



Product Support Notice

© 2023 Avaya Inc. All Rights Reserved.

PSN # PSN006114u

Original publication date: 25-Aug-2022. This is Issue #02, published date: 5-Jan-2023. Severity/risk level **Medium** Urgency **Immediately**

Name of problem

This Notice publishes the General Availability, End of Sale, and End of Manufacture support for the Avaya Aura Contact Center and Avaya Contact Center Select 7.0.x and 7.1.1 releases issued to date.

Products affected

Avaya Aura Contact Center 7.0.x and 7.1.x
Avaya Contact Center Select 7.0.x and 7.1.x

Problem description

This Notice publishes the General Availability, End of Sale, and End of Manufacture support for all the Avaya Aura Contact Center and Avaya Contact Center Select 7.0.x and 7.1.1 releases issued to date.

AACC+ACCS Release	General Availability	End of Sale	End of Manufacture Support
7.0	14 December 2015	19 December 2016	19 March 2017
7.0.1	19 December 2016	20 November 2017	16 February 2018
7.0.2	20 November 2017	31 July 2018	31 December 2018
7.0.3	31 July 2018	2 July 2019	15 March 2020
7.1.0	02 July 2019	20 October 2020	19 April 2021
7.1.1	20 October 2020	28 September 2021	28 February 2022
7.1.2	28 September 2021		
7.1.2 post-GA bundle	10 March 2022		

The AACC 7.1.2 post-GA bundle is Generally Available and fully supported on the Aura and CS1000 platforms until further notice.

The ACCS 7.1.2 post-GA bundle is Generally Available and fully supported on the IP Office platform until further notice.

System Expansions post this end-of-sale date

Resolution

The AACC 7.1.2 post-GA bundle is Generally Available and fully supported on the Aura and CS1000 platforms until further notice.

The ACCS 7.1.2 post-GA bundle is Generally Available and fully supported on the IP Office platform until further notice.

Workaround or alternative remediation

n/a

Remarks

No material codes in A1S are impacted by this notice.

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

n/a

Download

n/a

Patch install instructions

n/a

Service-interrupting?

No

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

If you require further information or assistance please contact your Authorized Service Provider, or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya Support [Terms of Use](#).

Disclaimer: ALL INFORMATION IS BELIEVED TO BE CORRECT AT THE TIME OF PUBLICATION AND IS PROVIDED “AS IS”. AVAYA INC., ON BEHALF OF ITSELF AND ITS SUBSIDIARIES AND AFFILIATES (HEREINAFTER COLLECTIVELY REFERRED TO AS “AVAYA”), DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND FURTHERMORE, AVAYA MAKES NO REPRESENTATIONS OR WARRANTIES THAT THE STEPS RECOMMENDED WILL ELIMINATE SECURITY OR VIRUS THREATS TO CUSTOMERS’ SYSTEMS. IN NO EVENT SHALL AVAYA BE LIABLE FOR ANY DAMAGES WHATSOEVER ARISING OUT OF OR IN CONNECTION WITH THE INFORMATION OR RECOMMENDED ACTIONS PROVIDED HEREIN, INCLUDING DIRECT, INDIRECT, CONSEQUENTIAL DAMAGES, LOSS OF BUSINESS PROFITS, OR SPECIAL DAMAGES, EVEN IF AVAYA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

THE INFORMATION PROVIDED HERE DOES NOT AFFECT THE SUPPORT AGREEMENTS IN PLACE FOR AVAYA PRODUCTS. SUPPORT FOR AVAYA PRODUCTS CONTINUES TO BE EXECUTED AS PER EXISTING AGREEMENTS WITH AVAYA.

All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc.
All other trademarks are the property of their respective owners.