



End of Sale Notice

Notification Date: 11-Jun-2024

Effective Date: 12-Aug-2024

Subject: End of Sale IP Office 11.1.2, 11.1.1, 11.1.0, 11.0.x and 11.0 releases

Theatre/Region: ALL

Revision History

Revision Date	Reason for change
11-Jun-2024	Initial release.

Summary

Effective 12-Aug-2024, Avaya will no longer support the IP Office R11.1 or earlier software with critical patch and service pack support.

IP Office premises solutions offer will continue with R12.0 release, Generally Available on 14-May-2024.

The final service pack for R11.x is R11.1.3.2 and this will be issued by the end of June 2024. Any additional end user warranty support for software will follow the Avaya Life Cycle policy and Avaya End User warranty policy:

<https://support.avaya.com>

R12.0 and R11.1.3 will be the supported releases going forward.

Avaya will make every effort to have a supply of these products available for orders but cannot guarantee product availability through their end of sale dates. Avaya reserves the right to manage and/or limit order quantities, substitute like materials, or to cancel orders if supply is exhausted prior to the End of Sale dates in this notice. Avaya will issue an updated notice and accelerate removal of the applicable product codes from price lists and associated order entry systems are required.

Transition Summary

- Marketing collateral and website / portal content will be modified to reflect this product transition.
Avaya Product Life Cycle Policy and warranty policy applies to materials in this end of sale document. Products identified as EoS will be supported (technical support, repairs, etc.) for a minimum of one (1) year for software.
- Avaya will provide support for the most current major releases. Release 12.0 and Release 11.1.3, are considered the most current releases. Both Release 11.1.3 and Release 12.0 are generally available now. Avaya will provide support for R11.1.3 and R12.0 via standard software service pack processes going forward.



- Expansion licenses, R11+ versions, e.g., for adding IP End points or SIP trunks, R11 Power User (only UC license for R11), will remain available for aftermarket support.

PCN, remote service support and upgrades will be provided per the IPOSS Offer document.

Avaya recommends the customer plan to migrate to R11.1.3, and R12.0, to receive continued service pack support. For information on future service packs, refer to the Avaya Service Pack Schedule on the Avaya Support web site.

Avaya offers IP Office Support Services (IPOSS), a standard manufacturer support offer for customers. Purchasing the IP Office Support Services offer will lock in future maintenance patches, as well as product software upgrades, for the life of the support contract term.

The IPOSS offer is available for systems that are on an eligible release of IP Office.

- Eligible releases are N and N-1 (currently those are Release 12.0 and Release 11.1.3)
- For IP Office releases that are prior to the N or N-1 release that do not have an active IPOSS contract or have not renewed their IPOSS within the Avaya renewal policy time window, IPOSS cannot be purchased. Options are:
 - Purchasing a transactional upgrade to the N release and then attaching IPOSS
 - Purchasing IPO Basic Support Service offer, which provides the same level of support as IPOSS except for software upgrade entitlement. IPO Basic Support Service is available for legacy IPO releases that are not end of support.

Contact your channel account manager for information concerning IPOSS and IPO Basic Support Service.

Migration Strategy

Fiscal Year 2024 promotions are available. Refer to the sales portal for supporting documents:

<https://sales.avaya.com/en/general/ipo-perpetual-new>

<https://sales.avaya.com/en/pss/ip-office-support-basic-iposs>

Refer to the IP Office documentation, Sales and Partner Portal as well as IP Office Knowledge Base for additional collateral, release information as well as the Release 12 knowledge transfer.

The upgrades must be configured in A1S tools (Avaya OneSource) and will require a defined set of R11 migration or upgrade codes as part of the upgrade quote.

R12 Paid upgrade codes: PLDS	
434157	IPO R12 BASIC ED UPG LIC
434158	IPO R12 ESSNTL ED UPG LIC



434159	IPO R12 PREFRD VM PRO UPG LIC
434160	IPO R12 SE/VRTLZD UPG LIC
434181	IPO-SL R12 SE/VRTLZD UPG LIC
434129	IPO R12 BRANCH WEBLM UPG LIC
R11 Entitled upgrade codes with IPOSS: PLDS	
434189	IPO R12 BASIC ED ENTL UPG LIC
434190	IPO R12 ESSNTL/PREFRD ENTL UPG LIC
434191	IPO R12 SE/VRTLZD ENTL UPG LIC
434181	IPO-SL R12 SE/VRTLZD UPG LIC
434196	IPO-SL R12 SE/VRTLZD ENTL UPG LIC
434130	IPO R12 BRANCH WEBLM ENTL UPG LIC

R11 Paid ADI Migration Codes	
434141	IPO R12 BASIC ED MG UPG LIC
434143	IPO R12 ESSNTL ED MG UPG LIC
434145	IPO R12 PREFRD VM PRO MG UPG LIC
434147	IPO R12 VRTLZD SE ADI MG LIC
434149	IPO R12 SE ADI MG UPG LIC
R11 Entitled ADI Migration Code with IPOSS	
434142	IPO R12 BASIC ED MG ENTL UPG LIC
434144	IPO R12 ESSNTL ED MG ENTL UPG LIC
434146	IPO R12 PREFRD VM PRO MG ENTL UPG LIC
434148	IPO R12 VRTLZD SE ENTL ADI MG LIC
434150	IPO R12 SE ADI MG ENTL UPG LIC

Schedule

End of Sale Date (IP Office Codes as indicated)	12-Aug-2024
End of Manufacturer Support for SOFTWARE *	12-Aug-2025
End of Manufacturer Support for HARDWARE *	NA
Last day to purchase system expansions	N/A
Last day to purchase a new Avaya services contract **	Available with supported release
Targeted End of Services Support	N/A

* 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 for at least 3 years.

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> >> More Resources >> More >> Avaya Product Lifecycle Policy