

IMPORTANT NOTICE REGARDING AVAYA IP OFFICE LICENSING CHANGES: 10 JUNE 2019



KEY FACTS:

- As of 10th June 2019 it will not be possible to buy any licenses for systems running <R10
- Licenses are commonly purchased for an requirement to increase user extensions or call/line capacity (though this is not an exhaustive list)
- IP Office v1 cannot go up to R10, so from 10th June 2019, there will be no way to obtain new licenses
 - These customers can buy their future license requirements ahead of the deadline if they take action quickly
- IP Office v2 can go up to R10+ but upgrading systems can be...
 - expensive (unless the customer has IPOSS, see below)
 - time consuming (engineering time is chargeable)
 - potentially disruptive to customers' normal operation
 - complicated (e.g. some phones/features might stop working)

N.B. customers with IP Office v2 could buy R10+ after the cut-off date and then the licenses (but they should take note that features/functionality may change from their current version to R10+)
- IPOSS customers can...
 - Upgrade to R10+ (free of charge with IPOSS)
 - Stay on <R10 but they will not be able to buy any new licenses after the cut-off date without first upgrading to R10+ (so may choose to buy any future license requirements ahead of the deadline).
 - It should be noted that upgrading versions can lose functionality (e.g. CCR/some phones/features might stop working)
- This is a global Avaya change affecting all partners, resellers and end customers

MAILSHOT ISSUED TO v1 CUSTOMERS:

IMPORTANT E-MAIL REGARDING AVAYA PHONE SYSTEMS – PLEASE READ.

Why are we writing to you?

You are listed as a contact on a Spitfire account for which there are a number of Avaya IP Office (v1) systems listed.

Summary

Effective 10th June 2019 Avaya are making significant changes to software licensing and the availability of new licenses on certain phone systems.

Detail

According to records, you have an IP Office telephone system (v1). From 10th June 2019, it will not be possible to buy **any** additional licenses for IP Office v1 phone systems. This is particularly important for customers familiar with the Avaya licensing model and who have perhaps purchased additional licenses in the past. If you anticipate a future requirement, it is imperative that your needs be discussed with your Spitfire Account Manager as soon as possible.

What are licenses for?

These are commonly purchased for an increase in user extensions or call/line capacity (not an exhaustive list)

Is there really no upgrade route after 10th June 2019?

Avaya have imposed this hard-stop date globally. It will not be possible to purchase **any** licenses for IP Office v1 phone systems after that date.

I've heard I can purchase additional licenses if I upgrade to platform revision R10+ first - is that correct?

No, that only applies for v2 systems. Unfortunately, v1 systems do **not** support platform revision R10. Purchasing replacement v2 hardware running platform release R10+ (for a significant cost) would be a way forwards, but a higher platform release may add certain new functionality, but may also remove other critical functionality no longer supported by Avaya.

Can I buy licenses in advance?

Yes, and that's the point of this Email. If you anticipate a future requirement, you can purchase licenses ahead of the deadline. The sooner the better, to avoid disappointment.

What about IP Office v2 phone systems?

A separate mailshot was due to be issued concerning v2 systems.

What do I do?

Think about your requirements. Are you thinking of making any phone systems changes in the future e.g. adding users or capacity? If so, it is strongly recommended that you discuss these requirements with your Spitfire Account Manager without delay. If you do not anticipate a change in your phone system requirements and have not had to request additional licenses in the past then it is possible this change will not affect you in the short term.

Questions?

To view a summary of these changes, please visit www.spitfire.co.uk. If you have any technical questions about your system(s) or current licenses, please list your queries by Emailing support@spitfire.co.uk – a support case will be raised to our engineers for a direct response. If you would like to discuss your future requirements more generally, please contact your Spitfire Account Manager.

MAILSHOT ISSUED TO v2 CUSTOMERS:

IMPORTANT E-MAIL REGARDING AVAYA PHONE SYSTEMS – PLEASE READ.

Why are we writing to you?

You are listed as a contact on a Spitfire account for which there are a number of Avaya IP Office (v2) systems listed.

Summary

Effective 10th June 2019 Avaya are making significant changes to software licensing and the availability of new licenses on certain phone systems.

Detail

According to records, you have an IP Office telephone system (v2) that is not running one of the latest platform releases. From 10th June 2019, for v2 systems running a platform release *lower* than R10, it will *not* be possible to buy additional licenses. This is particularly important for customers familiar with the Avaya licensing model and who have perhaps purchased additional licenses in the past. If you anticipate a future requirement, it is strongly recommended that your needs be discussed with your Spitfire Account Manager as soon as possible. After 10th June 2019, it will only be possible to purchase additional licenses after having purchased an upgrade to platform R10+ first (plus engineering time). An added complication is that R10+ may add certain new functionality, but may also remove other critical functionality no longer supported by Avaya.

What are licenses for?

These are commonly purchased for an increase in user extensions or call/line capacity (not an exhaustive list)

Really, no additional licenses will be available after 10th June 2019?

Avaya have imposed this hard-stop date globally. It will not be possible to purchase licenses for IP Office v2 phone systems running platform release lower than R10 after that date. Upgrading the platform release to R10+ may get around the problem somewhat, but purchasing a new platform release may incur significant costs (except where covered by IPOSS) plus the engineering time to actually install it (not covered by IPOSS). Not to mention the possible changes in functionality referenced above.

Can I buy licenses in advance?

Yes, and that's the point of this Email. If you anticipate a future requirement, you can purchase licenses ahead of the deadline. The sooner the better, to avoid disappointment.

What about IP Office v1 phone systems?

A separate mailshot was due to be issued concerning v1 systems.

What do I do?

Think about your requirements. Are you thinking of making any phone systems changes in the future e.g. adding users or capacity? If so, it is strongly recommended that you discuss these requirements with your Spitfire Account Manager without delay. If you do not anticipate a change in your phone system requirements and have not had to request additional licenses in the past then it is possible this change will not affect you in the short term.

Questions?

To view a summary of these changes, please visit www.spitfire.co.uk. If you have any technical questions about your system(s) or current licenses, please list your queries by Emailing support@spitfire.co.uk – a support case will be raised to our engineers for a direct response. If you would like to discuss your future requirements more generally, please contact your Spitfire Account Manager.

MAIN QUESTIONS CONCERNED CUSTOMERS MIGHT CONSIDER ASKING THEMSELVES OR ENQUIRING WITH SPITFIRE SUPPORT ABOUT BEFORE REQUESTING ACCOUNT MANAGER GUIDANCE:

- Am I using IP Phones?
- Am I using SIP Trunk(s)?
- Do I use embedded voicemail or Voicemail Pro?
- Do I use one-X® Portal?
- Do I use Phone Manager?
- Do I use Call Center Reporter (CCR)?

SOME MAJOR FEATURE CHANGES AND NOTES (NOT AN EXHAUSTIVE LIST):

- The following applications were withdrawn with R5
 - CBC
 - VoiceMail Lite
- The following applications were withdrawn with R6
 - CCC
 - Delta Server
 - Call Status
 - Conferencing Center
- The following applications were withdrawn with R8.1
 - TAPI Wave is not supported on IP Office Linux platform servers
- The following applications were withdrawn with R9
 - Phone Manager. The replacement is one-X® Portal which requires a new license.
- The following applications were withdrawn with R10
 - Call Center Reporter (CCR). Customers are advised to discuss a replacement with their Spitfire Account Manager.

This document is intended to provide general guidance only and is believed to be accurate at the time of publication. For further information, Customers are advised to speak to Spitfire Support [support@spitfire.co.uk] with any technical questions about their system(s) or current licenses. To discuss future requirements more generally, Customers are advised to contact their Spitfire Account Manager.