



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 | |
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| 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 |



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| 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 PRO LINUX 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 |



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| 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.

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| 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 |

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| 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

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| 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