



End of Sale Notice

Notification Date: 28-Sep-2021

Effective Date: 30-Oct-2021

Subject: End of Sale of Avaya Intelligent Customer Routing 7.x

Theatre/Region: All

Revision History

Revision Date	Reason for change
28-Sep-2021	Initial publication of End of Sale Notice

Summary

Effective 30-Oct-2021 Avaya will no longer sell (make commercially available) the 7.x release or any older release of Avaya Intelligent Customer Routing (ICR). System expansions will continue to be available as outlined below.

Discontinued Order Codes and Migration Strategy

Discontinued Material Codes

No material codes are discontinued at this moment in time to allow system expansion sales to continue. Material codes impacted that will move to a non sellable status at the “Last day to purchase system expansions” are listed in appendix B.

System Expansion post-End of Sale

Capacity of existing Intelligent Customer Routing 7.x systems can be expanded based on the continued availability of order codes until the “Last day to purchase system expansions” date specified below.

Upgrades of earlier Intelligent Customer Routing systems to the latest release continue to be available until the “Last day to purchase system expansions” date specified below.



Manufacturer Support

Manufacturer support is provided to customers with an Avaya Support Services contract in place. New bug fixes will be provided for the most current update within the 7.x release. As of August 2021 Intelligent Customer Routing 8.0 is the most current release.

Please note that all Intelligent Customer Routing software releases older than 7.x are end of manufacturer support already.

Please refer to the Avaya life cycle policy for further details.

Upgrade/Migration Strategy

Avaya Intelligent Customer Routing (ICR) 8.0 is available since July 27, 2021 and provides an upgrade / migration path for ICR 7.x customers. Customers under Upgrade Advantage software protection coverage can take advantage of the version as per Avaya policy. Commercial Software Upgrade offers are also available for customers without an Upgrade Advantage contract.

Please consult the “Upgrading Intelligent Customer Routing 8.0” document [<see link here>](#) for further technical information on performing an upgrade or migration.

ICR 8.0 is a platform update to support Avaya Experience Portal 8.0 and 8.1 and provides the following enhancements:

Platform Updates

- Intelligent Customer Routing 8.0 supports latest versions of the 3rd party software below
 - Avaya Orchestration Designer Release 8.0
 - Avaya Enterprise Linux Release 8.2 64-bit and later
 - RedHat Enterprise Linux Server (RHEL) Release 7.8 or higher
 - Migration from Red Hat Enterprise Linux (RHEL) 6 to RHEL 8
 - ICR R8.0 provides the necessary scripts, the backup and restore procedures, and the component installers to upgrade your ICR R7.0.x to R8.0.
 - Upgrade for Axis 2 (Version 1.7.9)
 - Upgrade for Tomcat 9.0.40 32
 - Upgrade for Zulu Java 1.8.0_275-b01

Support for enhanced authentication and encryption

- ICR 8.0 supports the following authentication and encryption capabilities:
 - Authenticated access to all ICR components
 - ICR Admin uses Apache Rampart for two-way authentication at the application level.
 - ICR Core and ICR Call Control Application (CCA) use Mutual TLS authentication (mTLS) at the Tomcat level.
 - Introduction of CA-signed certificates instead of self-signed certificates



- Provision of tools to work with certificates and extension of the update_cert.sh script in ICR 8.0.
- Support for adding certificate authentication using the Avaya Orchestration Designer Admin Console in PDC, which uses call-control applications.
- Default passwords (for SIP and postgres users, keystores, and truststores) are removed and all passwords are encrypted. Passwords for keystores and truststores are generated during the installation of ICR 8.0.
- The Advanced Encryption Standard (AES) 256-bit key length algorithm is used to encrypt passwords. Initialization vector (IV) is used to randomize the encryption.
- Passwords are encrypted during the Start services when you upgrade or backup-restore ICR.

Schedule

Start of Software Manufacturer Support	30-Oct-2021
End of Manufacturer Support for SOFTWARE *	30-Oct-2022
End of Manufacturer Support for HARDWARE *, ***	n/a
Last day to purchase system expansions	30-Oct-2022
Targeted End of Services Support **	30-Oct-2027

* 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.

*** Please note that certain hardware components in the PC solution (especially common servers) have their own life cycle announcements outside of this document

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 available until the End of Services Support Notification is published on support.avaya.com

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



APPENDIX A - Avaya Intelligent Customer Routing 7.x End of Sale FAQs

Q1. Will ICR 7.x licenses or new systems be available for sale after the announcement of ICR 7.x end of sale?

A1. Licenses or new systems will be sold after the announcement of end of sale up to October 30, 2021, the effective end of sale date. After that date, ICR 8.0 licenses will be the only new licenses available for sale.

Q2. Will new systems be available for sale after October 30, 2021, the effective end of sale date?

A2. No, new systems will not be sold after October 30, 2021, the effective end of sale date.

Q3. Can existing ICR 7.x customers buy add-on licenses on their existing deployments? If so, up to what date?

A3. Yes, add-on licenses or expansion hardware will be sold up to October 30, 2022.

Q4. Do customers receive maintenance support services after the effective end of sale date?

A4. Yes, customers under active service contracts will receive support services after the effective end of sale date.

Q4. What is the upgrade or migration path for my Intelligent Customer Routing 7.x solution?

A5. Avaya Intelligent Customer Routing (ICR) 8.0 is available since July 27, 2021 and provides an upgrade / migration path for ICR 7.x customers. Please consult the "Upgrading Intelligent Customer Routing 8.0" document [<see link here>](#) for further information



Appendix B – Material Codes that will move to non sellable status at “Last day to purchase system expansions”

Material Code	Description
302219	AAEP R7 ICR NEW CNTLR LIC
302220	AAEP R7 ICR ADDL CNTLR LIC
302221	AAEP R7 ICR NEW CNTLR UPG LIC
302222	AAEP R7 ICR ADDL CNTLR UPG LIC
302223	AAEP R7 ICR ADDL DR CNTLR LIC
302224	AAEP R7 ICR DR CNTLR UPG LIC
302225	AAEP R7 ICR ADDL DR CNTLR UPG LIC
302229	AAEP R7 ICR DR CNTLR LIC
302365	AAEP R7 ICR NEW CNTLR UPG ENTL LIC
302366	AAEP R7 ICR ADDL CNTLR UPG ENTL LIC
302367	AAEP R7 ICR DR CNTLR UPG ENTL LIC
302368	AAEP R7 ICR ADDLDR CNTLR UPG ENTL