



## End of Sale Notice

Subject	Notification Date	Effective Date
<p><b>End of Sale (EoS) Avaya Aura® R7 New and Upgrades for User Licenses: Suites, Analog, IPT Basic, IPT Enhanced and R7 Session Manager New and Upgrades (Perpetual and Enterprise Fixed Term Subscription) For Commercial Non-DoD JITC customers</b></p> <p>R7 New and Upgrades EoS for JITC DoD customers will follow once Avaya Aura® R8 is JITC certified</p>	<p><b>Commercial (Non-DoD JITC)</b> October 26, 2018</p> <p>DoD JITC: TBA</p>	<p><b>Commercial (Non-DoD JITC)</b> <b>October 14, 2019</b></p> <p>DoD JITC: TBA</p>
<p><b>End of Sale (EoS) Avaya Aura® Call Center Elite R7 New and Upgrades for Agent Licenses (Perpetual and Enterprise Fixed Term Subscription) For Commercial Non-DoD JITC customers</b></p> <p>R7 New and Upgrades EoS for JITC DoD customers will follow once Avaya Aura® R8 is JITC certified</p>	<p><b>Commercial (Non-DoD JITC)</b> December 10, 2018</p> <p>DoD JITC: TBA</p>	<p><b>Commercial (Non-DoD JITC)</b> <b>October 14, 2019</b></p> <p>DoD JITC: TBA</p>
<p><b>End of Sale (EoS) Avaya Aura® Application Enablement Services R7 New and Upgrades</b></p> <p>R7 New and Upgrades EoS for JITC DoD customers will follow once AES R9.x is JITC certified</p>	<p><b>Commercial (Non-DoD JITC)</b> January 22, 2018</p> <p>DoD JITC: TBA</p>	<p><b>Commercial (Non-DoD JITC)</b> <b>October 14, 2019</b></p> <p>DoD JITC: TBA</p>
<p><b>Avaya Aura® R7 End of Manufacturer Support (EoMS)</b></p>	<p>Per policy EoMS is 12 months from New and Upgrades EoS Effective date</p>	<p>Target October 2020</p>
<p><b>Avaya Aura® Call Center Elite R7 End of Manufacturer Support (EoMS)</b></p>	<p>Per policy EoMS is 12 months from New and Upgrades EoS Effective date</p>	<p>Target October 2020</p>
<p><b>Avaya Aura® Application Enablement Services R7 End of Manufacturer Support (EoMS)</b></p>	<p>Per policy EoMS is 12 months from New and Upgrades EoS Effective date</p>	<p>Target October 2020</p>
<p><b>Avaya Aura® R7 Add (Expansion) &amp; Uplift End of Sale Avaya Aura® R7 Upgrade/Move/Merge and ASIPP to an existing R7 system and Session Manager New systems for existing R7 deployments and Connection licenses Avaya Aura® R7 New Sites: Local Survivable Processor (LSP) including Branch Session Manager (BSM) and</b></p>	<p>Target 6 months prior to EoS Effective date</p>	<p>Target October 2020</p>



R7 ESS and Duplex Additions		
Avaya Aura® Call Center Elite R7 Add (Expansion) & Consolidations (Upgrade move/merge to existing R7 System) End of Sale	To be Announced	To be Announced
Avaya Aura® Application Enablement Services R7 Add(Expansion) End of Sale	To be Announced	To be Announced

**CID: 180078**

**Theatre/Region: Global**

**Update/Revision Date:**

(this document will be updated with official notification for each transaction/lifecycle event, please check for latest revision)

**Revisions**

Version	Description
October 26, 2018	Original Publication – Avaya Aura® R7 New and Upgrades License EoS
November 2, 2018	Clarification around Buy to Current implications
December 10, 2018	Add information for Avaya Aura® Call Center Elite R7 New and Upgrades
December 18, 2018	Add information for Avaya Aura® Application Enablement Services R7 New and Upgrades
January 22, 2018	Update for JITC (AES)
September 13, 2019	Update: delay EoS for Upgrade/Move/Merge and ASIPP to R7 systems. Align EoS for this transaction with the Add transaction.
October 15, 2019	Remove SM infrastructure codes from EoS

## Summary

Avaya is announcing the **End of Sale of Avaya Aura® R7 (New and Upgrades for User Licenses and R7 Session Manager for Commercial and Government (non JITC) customers that will be effective October 14, 2019.**

This announcement also declares the **End of Sale of Avaya Aura® Call Center Elite R7 New and Upgrades for Agent Licenses for Commercial and Government (non JITC) customers that will be effective October 14, 2019.**

**✈ August 27 approved Change to the above EoS:**

- the transaction of Upgrade Move/Merge or ASIPP move/merge **to an existing R7 deployed system** is moved to align with the future target Add transaction EoS timing.
- **New Session Managers for existing R7 deployed systems EoS is moved to align with the future target Add transaction EoS timing.**

This announcement also declares the **End of Sale of Avaya Aura® Application Enablement Services R7 New and Upgrades for Commercial and Government (non JITC) customers that will be effective October 14, 2019. – No change to this AES EoS plan**

This End of Sale also applies to Avaya Aura® Application Enablement Services. Effective October 14th, 2019 Avaya will no longer make available licenses, hardware or software for new Avaya



Aura® Application Enablement Services (AES) R7 systems and will no longer make available licenses for upgrades to AES R7.

*(Note SMGR R7 New and Upgrades to be announced but expected to align in timing).* This includes New and Upgrades for Avaya Aura® R7 Suites Foundation, Core and Power (both Perpetual and Enterprise Fixed Term Subscription User Licenses, New/Upgrades to R7 Analog, New/Upgrades to R7 IPT Basic/Enhanced as well as New and Upgrades to Avaya Aura® R7 Session Manager.


Note: Buy to Current (BTC) policy: Buy to Current requires you always purchase to the most current release N but gives you the option to deploy the N or N-1. When the N-1 is no longer available (end of sale) Buy to Current will only offer the N release for deployment.

This means, since Avaya Aura® R8 went GA in July 2018, all new or Upgrade transaction require the BTC purchase to R8 but offer the option to deploy as Avaya Aura® R7. This will continue to be available until this Avaya Aura R7 End of Sale for New and Upgrades becomes effective.

This also applies to Avaya Aura® Call Center Elite agent licenses.

As of October 14, 2019, all New and Upgrades will purchase to R8 but will only be offered R8 for deployment (since R7 will be End of Sale/no longer available for New and Upgrades

BTC does not change the natural lifecycle/availability of a software release.

 On August 27 the following changes to this EoS was approved

**1) Allow Upgrade Move/Merge and CS1K ASIPP Move/Merge to an existing R7 system, enabling customers to continue flatten and consolidate activities deployed on R7 for Aura(CM) and CC Elite.**

**This will enable customers to continue to Upgrade/Merge Move licenses or ASIPP licenses to an existing Aura CM system deployed as R7.**

- Target system MUST be in R8 Buy to Current deployed as R7 format. If the target system is a R7 only (not R8 BTC), an upgrade design must be processed to put the system record into Buy to Current R8. You can leave the system deployed as R7.
- This change applies only to upgrade/ASIPP licenses that are merging to another system deployed R7 (R8 BTC). Full system upgrade (ie upgrade of all the licenses on a single system that are remaining on the same system will still be End of Sale on Oct 14, 2019). New R7 Aura and CC Elite system also remain EoS for Oct 14, 2019
- The upgrade/Move/Merge and ASIPP move/merge transaction is expected to EoS at the same time frame as the target Add transaction EoS
- Order tools will support this change Oct 14, 2019

**2) To allow New Session Manager (SM) system to be ordered for existing R7 deployed environments. As the R7 Add transaction is not yet EoS, this change supports the customers need for additional SMs as part of their capacity growth**

- New R7 SM for New Aura Systems and Upgrades to R7 as a deployment choice remain EoS for Oct 14, 2019
- Order tools will be ready to support this in December 2019. If there is a requirement for a New SM R7 SM (purchased as BTC R8) on an existing Aura R7



system between Oct 14, 2019 and December 9, 2019, contact Christine McKenna for exception approval [cmcken@avaya.com](mailto:cmcken@avaya.com))

This End of Sale applies to All Commercial and Government customers except for customers that must purchase JITC certified software from the Approved Products List (APL). Customer that must purchase JITC certified from the APL will continue to purchase New and Upgrades at the R7 level until Avaya Aura® R8 / AES R9.x is JITC certified at which time R7 will be EoS for New and Upgrades for this segment.

These solutions have been superseded by new software major release.

EoS applies to the Major release and all the minor/dots of that Major release.

I.e. R7.X.X where R7 is the Major and the X's are the minor release

- EoS notices are not generated for minor release (i.e. R7.1 replaced 7.0) as a minor release replaces the previous minor release.

**With this announcement Avaya is providing a substantial notice period greater than the standard policy (which is 60 days), to allow sales, partners, distributors help manage customer planning for timing and budget cycle for:**

- 1) Future upgrades to Current supported software release
- 2) New System Purchase planning (whether new customer or new system in a network of existing customer base)
- 3) Consolidations including License Merge/Moves from older systems and Migrations; which includes CS1000 License ASIPP transitions to Avaya Aura®.

See [Sales Guidance and Things to Consider](#)

Avaya Aura® R7 Transactions still available at time of the Avaya Aura® R7 New and Upgrades EoS Oct 14, 2019.

(future EoS to be announced see table for guidance)

- **Capacity Add/expansion for Avaya Aura® user licenses;** Suites (Core and Power), IPT Basic, IPT Enhanced and Analog
- **Capacity Add/expansion for Avaya Aura® Call Center Elite agent licenses**
- **Capacity Add/expansion for Avaya Aura® Application Enablement Services licenses**
- **License Uplift for Avaya Aura® user licenses (in release uplift from one license level to another);** Suites (Core and Power), IPT Basic, IPT Enhanced and Analog
- Upgrade Move/ Merge and CS1KASIPP Move/Merge to a system deployed as R7 will be available. See [Change to EoS section](#)
  - Target system must be in R8 Buy to Current format / deployed as R7
- New Session Manager System for existing R7 deployed environments. See [Change to EoS section](#)
- **LSP New sites including BSM**
- **Communication Manager Base Stations Adds** included as part of Avaya Call Center bundled offers (AES DMCC Full, WFO, AEP EMC) continue to be available as part of the associated product bundle. Expectation is these will end of sale Mid 2020
  - CM Base Stations cannot be leveraged for User Capacity or CC Agents
- **Consolidations (move/merge) for Avaya Aura® R7 to R7 systems**
  - **Consolidations follow the policies for both the License Compatibility/EoS status and the Buy to Current system record status.** See [Consolidation Guidelines](#) for



specifics.

**As part of planning a Move/Merge design, be sure to check both the donor and target system**

- Buy to Current record status (see PLDS Buy to Current Report and [Buy to Current Job Aid](#) for instruction on determining BTC status)
- License type of Donor and Target system (see PLDS record)
- ✚ Move Merges of Licenses that are R6 and below or CS1000 ASIPP are considered upgrades. See Merge and Migration planning
- ✚ Remember to Update the target and donor systems Maintenance Contract quantities
- **Consolidations (move/merge) for Avaya Aura® Call Center Elite R7 to R7 systems**
- **Consolidations (move/merge) for Avaya Aura® Application Enablement Services R7 to R7 systems**

### Discontinued Order Codes

**Discontinued Codes with the October 14, 2019 R7 deployment End of Sale for New and Upgrades**

#### Perpetual Licenses

Material Code	Description	Transaction
R7 Analog		
380365	AVAYA AURA® R7 ANALOG UPG LIC	Paid Upgrades
380366	AVAYA AURA® R7 ANALOG ENTITLE LIC	Entitled Upgrades
380367	AVAYA AURA® R7 ANALOG MOVE LIC	Upgrades/Move
R7 IPT Basic & Enhanced		
380675	AVAYA AURA® R7 BASIC IPT NEW LIC	New System License
380677	AVAYA AURA® R7 BASIC IPT UPG LIC	Paid Upgrades
380678	AVAYA AURA® R7 BASIC IPT UPG ENTITLE LIC	Entitled Upgrades
380679	AVAYA AURA® R7 BASIC IPT MOVE LIC	Paid Upgrades & Move
380680	AVAYA AURA® R7 BASIC IPT MOVE ENTITLE LIC	Entitled Upgrades & Move
380682	AVAYA AURA® R7 ENH IPT NEW LIC	New System License
380684	AVAYA AURA® R7 ENH IPT UPG LIC	Upgrades to R7 Basic
380685	AVAYA AURA® R7 ENH IPT UPG ENTITLE LIC	Entitled Upgrades
380686	AVAYA AURA® R7 ENH IPT MOVE LIC	Paid Upgrades & Move
380687	AVAYA AURA® R7 ENH IPT MOVE ENTITLE LIC	Entitled Upgrades & Move
R7 Foundation Suite V1		
380369	AVAYA AURA® R7 FND UPG/UPL ENTITLE LIC	Entitled Upgrades
380374	AVAYA AURA® R7 FND ASIPP SRS LIC	ASIPP Entitled Upgrades
380370	AVAYA AURA® R7 FND MOVE/UPL ENTITLE LIC	Entitled Upgrades and Move
R7 Core Suite V2		
380398	AVAYA AURA® R7 CORE NEW LIC	New
380400	AVAYA AURA® R7 CORE UPG/UPL LIC	Paid Upgrades to Core



Material Code	Description	Transaction
380401	AVAYA AURA® R7 CORE UPG ENTITLE LIC	Entitled Upgrades/Uplift to Core
380402	AVAYA AURA® R7 CORE UPG/UPL UA LIC	Entitled upgrades with paid uplift to Core
380411	AVAYA AURA® R7 CORE ASIPP LIC	ASIPP Paid Upgrades to Core
380412	AVAYA AURA® R7 CORE ASIPP SRS LIC	ASIPP Entitled Upgrades & Paid Uplift to Core
380403	AVAYA AURA® R7 CORE MOVE/UPL LIC	Paid Upgrades & Move
380404	AVAYA AURA® R7 CORE MOVE ENTITLE LIC	Entitled Upgrades & Move
380405	AVAYA AURA® R7 CORE MOVE/UPL UA LIC	Entitled Upgrades and Move with Paid Uplift to Core

R7 Power Suite V2		
380612	AVAYA AURA® R7 POWER NEW LIC	New
380614	AVAYA AURA® R7 POWER UPG/UPL LIC	Paid Upgrades with Uplift to Power
386082	AVAYA AURA® R7 POWER UPG FRM CLB/POWER LIC	Paid Upgrades from Collaboration or Power License to Power
380615	AVAYA AURA® R7 POWER UPG ENTITLE LIC	Entitled Upgrades to Power
380616	AVAYA AURA® R7 POWER UPG UA FRM BASE LIC	Entitled Upgrades with Paid Uplift to R7 Power from SE/EE Foundation or Core
380661	AVAYA AURA® R7 POWER UPG/UPL UA FRM MOB LIC	Entitled Upgrades with Paid uplift to Power from Mobility License
380626	AVAYA AURA® R7 POWER ASIPP LIC	Paid Upgrades with Paid Uplift to Power
380627	AVAYA AURA® R7 POWER ASIPP SRS LIC	Entitled Upgrades with Paid Uplift to Power
380617	AVAYA AURA® R7 POWER MOVE/UPL LIC	Paid Upgrades, Uplift and Move to Power from SE EE Foundation Core or Mobility
386083	AVAYA AURA® R7 POWER MOVE FRM CLB/POWER LIC	Paid Upgrades, Uplift and Move to Power from Collaboration or Power License
380618	AVAYA AURA® R7 POWER MOVE ENTITLE LIC	Entitled Upgrades and Move



380619	AVAYA AURA® R7 POWER MOVE UA FRM BASE LIC	Entitled Upgrades and Move with Paid Uplift from SE EE Foundation Core or Mobility
380665	AVAYA AURA® R7 POWER MOVE UA FRM MOB LIC	Entitled Upgrades and Move with Paid Uplift from Mobility

Avaya Aura® Call Center Elite		
270361	CC R7 NEW ELITE PER AGENT 1-250 LIC:CU	New
270362	CC R7 NEW ELITE PER AGENT 251+ LIC:CU	New
270366	CC R7 ELITE UPGRADE PER AGENT LIC:CU	Paid Upgrade
270367	CC R7 ELITE AGENT ENTITLE LIC:CU	Entitled Upgrade
270372	CC R7 MIGRATION DELUXE TO ELITE LIC:CU	Paid Upgrade and Migration
270373	CC R7 ELITE UPGRADE MOVE PER AGENT LIC:CU	Paid Upgrades and Move
380780	CC R7 ELITE AGENT ASIPP LIC:CU	ASIPP Paid Upgrade
380781	CC R7 ELITE AGENT ASIPP ENTITLE LIC:CU	ASIPP Entitled Upgrade
380784	CC R7 ELITE UPGRADE MOVE PER AGENT ENTL LIC:CU	Entitled Upgrades and Move

Avaya Aura® Application Enablement Services (AES)	
380231	AES R7 BSC TSAPI UPG LIC
380232	AES R7 BSC TSAPI ENTL LIC
380234	AES R7 PROP BSC TSAPI UPG LIC
380235	AES R7 PROP BSC TSAPI ENTL LIC
380237	AES R7 PAR BSC TSAPI UPG LIC
380238	AES R7 PAR BSC TSAPI ENTL
380240	AES R7 ADV TSAPI SML UPG LIC
380241	AES R7 ADV TSAPI SML ENTL LIC
380243	AES R7 ADV TSAPI MED UPG LIC
380244	AES R7 ADV TSAPI MED ENTL LIC
380246	AES R7 ADV TSAPI LG UPG
380247	AES R7 ADV TSAPI LG ENTL LIC
380248	AES R7 ADV TSAPI SM-MED UPLIFT LIC
380249	AES R7 ADV TSAPI SM-LG UPLIFT LIC
380250	AES R7 ADV TSAPI MED-LG UPLIFT LIC
380255	AES R7 CVLAN UPG LIC
380256	AES R7 CVLAN ENTL LIC
380259	AES R7 DLG UPG LIC
380260	AES R7 DLG ENTL LIC
380264	AES R7 DMCC BASIC UPG LIC
380265	AES R7 DMCC FULL ENTL LIC





380267	AES R7 UNFD DSKTP UPG
380268	AES R7 UNFD DSKTP ENTL LIC
380270	AES R7 GRHA SM UPG LIC
380271	AES R7 GRHA SM ENTL LIC
380273	AES R7 GRHA MED UPG LIC
380274	AES R7 GRHA MED ENTL LIC
380276	AES R7 GRHA LG UPG LIC
380277	AES R7 GRHA LG ENTL LIC
380278	AES R7 GRHA SM TO MED UPL LIC
380279	AES R7 GHRA SM TO LG UPL LIC
380280	AES R7 GHRA MED TO LG UPL LIC
380281	AES R7 FRHA TO GRHA UPG/UPL SM LIC
380282	AES R7 FRHA TO GRHA UPG/UPL MED LIC
380283	AES R7 FRHA TO GRHA UPG/UPL LG LIC
380284	AES R7 FRHA TO GRHA UPG/UA SM
380285	AES R7 FRHA TO GRHA UPG/UA MED
380286	AES R7 FRHA TO GRHA UPG/UA LG
380287	AES R7 MPHA TO GRHA UPG/UPL SM LIC
380288	AES R7 MPHA TO GRHA UPG/UPL MED LIC
380289	AES R7 MPHA TO GRHA UPG/UPL LG LIC
380290	AES R7 MPHA TO GRHA UPG/UA SM
380291	AES R7 MPHA TO GRHA UPG/UA MED
380292	AES R7 MPHA TO GRHA UPG/UA LG
380295	AES R7 NEW SYS TRACKING
380296	AES R7 UPG SYS TRACKING
380297	CUST SFTW RTU RUSSIA SORM CV AES R7
380299	AES R7 TSAPI ADV MED TO LG S8510
380302	CM R7 ASAI ALLFEAT FOR AES UPG
381322	AES R7 DMCC FULL UPG LIC
381323	AES R7 DMCC PAR UPG LIC
700510415	AES R7 AURA BNDL MEDIA
700510416	AES R7 SFTW ONLY MEDIA
700510417	AES R7 TSAPI SDK MEDIA
700511327	AES R7.0.1 AURA OVA MEDIA
700511328	AES R7.0.1 SFTW ONLY MEDIA
700512295	AES R7.1 AURA OVA MEDIA
700512296	AES R7.1 SFTW ONLY MEDIA
700512297	AES R7.1 TSAPI SDK MEDIA
700513683	AES R7.1 .2 AURA OVA MEDIA
700513684	AES R7.1.2 SFTW ONLY MEDIA
700513685	AES R7.1.2 AURA KVM DVD





700513686	AES R7.1.2 TSAPI SDK MEDIA
700513962	AES R7.1.3 AURA OVA MEDIA
700513963	AES R7.1.3 SFTW ONLY MEDIA
700513965	AES R7.1.3 AURA KVM DVD
700513964	AES R7.1.3 TSAPI SDK MEDIA
700514295	AES R7.1.3.1 AURA OVA MEDIA
700514296	AES R7.1.3.1 Software Only Media
700514297	AES R7.1.3.1 TSAPI SDK
700514298	AES R7.1.3.1 Aura KVM Media

Perpetual: IPT and Suite License Entitlements R7 deployment End of Sale effective Oct 14, 2019

Material Code	Entitlement Description	
R7 Enterprise Fixed Term Subscription Entitlements		
380697	BASIC IPT R7 PRESENCE SRVS R7 UPG /E	Basic and Enhanced IPT License Entitlement for Enterprise Fixed Term Subscription offer
380699	ENH IPT R7 PRESENCE SRVS R7 UPG /E	
380701	BASIC IPT R7 PRESENCE R7 UPG ENTL /E	
380703	ENH IPT R7 PRESENCE R7 UPG ENTL /E	
380375	FND R7 VIDEO R7 /E	Foundation Suite License Entitlements for Enterprise Fixed Term Subscription offer
380378	FND R7 PRESENCE SERVICES R7 /E	
380379	FND R7 BREEZE R3 SRVR PS INSTNC /E	
380380	FND R7 CMM R7 /E	
380382	FND R7 EQUINOX WIN R3 /E	
380383	FND R7 EQUINOX MAC R3 /E	
380384	FND R7 ONE-X COMM R6 /E	
380385	FND R7 COMM FOR MS LYNC R6 /E	
380386	FND R7 INTG MGMT ADMIN R6 /E	
380387	FND R7 EC500 SM R9 /E	
380390	FND R7 PRESENCE SRVS R7 UPG ENTL /E	
380391	FND R7 CMM R7 UPG ENTL /E	
380707	CORE R7 ASBCE R7 STD UPG /E	Core Suite License Entitlements for Enterprise Fixed Term Subscription offer
380708	CORE R7 ASBCE R7 ADV UPG /E	
380709	CORE R7 ASBCE R7 STD HA UPG /E	
380710	CORE R7 ASBCE R7 ADV HA UPG /E	
380446	CORE R7 AES UNIFIED DSKTP R7 UPG /E	
380452	CORE R7 PRESENCE SERVICES R7 UPG /E	
380454	CORE R7 CMM R7 UPG /E	
392848	CORE R7 MSG SEAT BASIC R7 UPG /E	
380711	CORE R7 ASBCE R7 STD UPG ENTL /E	
380712	CORE R7 ASBCE R7 ADV UPG ENTL /E	
380713	CORE R7 ASBCE R7 STD HA UPG ENTL/E	



Material Code	Entitlement Description	
380714	CORE R7 ASBCE R7 ADV HA UPG ENTL/E	
380437	CORE R7 AES UNFD DSKTP R7 UPG ENTL/E	
380440	CORE R7 PRESENCE SRVS R7 UPG ENTL/E	
380441	CORE R7 CMM R7 UPG ENTL /E	
392849	CORE R7 MSG SEAT BASIC R7 UPG ENTL/E	
380715	POWER R7 ASBCE R7 STD UPG /E	Power Suite License Entitlements
380716	POWER R7 ASBCE R7 ADV UPG /E	
380717	POWER R7 ASBCE R7 STD HA UPG /E	
380718	POWER R7 ASBCE R7 ADV HA UPG /E	
380659	POWER R7 CONF MM R8 UPG /E	
380663	POWER R7 AES UNIFIED DSKTP R7 UPG /E	
380669	POWER R7 PRESENCE SERVICES R7 UPG /E	
380671	POWER R7 CMM R7 UPG /E	
392478	POWER R7 MSG MAINSTREAM R7 UPG /E	
380719	POWER R7 ASBCE R7 STD UPG ENTL /E	
380720	POWER R7 ASBCE R7 ADV UPG ENTL /E	
380721	POWER R7 ASBCE R7 STD HA UPG ENTL/E	
380722	POWER R7 ASBCE R7 ADV HA UPG ENTL/E	
380653	POWER R7 CONF MM R8 UPG ENTL /E	
380654	POWER R7 AES UNFD DSKTP UPG ENTL /E	
380657	POWER R7 PRESENCE SRVS UPG ENTL /E	
380658	POWER R7 CMM R7 UPG ENTL /E	
392479	POWER R7 MSG MAINSTM R7 UPG ENTL /E	

### Enterprise Fixed Term Subscription Services

**New and Upgrades/Convert Codes R7 deployment End of Sale effective Oct 14, 2019**

Material Code	Description	Transaction
R7 Enterprise Fixed Term Subscription		
384515	AVAYA AURA® R7 CORE NEW SUB LIC	New
384567	AVAYA AURA® R7 POWER NEW SUB LIC	New
384621	AVAYA AURA® R7 CORE UPG/UPL/CVRT SUB LIC	Upgrades/convert
384711	AVAYA AURA® R7 POWER UPG/UPL/CVRT SUB LIC	Upgrades/convert
384712	AVAYA AURA® R7 POWER UPG/CVRT CLB/PWR SUB LIC	Upgrades/convert
384622	AVAYA AURA® R7 CORE UPG/CVRT ENTL SUB LIC	Upgrades/convert
384713	AVAYA AURA® R7 POWER UPG/CVRT ENTL SUB LIC	Upgrades/convert
384623	AVAYA AURA® R7 CORE UPG/CVRT ENTL SUB LIC	Upgrades/convert
384714	AVAYA AURA® R7 POWER UPG/CVRT UA BASE SUB LIC	Upgrades/convert
384715	AVAYA AURA® R7 PWR UPG/UPL/CVRT UA MOB SUB	Upgrades/convert
384624	AVAYA AURA® R7 CORE MOVE/UPL/CVRT SUB LIC	Upgrades/convert
384716	AVAYA AURA® R7 POWER MOVE/UPL/CVRT SUB LIC	Upgrades/convert



Material Code	Description	Transaction
384717	AVAYA AURA® R7 POWER MOVE/CVRT CLB/POWER SUB	Upgrades/convert
384625	AVAYA AURA® R7 CORE MOVE/CVRT ENTL SUB LIC	Upgrades/convert
384718	AVAYA AURA® R7 POWER MVE/CVRT ENTL SUB LIC	Upgrades/convert
384626	AVAYA AURA® R7 CORE MOVE/CVRT UA SUB LIC	Upgrades/convert
384719	AVAYA AURA® R7 POWER MVE/CVRT UA FRM BASE SUB	Upgrades/convert
384720	AVAYA AURA® R7 POWER MOVE/CVRT UA FRM MOB SUB	Upgrades/convert
384517	AVAYA AURA® R7 CORE ASIPP/CVRT SUB LIC	Upgrades/convert
384518	AVAYA AURA® R7 CORE ASIPP/CVRT SRS SUB LIC	Upgrades/convert
384569	AVAYA AURA® R7 POWER ASIPP/CVRT SUB LIC	Upgrades/convert

**Enterprise Fixed Term Subscription Entitlements R7 deployment End of Sale effective Oct 14, 2019**

Material Code	Entitlement Description
R7 Enterprise Fixed Term Subscription Entitlements	
384627	CORE R7 ASBCE R7 STD UPG /T
384628	CORE R7 ASBCE R7 ADV UPG /T
384629	CORE R7 ASBCE R7 STD HA UPG /T
384630	CORE R7 ASBCE R7 ADV HA UPG /T
384631	CORE R7 AES UNIFIED DSKTP R7 UPG /T
384633	CORE R7 PRESENCE SERVICES R7 UPG /T
384634	CORE R7 CMM R7 UPG /T
392978	CORE R7 MSG SEAT BASIC R7 UPG /T
384635	CORE R7 ASBCE R7 STD UPG ENTL /T
384636	CORE R7 ASBCE R7 ADV UPG ENTL /T
384637	CORE R7 ASBCE R7 STD HA UPG ENTL/T
384638	CORE R7 ASBCE R7 ADV HA UPG ENTL/T
384639	CORE R7 AES UNFD DSKTP R7 UPG ENTL/T
384641	CORE R7 PRESENCE SRVS R7 UPG ENTL/T
384642	CORE R7 CMM R7 UPG ENTL /T
392979	CORE R7 MSG SEAT BASIC R7 UPG ENTL/T
384721	POWER R7 ASBCE R7 STD UPG /T
384722	POWER R7 ASBCE R7 ADV UPG /T
384723	POWER R7 ASBCE R7 STD HA UPG /T
384724	POWER R7 ASBCE R7 ADV HA UPG /T
384725	POWER R7 CONF MM R8 UPG /T
384726	POWER R7 AES UNIFIED DSKTP R7 UPG /T
384728	POWER R7 PRESENCE SERVICES R7 UPG /T
384729	POWER R7 CMM R7 UPG /T
392980	POWER R7 MSG MNSTM R7 UPG /T



Material Code	Entitlement Description
384730	POWER R7 ASBCE R7 STD UPG ENTL /T
384731	POWER R7 ASBCE R7 ADV UPG ENTL /T

### Migration Strategy

Avaya now offers the following alternative solution(s). Avaya Aura® 8.x is now available to provide unified communication solutions.

Avaya Aura® Call Center Elite 8.x is now available to provide customer engagement solutions.

Avaya Aura® Application Enablement Services 8.x is now available to provide both unified communication and customer engagement solutions.

### Lifecycle Schedule

**Avaya Aura® R7 Suites (including Suite Entitlements), Analog, IPT**

**Avaya Aura® Session Manager**

End of Sale Transaction:	Last Day to Design*	End of Sale Effective Date**
End of Sale <b>New and Upgrades (full system) to Avaya Aura® R7 Licensing deployment</b>	Sunday October 13, 2019	<b>Monday October 14, 2019</b>
End of Sale <b>New and Upgrades for R7 Avaya Aura® Session Manager deployment for new systems</b>	Sunday October 13, 2019	<b>Monday October 14, 2019</b>
End of Sale <b>New and Upgrades for R7 Avaya Aura® Application Enablement Services deployment</b>	Sunday October 13, 2019	<b>Monday October 14, 2019</b>
End of Sale <b>New and Upgrades for R7 System Manager deployment</b>	Guidance timing 2HCY 2019	
End of Sale <b>R7 New and Upgrades(full system ) Call Center Elite R7 deployment</b>	Sunday October 13, 2019	<b>Monday October 14, 2019</b>
End of Sale: New sites (LSP) and BSM End of Sale: Communication Manager ESS Adds End of Sale: Communication Manager Duplex Adds End of Sale: Upgrade Move/Merge to a R7 deployed system End of Sale: ASIPP Move/Merge to a R7 Deployed System End of Sale: New Session Manager for existing R7 deployed systems	Guidance timing target 2HCY 2020	
End of Sale: R7 Add/Expansion and Uplifts for - Avaya Aura®		
End of Sale: Communication Manager Base Stations as part of Call Center bundles (AES	Guidance timing TBA	



DMCC FUL, EMC, WFO, and AEP) End of Sale activity.		
End of Sale: Upgrade Move/Merge to a R7 deployed system - Call Center Elite End of Sale: ASIPP Move/Merge to a R7 Deployed System – Call Center Elite	Guidance timing target 2HCY 2020	
End of Sale: R7 Add/Expansion - Call Center Elite	No current plan	
End of Sale: R7 Add/Expansion - Avaya Aura® Application Enablement Services	No current plan	
End of Manufacturer Support (EoMS) for Avaya Aura®, Call Center Elite and Avaya Aura® Application Enablement Services Software	<b>Per policy EoMS is 12 months from New and Upgrades EoS Effective date</b>	<b>Target October 2020</b>

\* This will always be a Sunday since EoS Effective dates aligns with the Avaya Tool introduction on Mondays. This is the last day to create a Ready to Order (RTO) design/quote for these license/transactions **on Avaya** that is orderable after EoS date per [Quote Protection Policy](#) Avaya Sales and Partners need to consider time it takes to transact designs through Distributors and then into Avaya in order to be ahead of the EoS windows.

\*\* This is the date the End of Sale is Effective. This aligns with the Avaya Tools introduction on Mondays.

Design/Quotes created on this date and forward will only be offered the current available (non End of Sale) release level.

Per [Quote Protection Policy](#) Design/ quotes that are in Ready to Order state (RTO) have standard 90 days from the RTO date to order.

- ⚠ These designs cannot be refreshed, changed, updated or opened after the effective EoS date or they will go into incomplete status and will be subject to the current offer i.e. not EoS transactions.
- ⚠ Designs NOT in RTO status or where the design has already expired by the EoS date, will be required to redesign to the current offer i.e. not EoS transactions.

#### Additional Information and Links

[Avaya website](#)

[Lifecycle Summary Matrix](#)

[Avaya Product Lifecycle Policy](#)

[Quote Protection Policy](#)

<http://support.avaya.com> >> More Resources >> More >> Avaya Product Lifecycle Policy

[Buy to Current Offer Definition](#)

[Buy to Current Job Aid](#)

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[Avaya Aura® Suite Licensing Version 1 End of Sale Notice](#)



## Sales Guidance and Things to Consider

Customer Planned Activity	Lifecycle Events to consider	Scenario examples	Guidance
New System Instances			
R7 New System deployment for New Customer	1.As of Oct 14, 2019, R7 <u>will not be available</u> for New systems deployments.		Always position R8 (most current N Release) software to provide the most lifecycle runway
R7 New System deployment for an Existing Customer network	<p>(Buy to Current* does not change this)</p> <p>2. Per Lifecycle Policy, 12 months from first EoS event, the software release will go End of Manufacturer Support(EoMS)** This means by 2HCY2020 Avaya Aura® R7 will be End of Manufacturer Support**</p> <p>3. Per Avaya Aura® Lifecycle Model, Adding Capacity to a R7 system (Add/Uplifts) would also EoS by 2HCY2020</p>	<p>Customer may already have R7 deployed and want/needs to purchase the new system at R7 for consistency</p> <p>Customer may want to wait for the Avaya Aura® 8 Extended Manuf. Software Support (EMSS) release level (currently targeted for Mid 2019)</p>	<p>1. Purchase the New system as Buy to Current R8 <b>PRIOR to the Oct 14, 2019</b> EoS Date and <b>choose to deploy as R7 if the customer needs Release consistency in the network</b></p> <ul style="list-style-type: none"> <li>be aware that this may create a very short deployment window before the R7 EoMS. Customer will use upgrades entitlement for license upgrades, however consider the implications of another upgrades implementation cost to stay on supported s/w. <b>1b</b> have a plan to upgrades the customers other systems to Current release software before the target R7 EoMS of 2H 2020 to keep the customer on supported software and the most lifecycle runway</li> </ul> <p><b>2) Alternative: Order and Deploy this new system as Current Release 8</b> and 2b create an upgrades plan for the other R7 deployed systems to</p>





			Current Release 8 before the target R7 EoMS of 2H 2020 to keep the customer on supported software and the most lifecycle runway
Upgrades (full system or upgrades license move/merges; Flatten and Consolidate)			
Full System Upgrades from R6 and earlier deploy to R7	<p>1. As of Oct 14, 2019, R7 <u>will not be available</u> for License Upgrades (full system All License upgrades go to R8 and can be deployed as R8 only (Buy to Current* does not change this)</p> <p>2. Per Lifecycle Policy 12 months from first EoS event, the software release will be End of Manufacturer Support (EoMS)** This means by 2HCY2020 R7 will be End of Manufacturer Support**</p> <p>Per Avaya Aura® Lifecycle Model, Adding Capacity to a R7 system (Add/Uplifts) would also EoS by 2HCY2020</p>		Always position upgrades and deploy to R8 (most current N Release) software to provide the most lifecycle runway
License Upgrades/Merge from Avaya Aura® R6 or earlier OR ASIPP CS1000 to a R7 deployed Target system where the <ul style="list-style-type: none"> <li>• PLDS Record is R7 only (not R8 Buy to Current)</li> <li>• System instance is deployed as R7</li> </ul>	As of Aug 27, 2019 change in EoS plan, Upgrade Move/Merge of licenses to a R7 system will continue to be available until at least Oct 2020. This allows customers to complete their flatten and consolidate to a system deployed as R7.	Target system is required to be in R8 Buy to Current. If it is not, then the R7 only (not BTC R8)	<ul style="list-style-type: none"> <li>• Upgrade the Target system instance to R8 and Deploy R7</li> <li>• The upgrades/Merge licenses will upgrade to R8 naturally and will be deployable to the R7 Target system as R7</li> </ul>
License Upgrades/Merge from Avaya Aura®	As of Aug 27, 2019 change in EoS plan, Upgrade Move/Merge of	Target system is deployed as	Target system is in the correct format to merge



R6 or earlier OR ASIPP CS1000 to a R7 deployed Target system where the <ul style="list-style-type: none"> <li>• PLDS Record is R8 Buy to Current deployed as R7</li> <li>• System instance is deployed as R7</li> </ul>	licenses to a R7 system will continue to be available until at least Oct 2020. This allows customers to complete their flatten and consolidate to a system deployed as R7.	R7 but is Buy to Current R8 in Records.	licenses at BTC R8 deploy as R7 The upgrades/Merge licenses will upgrade to R8 naturally and will be deployable to the R8 BTC deployed as R7 sstem
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\* When a software Release is made EoS, it is no longer offered through Buy to Current as a deployment option

\*\*End of Manufacturer Support (EoMS): Avaya will no longer provide on this software release, Bug Fix, Patches, Design Root Cause Analysis, Feature Enhancements or Security Updates (i.e. if a new vulnerability is identified customer must move to current software release level for resolution)

### Avaya Aura® R7 to Avaya Aura® R7 License Move Consolidation Guidelines

**As of the Oct 14, 2019 R7 deployment End of Sale for New and Upgrades**

Donor System instance		Target System Instance		Compatibility	Action Required
PLDS Record	Deployed As	PLDS Record	Deployed As		
BTC R7	R7	BTC R7	R7	Compatible	Via PLDS, Move Primary licenses <u>and all the associated entitlements</u> to the Target system record
R7 only	R7	R7 only	R7	Compatible	
R7 only	R7	R8 BTC	R7	Incompatible	Must upgrades the R7 Donor License to R8 to put it in BTC mode to Match the Target system. The R7 can them be moved to target system
BTC R8	R7	BTC R8	R7	Compatible	Via PLDS, Move Primary licenses <u>and all the associated entitlements</u> to the Target system record
BTC R8	R7	BTC R8	R8	Incompatible	Must activate the R8 entitlement of Donor license to move to a R8 deployed system
BTC R8	R8	BTC R8	R7	Incompatible	Must activate and deploy the R8 for the Target system first.

### Consolidations follow License Compatibility Policy and End of Sale status

(see R7 license types and compatibility on the same system instance below)



Basic = Analog, IPT Basic, IPT Enhanced  
 Suites V1 = Foundation, Mobility, Collaboration  
 Suites V2= Core, Power

R7 to R7 License Move/Merge Available based on License Type (Donor and Target System)				
Consolidation of Suite R7 Donor system licenses to a Target R7 deployed system effective Oct. 14, 2019				
R7 Donor License type	R7 Target System License Type			Option
	Suites V1 only	Suites V1 & V2	Suites V2 only	
Suites V1 Foundation	Y		Per Suite Policy, cannot mix Suites V1 on a Suites V2 only system.	Y Paid Uplift Foundation License to Core or Power and move to the target system
Suites V2 Core		Y		Y Paid uplift to Power and move to target system
Suites V2 Power			Y	

Consolidation of Basic (Non-Suite) R7 Donor system licenses to deployed Target R7 system effective Oct. 14, 2019							
R7 Donor License type	Basic Licenses may be move as:				Moved to a Target System with License Type		
	Analog	IPT Basic	IPT Enhanced	Suites V2 Core or Power	Suites V1	Suites V1 and V2	Suites V2 only
IPT Enhanced	License Downgrades not available		Y	Y may do Paid uplift to these license types		Y	
IPT Basic		Y	Y may do paid uplift				
Analog		Y	Y may do a Paid uplift to these license types				