



# End of Manufacturer Support Notice

**Notification Date:** 24-May-2024

**Revision Date:** 11-February-2026

**Effective Date:** 01-January-2026

**Subject:** End of Manufacturer Support – Avaya Aura®  
Platform 10.1

**Theatre/Region:** Global

## Revision History

Revision Date	Reason for change
11-February-2026	Updated to extend ongoing Security Service Packs (SSPs) for Standalone WebLM 10.1.x through December 2027.
06-February-2026	Note added for clarification for ongoing Security Service Packs (SSPs) on Standalone WebLM 10.1.x
24-May-2024	First Revision of Document

## Summary

The introduction of Avaya Aura® Platform 10.2 Release complements Avaya Aura® Platform 10.1 release as the current Innovation Release. As a result, Avaya has initiated the process to discontinue Manufacturer support of Avaya Aura® Platform 10.1 release. From an offer standpoint Avaya Aura® 10.1 and 10.2 both are offered as Release 10 to Enterprise Customers. There is no effective End of Sale here as Release 10 continues to be an available offer.

Effective **01-January-2026** Avaya will “no longer provide Manufacturer Support for Avaya Aura® Platform Release 10.1”. The following products are impacted by this announcement:

- Avaya Aura® System Manager 10.1.x
- Avaya Aura® Session Manager 10.1.x
- Avaya Aura® Communication Manager 10.1.x
- Avaya Aura® Enablement Services 10.1.x
- Avaya Aura® Call Center Elite 10.1.x
- Avaya Aura® Branch Gateways 10.1.x
- Avaya Aura® Media Server 10.1.x
- Avaya Session Border Controller for Enterprise 10.1.x
- Avaya Aura® Device Services 10.1.x
- Avaya Aura® Standalone WebLM 10.1.x
- Avaya Aura® Web Gateway 10.1.x

### NOTE:

**Standalone WebLM 10.1.x reached End of Manufacturer Support (EoMS) on December 31, 2025.** Avaya plans to reintroduce Standalone WebLM as part of **Avaya Aura® 10.3**, with a



targeted availability in the **September–October 2026** timeframe. The reintroduced Standalone WebLM will also be compatible with **Avaya Aura® 10.2 and 10.2.1** deployments.

**In the interim, customers may choose from the following options:**

- 1. Continue with Standalone WebLM 10.1.3.x**  
Customers may continue using Standalone WebLM 10.1.3.x with **Avaya Aura® 10.2 or 10.2.1**. Avaya does not anticipate any major or critical issues with this approach. While WebLM 10.1.3.x is EoMS, Avaya is committed to maintaining its security and will continue to provide **Security Service Packs (SSPs)** until December 2027.
- 2. Consolidate licensing using Avaya Aura® System Manager**  
Customers may alternatively consolidate their licensing by using **System Manager (SMGR) 10.2 or 10.2.1** as the centralized license management solution.

### Discontinued Order Codes and Migration Strategy

From an offer standpoint Avaya Aura® 10.1 and 10.2 both are offered as Release 10 to our Enterprise Customers. There is no effective End of Sale here as Release 10 continues to be an available offer.

#### System Expansion post-End of Sale

As mentioned above there is no effective End of Sale here, Avaya Aura® 10 continues to be an available offer for purchase. However, customers are strongly recommended to upgrade to the latest available Innovation Release on or before 31-December-2025 as Product House Support, Security Updates, Bug Fixes and Patch support will **not** be available on Avaya Aura® 10.1.x after 31-December-2025

#### Migration Strategy

Avaya allows customers to choose their own journey. Customers can choose to remain On-premise and can upgrade to latest Innovation Release (Avaya Aura® 10.2 available as on 18-December-2023 or Avaya Aura® 10.3 tentatively planned for October-2026). The Avaya Aura® On-Prem offer is available in form of Subscription or Perpetual. For customers that are ready to move to Cloud option of Avaya Enterprise Cloud or AXP Private Cloud is available. For customers that need Over-the-top digital capabilities to their existing Elite based Contact Center, have the choice of AXP Connect offer which is fully supported with Avaya Innovation Releases.

### Schedule

End of Sale Date (last day to order new systems)	N/A
End of Manufacturer Support for SOFTWARE *	31-December-2025
End of Manufacturer Support for SOFTWARE * (JITC)	31-December-2025
End of Manufacturer Support for HARDWARE *	N/A
Last day to purchase system expansions	N/A
Targeted End of Support Sales	TBD

*\* Per Avaya Product Lifecycle Policy*

*\* Standalone WebLM 10.1.x will continue to receive Security Service Packs (SSPs) only until 10.3 is available.*

*\*\*Avaya Services may revise the Target End of Support Sales 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