



# End of Sale Notice

**Notification Date:** 18-Jul-2023

**Effective Date:** 4-Dec-2023

**Subject:** Avaya Control Manager 9.1 Standalone

**Theatre/Region:** All Regions

## Revision History

Revision Date	Reason for change
18-Jul-2023	Initial notification

## Summary

As part of Avaya's portfolio simplification, Avaya will no longer sell the Avaya Control Manager (ACM) as a standalone offer. Where ACM is a component of other product offers, such as Oceana and Workspaces, this End of Sale announcement does not apply.

Effective 4-Dec-2023 Avaya will no longer sell, make commercially available standalone Avaya Control Manager per the schedule listed below.



## Discontinued Order Codes and Migration Strategy

Discontinued Codes from the Pricing Catalog and configuration tools for new sales.

Material Code	Description
<b>Avaya Breeze platform</b>	
260097	AVAYA CCCM 6.0 S88XXSYSPLTFRM CM
262653	AVAYA CCCM NEW MODEL
267369	CCCM PRTNR HSTING PERIODIC USG RTU
270403	AVAYA CCCM NEW MODEL UPG
270404	AVAYA CCCM NEW MODEL ADDITION
270529	AVAYA CCCM 7.X S88XX/S87XX CM ENTL
270530	AVAYA CCCM 7.X S88XX/S87XX CM UPG
270532	AVAYA CCCM 7.X HA LIC ENTITLE
270533	AVAYA CCCM 7.X HA LIC UPG
270538	AVAYA CCCM 7.X CMS CONN ENTITLE
270539	AVAYA CCCM 7.X CMS CONN UPG
270541	AVAYA CCCM 7.X ONE-X AGENT CONN ENTL
270542	AVAYA CCCM 7.X ONE-X AGENT CONN UPG
270544	AVAYA CCCM 7.X IC CONN ENTITLE
270545	AVAYA CCCM 7.X IC CONN UPG
270547	AVAYA CCCM 7.X IQ CONN ENTITLE
270548	AVAYA CCCM 7.X IQ CONN UPG
270550	AVAYA CCCM 7.X PC CONN ENTITLE
270551	AVAYA CCCM 7.X PC CONN UPG
270553	AVAYA CCCM 7.X WFO REC CONN ENTITLE
270554	AVAYA CCCM 7.X WFO REC CONN UPG
270555	AVAYA CCCM 7.X PER USER LIC
270556	AVAYA CCCM 7.X PER USER LIC ENTITLE
270557	AVAYA CCCM 7.X PER USER LIC UPG
270568	AVAYA CCCM 7.X WFO SUITE CONN ENTL
270569	AVAYA CCCM 7.X WFO SUITE CONN UPG
270580	AVAYA CCCM 7.X AAEP/ICR CONN ENTITLE
270581	AVAYA CCCM 7.X AAEP/ICR CONN UPG
306970	AVAYA CCCM NEW MODEL MG
306971	AVAYA CCCM R7 S83XX CM CONN MG
306972	AVAYA CCCM R7 S84XX CM CONN MG
306973	AVAYA CCCM R7 S85XX CM CONN MG
306974	AVAYA CCCM R7 S88XX/S87XX CM CONN MG
306976	AVAYA CCCM R7 S8800 MBT/MES CONN MG
306977	AVAYA CCCM R7 MULTI CM CONN MG
306978	AVAYA CCCM R7 HA MG
306979	AVAYA CCCM R7 SP ED SRVR MG
306980	AVAYA CCCM R7 SP HA MG
306981	AVAYA CCCM R7 PER USER MG



306982	AVAYA CCCM R7 PER USER INCLD MG
306983	AVAYA CCCM R7 CMS CONN MG
306984	AVAYA CCCM R7 MULTI CMS CONN MG
306985	AVAYA CCCM R7 ONE-X AGENT CONN MG
306986	AVAYA CCCM R7 IC CONN MG
306987	AVAYA CCCM R7 IQ CONN MG
306988	AVAYA CCCM R7 PC CONN MG
306989	AVAYA CCCM R7 WFO RECONN CONN MG
306990	AVAYA CCCM R7 WFO SUITE CONN MG
306991	AVAYA CCCM R7 POM CONN MG
306992	AVAYA CCCM R7 CCE CONN MG
306993	AVAYA CCCM R7 AAEP/ICR CONN MG
387885	CNTL MGR R8 HA LIC
387894	CNTL MGR R8 ONE-X AGENT CONN
387895	CNTL MGR R8 ONE-X AGT CONN ENTL
387896	CNTL MGR R8 ONE-X AGT CONN UPG
387909	CNTL MGR R8 PER USER LIC
387910	CNTL MGR R8 PER USER LIC ENTL
387911	CNTL MGR R8 PER USER LIC UPG
387912	CNTL MGR R8 PER USER LIC INCLD
391590	AVAYA CCCM R7 NEW SYS LIC
396579	AVAYA CCCM R8 NEW SYS LIC
400478	USAGE METERING AV COMM CLOUD PUBLIC
402627	CNTL MGR R9 CM CONN
402628	CNTL MGR R9 CM CONN ENT
402629	CNTL MGR R9 CM CONN UPG
402680	CNTL MGR R9 HA LIC
402681	CNTL MGR R9 HA LIC ENTL
402682	CNTL MGR R9 HA LIC UPG
402683	CNTL MGR R9 CCE CONN
402684	CNTL MGR R9 CCE CONN ENTL
402685	CNTL MGR R9 CCE CONN UPG
402686	CNTL MGR R9 CMS CONN
402687	CNTL MGR R9 CMS CONN ENTL
402688	CNTL MGR R9 CMS CONN UPG
402689	CNTL MGR R9 ONE-X AGENT CONN
402690	CNTL MGR R9 ONE-X AGT CONN ENTL
402691	CNTL MGR R9 ONE-X AGT CONN UPG

#### **System Expansion post-End of Sale**

New system sales will end on the date indicated below. After the End of Sale date, system expansions will be supported as indicated below.



## Migration Strategy

Customer will have to use the native UI for each Avaya product that they wish to manage.

## Schedule

Definitions:

EoS = End of Sale

EoMS = End of Manufacturer Support

EoSS = End of Services Support

(1) Software Only Products End of Sale Timelines					
Not Available For Net New Customer Sales or Existing Customer Expansions					
Product	EoS Notice Date	EoS Date	Last day to purchase Expansion	EoMS Date	EoSS Date**
Avaya Control Manager Standalone	18 Jul 2023	04 Dec 2023	04 Dec 2024	04 Jan 2026	TBD

*\*\*Avaya Services may revise the Target End of Support Sale 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.*

*\*\*At End of Services Support (EoSS), Avaya Services will end the ability for its customers and channel partners to purchase new support coverage or renew existing support coverage on the product. Any existing support contracts will continue to their expiration.*

## 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.

## 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