



# End of Sale Notice

**Notification Date:** 25-Apr-2023  
**Revision Date:** 27-Jun-2024  
**Effective Date:** 23-Oct-2023

**Subject:** End of Sale– One-X Agent 2.x

**Theatre/Region:** All

## Revision History

Revision Date	Reason for change
27-Jun-2024	Revised migration strategy with Admin portal
28-May-2024	Revised EoMS and Migration strategy to support existing customers only.
13-Jun-2023	Revised EoS and Migration strategy
25-Apr-2023	EoS announced.

## Summary

Effective 23-Oct-2023, Avaya will “no longer sell (make commercially available)” Avaya One-X Agent 2.x (H.323) for new system sales.  
As of 28-May-2024, additions and expansions will continue to be available for existing customers only until the End of Manufacturer Support (see table below).

## Discontinued Order Codes and Migration Strategy

### Discontinued Codes

Material	Short Description
225914	ONE-X AGT MOVE PER AGT LIC
225915	ONE-X AGT R1 VIDEO PER AGT LIC
227210	ONE-X AGT R2 NEW/ADD PER AGT LIC
227212	ONE-X AGT R2 NON-AGT CLIENT LIC



227213	ONE-X AGT R2 RFA MOVE PER AGT LIC
227214	ONE-X AGT R2 VIDEO PER AGT LIC
227215	ONE-X AGT R2 MIG PER AGT LIC
227216	ONE-X AGT R2 LIC FREE-MAX 3
227217	ONE-X AGT R2 TRIAL PER AGT LIC
228027	ONE-X AGT R2 UPG PER AGT LIC
228029	ONE-X AGT R2 UPG NON-AGT CLIENT LIC
228120	ONE-X AGT R2 UPG VIDEO PER AGT LIC
228121	ONE-X AGT R2 PER AGT ENTITLE
228122	ONE-X AGT R2 DR PER AGT ENTITLE
228123	ONE-X AGT R2 NON-AGT CLIENT ENTITLE
228124	ONE-X AGT R2 VIDEO PER AGT ENTITLE
228130	ONE-X AGT R2 SUPV PER AGT LIC
228484	ONE-X AGT R2 NEW/ADD PER AGT PLD LIC
228486	ONE-X AGT R2 NON-AGT CLIENT PLD LIC
228487	ONE-X AGT R2 PLDS MOVE PER AGT LIC
228488	ONE-X AGT R2 VIDEO PER AGT PLD LIC
228489	ONE-X AGT R2 MIG PER AGT PLD LIC
228490	ONE-X AGT R2 LIC FREE-MAX 3 PLD
228491	ONE-X AGT R2 TRIAL PER AGT PLD LIC
228492	ONE-X AGT R2 UPG PER AGT PLD LIC
228493	ONE-X AGT R2 UPG DR PER AGT PLD LIC
228494	ONE-X AGT R2 UP NON-AGT CLNT PLD LIC
228495	ONE-X AGT R2 UPG VIDEO AGT PLD LIC
228496	ONE-X AGT R2 SUPV PER AGT PLD LIC
229089	ONE-X AGT R2 NON-AGT CLIENT MOVE LIC



305293	ONE-X AGT R2 EMC NEW/ADD AGT RFA
307420	ONE-X AGT R2 SIP NEW/ADD PER AGT LIC
307421	ONE-X AGT R2 SIP NEW/ADD DR PER AGT LIC
307422	ONE-X AGT R2 SIP NON-AGT CLIENT LIC
307423	ONE-X AGT R2 SIP MOVE PER AGT LIC
307427	ONE-X AGT R2 SIP SUPV PER AGT LIC
307493	ONE-X AGT R2 SIP UPL AGT LIC
307494	ONE-X AGT R2 SIP UPL DR AGT LIC
307495	ONE-X AGT R2 SIP UPL NON-AGT CLT LIC
307496	ONE-X AGT R2 SIP UPL SUPV AGT LIC

### ACM EoMS Alignment

ACM is extensively used for configuration of One-X Agent. Current EoMS date for ACM is 04-Jan-2026. Admin Portal has all the capabilities to support One-X Agent configuration related tasks. EoMS date of ACM does not impact One-X Agent. There is a 2-year runway and no gaps (functional parity and workaround) in Admin Portal.

### Migration Strategy

Existing systems can continue to add Avaya One-X Agent seats until the end of Manufacturer Support.

**Agent for Workplace (3.3x):** For existing customer only preferring desktop client and for On Prem deployment

- For Subscription customers, Agent for Workplace is part of the CC Voice bundle as an entitlement.
- For perpetual users with One-X Agent Advance licenses, can acquire Agent for Workplace license at no additional cost (409911 AGT FOR WORKPLACE ASIPP).
- For perpetual users with One-X Agent Standard, can purchase Agent for Workplace license (409910 AGT FOR WORKPLACE NEW / ADD).

### Schedule



End of Sale Date (last day to order new systems)	23-Oct-2023
End of Manufacturer Support for SOFTWARE *	23-Oct-2028
End of Manufacturer Support for HARDWARE *	NA
Last day to purchase system expansions	23-Oct-2028
Targeted End of Services Support	<b>TBD</b>

*\* 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 further notice.

### 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