



End of Sale Notice

Notification Date: 14-January 2020

Effective Date: June 8, 2020

Subject: End of Sale IP Office R10.1 system and upgrade licenses,
miscellaneous licensing and R10.1 DVDs

Theatre/Region: ALL

Summary

Effective June 8, 2020, Avaya will no longer sell (make commercially available) the Release R10.1 system licenses and supporting system upgrade licenses, R10.1 DVDs will go End of Sale in June 8, 2020.

IP Office R11 premises solutions offer will continue with R11.1 release targeted for late March 2020 General Availability

The A1S configurator will remove the ability to configure an R10.1 system with the March 9, 2020 update. System level licenses will be available as merchandise/piece parts only until the SAP EOS date of June 8, 2020.

The final service pack for R10.1 will be issued in April 2020. 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>

R11.0.4 and R11.1 (with GA) 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 web-site / 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 11.0.4 and Release 11.1, when available, will be considered the most current releases. Release 11.0.4 is generally available now, and R11.1 is targeted for general availability in March 2020. Avaya will provide support for R11.0.4 and R11.1 via standard software service pack processes going forward.



- Expansion licenses, R10+ versions, e.g., for adding IP End points or SIP trunks, R10 Power User (only UC license for R10), will remain available for aftermarket support.

Additional service pack support for R10.1 software will end with the April 2020 service pack update. **This is the final Service Pack planned for R10.1.** PCN, remote service support and upgrades will be provided per the IPOSS Offer document. Avaya recommends the customer plan to migrate to R11.0.4, and R11.1 when available, 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 11.X and Release 10.X)
- 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.

Discontinued Order Codes and Migration Strategy

Software Codes Discontinued June 8, 2020	
383099	IPO R10 PWR USER 5 TRL PLDS LIC
383711	IPO R10 TLW-PWR USR 1 UPLT PLDS LIC
383100	IPO R10 MBL-PWR USR 1 UPLT PLDS LIC
383101	IPO R10 OFF WK-PW USR1 UPLT PLDS LIC
383102	IPO R10 TELEWORKER 1 PLDS LIC
383104	IPO R10 MOBILE WORKER 1 PLDS LIC
383106	IPO R10 OFF WORKER 1 PLDS LIC
383115	IPO R10 VIDEO SOFTPH MAC 1 PLDS LIC
383714	IPO R10 BASIC EDITION PLDS LIC
383125	IPO R10 ESSNTL ED PLDS LIC
383126	IPO R10 ESSNTL ED TRL PLDS LIC
383128	IPO R10 PREFRD VM PRO PLDS LIC
383129	IPO R10 PREFRD VM PRO TRL PLDS LIC
383130	IPO R10 SE PLDS LIC
383131	IPO R10 VRTLZD SE PLDS LIC
383132	IPO R10 Media Encr Disable PLDS LIC
395894	IPO R10 SE TO VRTLZD SE UPLT LIC
307344	IPO-SL 10 PWR USR 5 TRL PLDS LIC



307345	IPO-SL 10 OFF WKR TO PWR 1 PLDS LIC
307346	IPO-SL 10 OFF WRK 1 PLDS LIC
382915	IPO-SL 10 VIDEO SOFTPH MAC 1PLDS LIC
382920	IPO-SL 10 SE PLDS LIC
382921	IPO-SL 10 VRTLZD SE PLDS LIC
382922	IPO-SL R10 Media Encr Disable PLDS LIC
395895	IPO-SL 10 SE TO VRTLZD SE UPLT LIC
383737	IP OFFICE R10 ESS/PREF EDITION ENTL UPGRADE PLDS LIC:DS
385843	IPO R10 SE/VRTLZD ENTL UPG PLDS LIC
383743	IPO-SL 10 TTS PROLINUX UPG PLDS LIC
383755	IPO-SL 10 PWR USR 1 UPG PLDS LIC
383756	IPO-SL 10 OFF WKR 1 UPG PLDS LIC
383759	IPO-SL 10 VSFTPHN MAC 1 UPG PLDS LIC
383762	IPO-SL 10 SE/VRTLZD UPG PLDS LIC
383635	IPO R10 TTS WNDWS ADI MIG LIC
383637	IPO R10 TTS PRO LINUX ADI MIG LIC
383646	IPO R10 PWR USER 1 ADI MIG LIC
383647	IPO R10 TELEWORKER 1 ADI MIG LIC
383648	IPO R10 MOBILE WORKER 1 ADI MIG LIC
383649	IPO R10 OFFICE WORKER 1 ADI MIG LIC
383654	IPO R10 VSFTPHN MAC 1 ADI MIG LIC
383715	IPO R10 BASIC ED MIGRATION UPGRADE
383736	IPO R10 BASIC EDITION MIGRATION UPGRADE ENTITLED
383657	IPO R10 ESSNTL ED MIG UPG LIC
385842	IP OFFICE R10 ESSENTIAL EDITION MIGRATION ENTL UPGRADE LIC:DS
383659	IPO R10 PREFRD VM PRO MIG UPG LIC
386996	IP OFFICE R10 PREFERRED VM PRO MIGRATION ENTL UPG LIC:DS
393284	IPO R10 VRTLZD SE ADI MIG LIC
393089	IPO R10 VRTLZD SE ENTL ADI MIG LIC
383660	IPO R10 SE ADI MIG LIC
383733	IPO R10 SE/VRTLZD SE ADI MIG ENTL UPG LIC
386884	IPO-SL R10 VSFTPHN MAC 1 ADI MIG LIC
383669	IPO R10 TTS PROLNK-SL UPLT PLDS LIC
383681	IPO R10 PWR USR 1-SL UPLT PLDS LIC
383682	IPO R10 OFF WRK 1-SL UPLT PLDS LIC
383685	IPO R10 VSFTPHN MAC-SL UPLT PLDS LIC
383688	IPO R10 SE-SL UPLT PLDS LIC
383689	IPO R10 VRTLZD SE-SL UPLT PLDS LIC
383695	IPO R10 Media Encr Disable SL UPLT PLDS LIC
383701	IPO R10 TTS WNDWS UPG PLDS LIC
383703	IPO R10 TTS PRO LINUX UPG PLDS LIC
383716	IPO R10 PWR USER 1 UPG PLDS LIC
383717	IPO R10 TELEWORKER 1 UPG PLDS LIC
383718	IPO R10 MOBILE WORKER 1 UPG PLDS LIC



383719	IPO R10 OFFICE WORKER 1 UPG PLDS LIC
383723	IPO R10 VSFTPHN MAC 1 UPG PLDS LIC
383729	IPO R10 ESSNTL ED UPG PLDS LIC
383731	IPO R10 PREFRD VM PRO UPG PLDS LIC
383732	IPO R10 SE/VRTLZD PAID UPG PLDS LIC
385642	IPO R10 IPENDPT-CM6 CORE STE PLDS LIC
383119	IPO R10 IPENDPT-CM7 CORE STE PLDS LIC
382802	IPO R10 VM PRO TRACKING
382803	IPO R10 E1/T1 TRACKING
382804	IPO R10 SIP TRUNKING TRACKING
382805	IPO R10 SA FOR BRANCH TRACKING
383724	IPO BRANCH R10 WEBLM UPG PLDS LIC
385844	IPOBRANCH R10 WEBLM ENTL UPGPLDS LIC
R10 ASIPP Non-Select Licenses	
382793	IPO R10 ASIPP ESSNTL ED PLDS LIC
382794	IPO R10 ASIPP PREFRD VM PRO PLDS LIC
382795	IPO R10 ASIPP SE PLDS LIC
382796	IPO R10 ASIPP VL SE PLDS LIC
R10 ASIPP Select Licenses	
383152	IPO-SL R10 ASIPP SE PLDS LIC
383153	IPO-SL R10 ASIPP VL SE PLDSLIC
R10 DVDs	
700513402	IPO/IPO-SL R10.1 LX INSTALL DVD
700513403	IPO/IPO-SL R10.1 VRTLZD LX INSTL DVD
700513404	IPO/IPO-SL R10.1 USER/ADMIN DVD
DVD Hardware Codes	
700551402	IPO R10.1 USER/ADMIN DVD
700513403	IPO/IPO-SL 10.1 LX INSTALL DVD
700513404	IPO/IPO-SL R10.1 VRTLZDLX INSTALL DVD

Migration Strategy

Fiscal Year 2020 promotion are available. Refer to the sales portal for supporting documents:

<https://sales.avaya.com/en/card-category/small-and-midmarket-business-promotions-global>

Refer to the Product Update Document for Release R11/R11.0.4 and the IP Office Knowledge Base for additional material codes, support and release information.

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.

R11 Paid upgrade codes: PLDS	
396490	IPO R11 BASIC ED UPG LIC
396491	IPO R11 ESSNTL ED UPG LIC

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396492	IPO R11 PREFRD VM PRO UPG LIC
396493	IPO R11 SE/VRTLZD PAID UPG LIC
396519	IPO-SL 11 SE/VRTLZD UPG LIC
396458	IPO BRANCH R11 WEBLM UPG LIC
R11 Entitled upgrade codes with IPOSS: PLDS	
396528	IPO R11 BASIC ED ENTL UPG LIC
396529	IPO R11 ESNTL/PREF ENTL UPG LIC
396530	IPO R11 SE/VRTLZD ENTL UPG LIC
396519	IPO-SL 11 SE/VRTLZD UPG LIC
396536	IPO-SL R11 SE/VRTLZD ENTL UPG LIC
396459	IPO BRANCH R11 WEBLM ENTL UPG LIC

R11 Paid ADI Migration Codes	
396472	IPO R11 BASIC ED MIGRATION UPGRADE
396474	IPO R11 ESSNTL ED MIG UPG LIC
396476	IPO R11 PREFRD VM PRO MIG UPG LIC
396478	IPO R11 VRTLZD SE ADI MIG LIC
396480	IPO R11 SE ADI MIG LIC
R11 Entitled ADI Migration Code with IPOSS	
396473	IPO R11 BASIC EDITION MIGRATION UPGRADE ENTITLED
396475	IP OFFICE R11 ESSENTIAL EDITION MIGRATION ENTL UPGRADE LIC:DS
396477	IP OFFICE R11 PREFERRED VM PRO MIGRATION ENTL UPG LIC:DS
396479	IPO R11 VRTLZD SE ENTL ADI MIG LIC
396481	IPO R10 SE/VRTLZD SE ADI MIG ENTL UPG LIC

Schedule

End of Sale Date (IP Office Codes as indicated)	08-June-2020
End of Manufacturer Support for SOFTWARE *	08-June-2021
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