



End of Sale Notice: Avaya Agile Communication Environment (ACE)

Notification Date: 18-Sept-2017

Effective Date: 1-Dec-2017

Subject: End of Sale Avaya Agile Communication
Environment (ACE) Release 3.x and 6.x

Theatre/Region: All

Revision History

Revision Date	Reason for change
18-Sept-2017	Initial end of sale announcement

Summary

Avaya Breeze™ with the REST based Engagement Call Control (ECC) will provide 3rd party CTI type call control and we will be able to replace the ACE solution which supports an older SOAP Web Services interface.

The ECC Snap-in provides functional equivalent to the ACE SOAP Web Services as Avaya Breeze is intended to replace Avaya Agile Communication Environment (ACE) Release 3.x and 6.x. ECC uses a protocol called Application Switch Adjunct Interface (ASAI) through the Application Enablement Services (AES) to hook into Communication Manager call processing.

Effective 1-Dec-2017 Avaya will no longer sell (make commercially available) Avaya Agile Communication Environment (ACE) Release 3.x and 6.x

Discontinued Order Codes and Migration Strategy

Discontinued Codes

Material Code	Description
700501838	DL360G7 SRVR ACE
700504352	DL360G7 SERVER2 ACE
268229	ENT CORE R6 ACE BASE LINUX R3 LIC IN EDITION
268517	ENT CORE R6 ACE APPL INTG R3 LIC IN EDITION
268492	ENT CORE R6 ACE SYS PLTFRM R3 LIC IN EDITION
268498	ENT CORE R6 ACE INTG API SUITE R3 LIC IN EDITION
271540	ACE R3 AURA CRM INTEG LIC



271541	ACE R3 AURA IBM BPM LIC
271543	ACE R3 AURA BASE LINUX LIC
271544	ACE R3 AURA AIE SRVR LIC
271545	ACE R3 API SUITE LIC
271803	ACE R3 AURA DCE
271804	ACE R3 AURA SAMETIME BNDL
271806	ACE R3 AURA SAMETIME HOTDESK /E
272037	ACE R3 AURA SAMETIME DCE /E LIC
271805	ACE R3 AURA OCS-LYNC BNDL
272038	ACE R3 AURA OCS -LYNC DCE /E LIC
271806	ACE 3.X HOTDESK FOR AV AURA
271807	ACE R3 AURA MSG DROP BLAST USR LIC
271808	ACE R3 AURA MSG DROP SRVR LIC
271809	ACE R3 BASE LIC FOR CRI IS
272782	ENT CORE R6 ACE BASE LINUX R6 LIC /E
272783	ENT CORE R6 CA DCE ENBL R6/E
272784	ENT CORE R6 CA SAMETIME R6 /E
272785	ENT CORE R6 CA OCS-LYNC R6/E
272786	ENT CORE R6 CA HOTDESK R6 /E
272790	ENT CORE R6 R6 ACE API R6 /E
272787	ENT CORE R6 ACE MSG DROP USR R6/E
272789	ENT CORE R6 ACE MSG DROP SRVR R6/E
272789	ENT CORE R6 ACE NAMED ROYALTY TRACKING
272773	MOBILE R6 ACE BASE LINUX R6 LIC /E
272744	MOBILE R6 CA DCE ENBL R6/E
272775	MOBILE R6 CA SAMETIME R6 /E
272776	MOBILE R6 CA OCS-LYNC R6/E
272777	MOBILE R6 CA HOTDESK R6 /E
272780	MOBILE R6 R6 ACE API R6 /E
272778	MOBILE R6 ACE MSG DROP USR R6/E
272779	MOBILE R6 ACE MSG DROP SRVR R6/E
272781	MOBILE R6 ACE NAMED ROYALTY TRACKING
272744	COLLAB R6 ACE BASE LINUX R6 LIC IN EDITION
272745	COLLAB R6 CA DCE ENBL R6/E
272746	COLLAB R6 CA SAMETIME R6 /E
272747	COLLAB R6 CA OCS-LYNC R6/E
272748	COLLAB R6 CA HOTDESK R6 /E
272772	COLLAB R6 R6 ACE API R6 /E
272749	COLLAB R6 ACE MSG DROP USR R6/E
272770	COLLAB R6 ACE MSG DROP SRVR R6/E
272771	COLLAB R6 ACE NAMED ROYALTY TRACKING
272658	ACE R6 AURA MEDIA SRVR BNDL
272659	ACE R6 AURA MEDIA SRVR BNDL ANSW MACH DET/E
272680	ACE R6 AURA MEDIA SRVR TEXT TO SPH CH
272681	ACE R6 AURA MEDIA SRVR SES LIC
272682	ACE R6 AURA BASE LINUX LIC
272683	ACE R6 AURA BASE LINUX LIC UPG
272684	ACE R6 AURA BASE LINUX LIC ENTITLE
272685	ACE R6 AURA API SUITE LIC
272686	ACE R6 AURA API SUITE LIC UPG
272687	ACE R6 AURA API SUITE LIC ENTITLE



272688	ACE R6 AURA MSG DROP BLAST USR LIC
272689	ACE R6 AURA MSG DROP BLAST USR LIC UPG
272690	ACE R6 AURA MSG DROP BLAST USR LIC ENTITLE
272691	ACE R6 AURA MSG DROP SRVR LIC
272692	ACE R6 AURA MSG DROP SRVR LIC UPG
272693	ACE R6 AURA MSG DROP SRVR LIC ENTITLE
272694	ACE R6 NAMED USER ROYALTY TRACKING
272695	ACE R6 VAPP SYS LIC
272696	ACE R6 VIRTUAL PLTFRM NEW SYS TRACK
272697	ACE R6 VIRTUAL PLTFRM UPG SYS TRACK
272698	CA R6 AURA CRM INTEG LIC
272699	CA R6 AURA CRM INTEG LIC UPG
272700	CA R6 AURA CRM INTEG LIC ENTITLE
272701	CA R6 AURA IBM BPM STD ED LIC
272702	CA R6 AURA IBM BPM STD ED LIC UPG
272703	CA R6 AURA IBM BPM STD ED LIC ENTITLE
272704	CA R6 AURA DCE
272705	CA R6 AURA DCE UPG
272706	CA R6 AURA DCE ENTITLE
272707	CA R6 AURA SAMETIME BNDL
272708	CA R6 AURA SAMETIME HOTDESK /E
272709	CA R6 AURA SAMETIME DCE /E LIC
272710	CA R6 AURA SAMETIME BNDL UPG
272797	CA R6 AURA SAMETIME UPG HOTDESK /E
272798	CA R6 AURA SAMETIME UPG DCE /E LIC
272711	CAR6 AURA SAMETIME BNDL ENTITLE
272712	CA R6 AURA OCS-LYNC BNDL
272713	CA R6 AURA OCS -LYNC DCE /E LIC
272714	CA R6 AURA OCS-LYNC BNDL UPG
272799	CA R6 AURA OCS -LYNC UPG DCE /E LIC
272715	CA R6 AURA OCS-LYNC BNDL ENTITLE
NTBT61BB	ACE 6.x DVD (Linux)
NTBT61DB	ACE 6.x Apps DVD
NTBT57BB	ACE6.xMstrEauthLicBaseSW-Linux
NTBT74BB	ACE 6.x Base SW Linux
NTBT55DA	ACE IBM ST Lic (user)
NTBT55FA	ACE MS OCS Lic (user)
NTBT55OA	ACE Desktop Com Enablement
NTBT55MA	ACE HotDesking
NTBT55LA	ACE Msg Drop/Msg Blast App
NTBT56AC	ACE Msg Drop/Blast/SrvrClstr
NTBT75AA	ACE C2C Integration (Per App)
NTBT75BA	ACE Int API Suite/Named User
NTBT55XA	ACE Mobile Cost Optimizer Lic
NTBT78AA	ACE CRM Add-in (per user)
NTBT78CA	ACE IBM BPM Std Ed (user)
NTBT78DA	ACE IBM Sametime Bundle (User)
NTBT55DA	Agile Communication Environment IBM Sametime Client Integration (License Per User)
NTBT55OA	Agile Communication Environment Desktop Communications Enablement (Licence per User)



NTBT55MA	Agile Communication Environment HotDesking (Licence per User)
NTBT78EA	ACE M'soft Lync Bundle (user)
NTBT55FA	Agile Communication Environment Microsoft Office Communicator Integration - Linux (License Per User)
NTBT55OA	Agile Communication Environment Desktop Communications Enablement for Linux (Licence per User)
NTBT76EA	ACE MS Lync Entitlement (user)
NTBT55FA	Agile Communication Environment Microsoft Office Communicator Integration - Linux (License Per User)
NTBT55OA	Agile Communication Environment Desktop Communications Enablement for Linux (Licence per User)
NTBT59AA	Agile Communication Environment Media Server Session Licence
NTBT77AA	Agile Communication Environment Media Server Eauth Licence Code
NTBT58AA	Agile Communication Environment Media Server Software (per server)
NTBT59CA	Avaya Media Server Text to Speech Channel
NTBT59DA	Avaya Media Server Answer Machine Detection
NTBT76AA	Agile Communication Environment Media Server Bundle (software only, per server)
NTBT77AA	Agile Communication Environment Media Server Eauth Licence Code
NTBT58AA	Agile Communication Environment Media Server Software (per server)
NTBT78FA	Agile Communication Environment SRS Prepaid Upgrade 3.X to 7.x (Linux)
NTBT61BB	Agile Communication Environment 7.x DVD (Linux)
NTBT57BB	Agile Communication Environment 7.x Master Eauth License Key For Base Software (Linux)
NTBT61DB	Agile Communication Environment 7.x Applications DVD
NTBT80BA	Agile Communication Environment SRS Prepaid Upgrade Fee for Location Service
NTBT80CA	Agile Communication Environment SRS Prepaid Upgrade Fee for IBM Sametime Integration
NTBT80DA	Agile Communication Environment SRS Prepaid Upgrade Fee for Click to Connect (Cat2/3)
NTBT80EA	Agile Communication Environment SRS Prepaid Upgrade Fe for Click to Connect (Cat4)
NTBT80FA	Agile Communication Environment SRS Prepaid Upgrade Fee for Microsoft OCS Integration
NTBT80GA	Agile Communication Environment SRS Prepaid Upgrade Fee for Presence Service
NTBT78GA	Agile Communication Environment SRS Prepaid Upgrade Fee IBM Sametime Client Integration for Windows (Licence per User)
NTBT78HA	Agile Communication Environment SRS Prepaid Upgrade Fee Desktop Communications Enablement (Licence per User)
NTBT78JA	Agile Communication Environment SRS Prepaid Upgrade Fee Desktop Communications Enablement for Windows (Licence per User)
NTBT78KA	Agile Communication Environment SRS Prepaid Upgrade Fee Microsoft Office Communicator Integration - Windows (License Per User)
NTBT78LA	Agile Communication Environment SRS Prepaid Upgrade Fee HotDesking (Licence per User)
NTBT78MA	Agile Communication Environment SRS Prepaid Upgrade Fee Message Drop/Message Blast License - Per User
NTBT78NA	Agile Communication Environment SRS Prepaid Upgrade Fee Mobile Cost Optimizer License - Per User



NTBT78PA	Agile Communication Environment SRS Prepaid Upgrade Fee Application Integration Engine
NTBT78QA	Agile Communication Environment SRS Prepaid Upgrade Fee Message Drop / Blast – Per Server Cluster Licence
NTBT78RA	Agile Communication Environment SRS Prepaid Upgrade Fee Event Response Manager Base Licence (per server cluster)
NTBT78SA	Agile Communication Environment SRS Prepaid Upgrade Fee Event Response Manager License - per User
NTBT78TA	Agile Communication Environment SRS Pre-Paid Upgrade Fee Integration API Suite (Per Named User)
NTBT76BA	Agile Communication Environment SRS Pre-Paid Upgrade Fee Click to Call Integration (Per Application)
700502841	ACE 6.x DVD (Linux)
700502843	ACE 6.x Apps DVD
269636	ACE6.xMstrEauthLicBaseSW-Linux
269700	ACE 6.x Base SW Linux
269701	ACE IBM ST Lic (user)
269702	ACE MS OCS Lic (user)
269652	ACE Desktop Com Enablement
269720	ACE HotDesking
269654	ACE Msg Drop/Msg Blast App
269655	ACE Msg Drop/Blast/SrvrClstr
269656	ACE C2C Integration (Per App)
269657	ACE Int API Suite/Named User
269658	ACE Mobile Cost Optimizer Lic
269659	ACE CRM Add-in (per user)
269660	ACE IBM BPM Std Ed (user)
269662	ACE IBM Sametime Bundle (User)
269701	Agile Communication Environment IBM Sametime Client Integration (License Per User)
269652	Agile Communication Environment Desktop Communications Enablement (Licence per User)
269720	Agile Communication Environment HotDesking (Licence per User)
269663	ACE M'soft Lync Bundle (user)
269702	Agile Communication Environment Microsoft Office Communicator Integration - Linux (License Per User)
269652	Agile Communication Environment Desktop Communications Enablement for Linux (Licence per User)
269664	ACE MS Lync Entitlement (user)
269702	Agile Communication Environment Microsoft Office Communicator Integration - Linux (License Per User)
269652	Agile Communication Environment Desktop Communications Enablement for Linux (Licence per User)
269664	ACE MS Lync Entitlement (user)
269702	Agile Communication Environment Microsoft Office Communicator Integration - Linux (License Per User)
269652	Agile Communication Environment Desktop Communications Enablement for Linux (Licence per User)
269659	Agile Communication Environment Customer Relationship Management Add-in (License per user)
269652	Agile Communication Environment Desktop Communications Enablement (Licence per User)



269659	Agile Communication Environment Customer Relationship Management Add-in (License per user)
269652	Agile Communication Environment Desktop Communications Enablement (Licence per User)
269665	Agile Communication Environment Media Server Session Licence
269703	Agile Communication Environment Media Server Eauth Licence Code
700502845	Agile Communication Environment Media Server Software (per server)
269704	Avaya Media Server Text to Speech Channel
269669	Avaya Media Server Answer Machine Detection
269667	Agile Communication Environment Media Server Bundle (software only, per server)
269703	Agile Communication Environment Media Server Eauth Licence Code
700502845	Agile Communication Environment Media Server Software (per server)
269667	Agile Communication Environment Media Server Bundle (software only, per server)
269703	Agile Communication Environment Media Server Eauth Licence Code
700502845	Agile Communication Environment Media Server Software (per server)
700502843	Agile Communication Environment 7.x Applications DVD
269672	Agile Communication Environment SRS Prepaid Upgrade Fee for Location Service
269673	Agile Communication Environment SRS Prepaid Upgrade Fee for IBM Sametime Integration
269674	Agile Communication Environment SRS Prepaid Upgrade Fee for Click to Connect (Cat2/3)
269675	Agile Communication Environment SRS Prepaid Upgrade Fe for Click to Connect (Cat4)
269676	Agile Communication Environment SRS Prepaid Upgrade Fee for Microsoft OCS Integration
269677	Agile Communication Environment SRS Prepaid Upgrade Fee for Presence Service
269678	Agile Communication Environment SRS Prepaid Upgrade Fee IBM Sametime Client Integration for Windows (Licence per User)
269679	Agile Communication Environment SRS Prepaid Upgrade Fee Desktop Communications Enablement (Licence per User)
269680	Agile Communication Environment SRS Prepaid Upgrade Fee Desktop Communications Enablement for Windows (Licence per User)
269705	Agile Communication Environment SRS Prepaid Upgrade Fee Microsoft Office Communicator Integration - Windows (License Per User)
269706	Agile Communication Environment SRS Prepaid Upgrade Fee HotDesking (Licence per User)
269683	Agile Communication Environment SRS Prepaid Upgrade Fee Message Drop/Message Blast License - Per User
269684	Agile Communication Environment SRS Prepaid Upgrade Fee Mobile Cost Optimizer License - Per User
269685	Agile Communication Environment SRS Prepaid Upgrade Fee Application Integration Engine
269686	Agile Communication Environment SRS Prepaid Upgrade Fee Message Drop / Blast – Per Server Cluster Licence
269687	Agile Communication Environment SRS Prepaid Upgrade Fee Event Response Manager Base Licence (per server cluster)
269688	Agile Communication Environment SRS Prepaid Upgrade Fee Event



	Response Manager License - per User
269689	Agile Communication Environment SRS Pre-Paid Upgrade Fee Integration API Suite (Per Named User)
269707	Agile Communication Environment SRS Pre-Paid Upgrade Fee Click to Call Integration (Per Application)
269691	Agile Communication Environment SRS Pre-Paid Upgrade Fee Customer Relationship Management Add-in (License per user)
269692	Agile Communication Environment SRS Pre-Paid Upgrade Fee IBM Business Process Manager Standard Edition (per user)
700501838	DL360G7 SRVR 2CPU MID11
NTL700501093	HP DL360G7 SRVR 2CPU MID4
700501838	DL360G7 SRVR 2CPU MID11
NTL700501093	HP DL360G7 SRVR 2CPU MID4
NTTK15AA	Power Cord - (Australia) - Australia / New Zealand / China

System Expansion post-End of Sale

System expansions will not be made available post-End of Sale.

Migration Strategy

Avaya Breeze™ with the REST based Engagement Call Control (ECC) will provide 3rd party CTI type call control and we will be able to replace the ACE solution which supports an older SOAP Web Services interface.

The ECC Snap-in provides functional equivalent to the ACE SOAP Web Services as Avaya Breeze is intended to replace Avaya Agile Communication Environment (ACE) Release 3.x and 6.x. ECC uses a protocol called Application Switch Adjunct Interface (ASAI) through the Application Enablement Services (AES) to hook into Communication Manager call processing.



Schedule

End of Sale Date (last day to order new systems)	1-Dec-2017
End of Manufacturer Support for SOFTWARE *	1-Dec-2018
End of Manufacturer Support for HARDWARE *	1-Dec-2020
Last day to purchase system expansions	n/a
Targeted End of Services Parts Support	1-Dec-2023**

** 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 not be offered.

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