



End of Sale Notice

Notification Date: 11-September 2017

Effective Date: 11-December-2017

Subject: End of Sale IP Office R9.1 upgrade licenses, R9.1 Demo kits and R9.1 DVDs

Theatre/Region: ALL

Summary

Effective December 11, 2017, Avaya will no longer sell (make commercially available) the Release R9.1 upgrade licenses and supporting Demo kits. R9.1 DVDs will go End of Sale in February 2018. New materials replacing these versions are available for sale with the IP Office product line.

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 December 11, 2018.
- Avaya will provide support for the two most current major releases. Release 10.1 and Release 11, when available, will be considered the two major releases. Release 10.1 is generally available now, and R11 is targeted for general availability in February 2018. Avaya will provide support for R10.1 and R11 via standard software service pack process going forward.

Additional service pack support for R9.1 software will end with the September 2017 service pack update. This is the final Service Pack planned for R9.1. Avaya recommends the customer plan to migrate to R10.1, and R11 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 on IP Office Release 10.1 and Release 11. 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. Contact your channel account manager for information concerning IPOSS.



Discontinued Order Codes and Migration Strategy

Software Codes Discontinued December 11, 2017	
339105	IPO R9.1 UPG ADI LIC
339106	IPO R9.1 UPG SML ADI LIC
339107	IPO R9.1 UPG SE ADI LIC
339108	IPO R9.1 UPG RUSSIA ADI LIC
339221	IPO R9.1 UPG PLDS LIC
339222	IPO R9.1 UPG SML PLDS LIC
700510123	IPO/IPO-SL R9.1 PWR DEMO KIT NA
700510124	IPO/IPO-SL R9.1 PWR DEMO KIT INTL
DVD Hardware Codes Discontinued February 12, 2018	
700508797	IPO R9.1 USER/ADMIN DVD
700508798	IPO/IPO-SL R9.1 LX INSTALL DVD
700508799	IPO/IPO-SL R9.1 VRTLZDLX INSTALL DVD

Migration Strategy

Refer to the Product Update Document for Release R10/R10.1 and the IP Office Knowledge Base for additional support and release information.

Discontinue material/offer code	Description	Replacement material/offer code*
339106	IPO R9.1 UPG SML ADI LIC	Refer to R10 Offer and Product update
339105	IPO R9.1 UPG ADI LIC	Refer to R10 Offer and Product update
339107	IPO R9.1 UPG SE ADI LIC	Refer to R10 Offer and Product update
339108	IPO R9.1 UPG RUSSIA ADI LIC	Refer to R10 Offer and Product update
339221	IPO R9.1 UPG PLDS LIC	Refer to R10 Offer and Product update
339222	IPO R9.1 UPG SML PLDS LIC	Refer to R10 Offer and Product update

*The IP Office R10/10.1 Offer and Product update document provides information detailing the complete list of R10 paid and entitled upgrade codes. The upgrades must be configured in A1S tools (Avaya OneSource) and will require a defined set of R10 migration or upgrade codes as part of the upgrade quote.



Material	Long Description	Code Type
	Essential Edition	
	PLDS Upgrades	
383729	IP OFFICE R10 ESSENTIAL EDITION UPGRADE PLDS LIC:DS	Paid Upgrade Code (Applicable to Basic or Essential Edition systems)
	ADI Upgrade Migrations	
383657	IP OFFICE R10 ESSENTIAL EDITION MIG UPG LIC:DS	Paid Upgrade Code (Applicable to Basic or Essential Edition systems)
	Preferred Edition	
	PLDS Upgrades	
383731	IP OFFICE R10 PREFERRED VOICEMAIL PRO UPGRADE PLDS LIC:DS	Paid Upgrade Code (incremental to the Essential Edition Upgrade Code)
	ADI Upgrade Migrations	
383659	IP OFFICE R10 PREFERRED VOICEMAIL PRO MIG UPG LIC:DS	Paid Upgrade Code Paid Upgrade Code (incremental to the Essential Edition Upgrade Code)
	Server Edition	
	PLDS Upgrades	
383732	IPO R10 SE/VRTLZD UPG PLDS LIC	Paid Upgrade Code
	ADI Upgrade Migrations	
383660	IP OFFICE R10 SE /VRTLZD ADI MIG UPG LIC:DS	Paid Upgrade Code
	Select Server Edition PLDS Upgrades	
383762	IPO-SL 10 SE/VRTLZD UPG PLDS LIC	Paid Upgrade Code

Schedule

End of Sale Date (IP Office Codes as indicated)	11-December-2017
End of Manufacturer Support for SOFTWARE *	11-Decmeber-2018
End of Manufacturer Support for HARDWARE *	NA
Last day to purchase system expansions	NA
Last day to purchase a new Avaya services contract *	11-December-2017
Targeted End of Services Support	11-December-2022

* 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