	AAEP R7 TTS PROXY 3PTY CONN PER DR
403184	AAEP R7 TTS PROXY 3PTY CONN PER DR
403185	AAEP R7 TTS PROXY 3PTY CONN PER DR
403186	AAEP R7 TTS PROXY 3PTY CONN PER DR
403187	AAEP R7 TTS PROXY 3PTY CONN PER DR
403870	AAEP R7 TTS PROXY 3PTY CONN PER DR

Migration Strategy

Avaya now offers the following alternative solution(s): Avaya Experience Portal 8.0. Customers under Upgrade Advantage software protection coverage can take advantage of the version as per Avaya policy. A Commercial Software Upgrade offer is also available for customers without Support Advantage and Upgrade Advantage contracts.

Manufacturer Support

Manufacturer support is provided to customers with an Avaya support services contract in place for the applicable Avaya Aura Experience Portal (AAEP) components.

Manufacturer support ends for EP 7.0.x and 7.1.x ends on December 8, 2021 as initially communicated. Manufacturer support for EP 7.2.x is provided until September 30, 2022 with new

bug fixes being provided for the most current update within the 7.2.x release only. Avaya Aura Experience Portal 7.2.3 is the most current release as of August 2021.

Manufacturer support for the RHEL 6 Operating System is limited to updates provided by RedHat under Extended Lifecycle Support (ELS).

Schedule

End of Sale Date (last day to order new systems)	8-Dec-2020
End of Manufacturer Support for SOFTWARE *	8-Dec-2021 (AAEP 7.0.x and 7.1.x) 30-Sep-2022 (AAEP 7.2.x)
End of Manufacturer Support for HARDWARE *	N/A
Last day to purchase system expansions	8-Dec-2021
Targeted End of Services Support	8-Dec-2025

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 not be allowed.

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 >> Policies and Legal >> Warranty & Product Lifecycle >> Avaya Product Lifecycle Policy