AVAYA

Title: End of Sale and End of Manufacturer Support Notification for Avaya Interactive Response 2.0
Product Transition from IR2.0 to IR3.0

Original Notification Date: 24-April-2007
Updated on: **13-FEB-2008 (ref to page 2: Additional Codes affected by this update on 13-FEB-08)**
This update lists the discontinued codes that were still active as part of the System Additions.
All other codes and dates listed in this document are not affected by this update.

Updated on: 22-APR-2008
Extending the End of Manufacturer Support for IR 2.0
This update extends the <u>End of Manufacturer Support</u> for Interactive Response 2.0 from June 30th, 2008 until February 28th, 2009 to remain consistent with our N and N-1 standard support policy in alignment with the upcoming IR 4.0 release. This extension only impacts the End of Manufacturer Support date and does not impact any other items/dates listed in this document.

Effective **June 30th, 2007**, Avaya will no longer sell Interactive Response 2.0.
Effective February 28th, 2009 (extended from June 30th, 2008), Avaya will no longer provide Manufacturer Support for Interactive Response 2.0.
Avaya will be replacing Interactive Response 2.0 with Interactive Response 3.0 scheduled for release **June 4th, 2007**.
The key features in the Avaya IR 3.0 release are:
- Maintain support for Solaris 10 SPARC and drop support for Solaris 8
- Support for Nuance V9 (Quantum) speech release
- Full support for VoiceXML 2.1 specification (Support for VoiceXML 2.1 Mark, Supervised transfer, record and enhanced disconnect, and conferencing for the CTI connector)
- Turnkey support for Sun Sparc V245 servers (replacement of V240 servers)
- TDM support for NMS CG6060 and CG6565 boards for T1/E1 connectivity (replacement of AG4040 series)
- The NMS AG4040 cards are supported only on System Upgrades from IR2.0 to IR3.0
- The AG and CG boards cannot coexist in a system. Upgrades would have to use existing hardware or upgrade to CG boards.
- Support for Vonetix™ version 3.7.0.1 (replaces earlier Vonetix™ version 3.6.6)
- Support for Veritas Backup/Restore
- Enhanced Reporting
- Avaya to Avaya Interoperability
- Interoperability testing with Updated Third Party Packages

Discontinued SAP/PEC Codes

SAP Code	Description	End of Sale Date
700396948	AVAYA IR SUNFIRE SINGLE CPU V240 R2.0 RHS	30-June-2007
700396955	AVAYA IR SUNFIRE DUAL CPU V240 R2.0 RHS	30-June-2007
700396989	AVAYA IR SFTW FOR HDWR BNDL R2.0	30-June-2007
700396997	AVAYA IR SFTW BNDL FOR SFTW ONLY R2.0	30-June-2007
700397011	AVAYA IR INST/TS GUIDE R2.0	30-June-2007
700397003	AVAYA IR SYS DOCS R2.0	30-June-2007
189894	AVAYA IR 2.X LICENSE ACTIVATION	30-June-2007

Migration Strategy

Avaya now offers the following alternative solution(s).

SAP Code	Description	Effective Date
700438138	IR 3.0 SUNFIRE SINGLE CPU V245 RHS	04-June-2007
700438187	IR 3.0 SUNFIRE DUAL CPU V245 RHS	04-June-2007
700438203	IR 3.0 SFTW	04-June-2007
700438229	IR 3.0 INST/TS GUIDE	04-June-2007
700438237	IR 3.0 SYS DOCS	04-June-2007
211909	IR 3.0 LICENSE ACTIVATION	04-June-2007

Additional Codes affected by this update on 13-FEB-08

Discontinued SAP/PEC Codes
The following codes were active to allow for **System Additions - Additional Ports until 31-DEC-07.**
 The following codes are discontinued:

SAP Code	Description	Scheduled End of Sale Date	Effective Deactivation
182286	SunFire 280R International Maintenance	31-December-2007	5-May-2008
183350	SunFire V240 International Maintenance	31-December-2007	5-May-2008
180526	AVAYA IR PER PORT LIC NEW LIC-CU	31-December-2007	5-May-2008
180527	AVAYA IR PER PORT LIC UPG LIC-CU	31-December-2007	5-May-2008
180528	AVAYA IR PER PORT LIC COMP TRD IN LIC-CU	31-December-2007	5-May-2008
183559	AVAYA IR PER PORT LIC LAB LIC-CU	31-December-2007	5-May-2008
183558	AVAYA IR PER PORT LIC DIS RCV LIC-CU	31-December-2007	5-May-2008
185466	AVAYA IR VoIP TRACKING CODE	31-December-2007	5-May-2008
195276	AVAYA IR INCL NLSR PORT LIC	31-December-2007	5-May-2008
195277	AVAYA IR INCL TTS PORT LIC	31-December-2007	5-May-2008
195278	AVAYA IR 3RD PTY NLSR PORT LIC	31-December-2007	5-May-2008
195279	AVAYA IR 3rd PTY TTS PORT LIC	31-December-2007	5-May-2008

Migration Strategy (IR 3.0 SAP/PEC Codes)
As of 04-JUN-07 Avaya has offered the following alternative IR 3.0 codes

SAP Code	Description	Effective Date
212411	SunFire V245 International Maintenance	04-June-2007
211900	IR 3.0 PER PORT LIC NEW	04-June-2007
211901	IR 3.0 PER PORT LIC UPG FRM IR	04-June-2007
211902	IR 3.0 PER PORT LIC UPG FRM CONV	04-June-2007
211903	IR 3.0 PER PORT LIC NEW IR PKG (w/Speech)	04-June-2007
211904	IR 3.0 PER PORT LIC IR UPG PKG (w/Speech)	04-June-2007
211905	IR 3.0 PER PORT LIC CONV UPG PKG (w/Speech)	04-June-2007
211906	IR 3.0 PER PORT LIC COMP TRD IN	04-June-2007
211907	IR 3.0 PER PORT LIC LAB	04-June-2007
211908	IR 3.0 PER PORT LIC DIS RCV	04-June-2007
211912	IR 3.0 INCL NLSR PORT LIC	04-June-2007
211913	IR 3.0 INCL TTS PORT LIC	04-June-2007
211914	IR 3.0 3RD PTY NLSR PORT LIC	04-June-2007
211915	IR 3.0 3rd PTY TTS PORT LIC	04-June-2007
215400	IR 3.X PER PORT ENTITLE FROM IR (ASD 05/2008)	05-May-2008

Schedule

End of Sale (EoS) – New Systems	30-June-2007
*End of Sale (EoS) – System Additions – SUN V240 Servers	30-June-2007
*End of Sale (EoS) – System Additions - NMS AG4040 Cards Series	28-September-2007
End of Sale (EoS) – System Additions - Additional Ports	31-December-2007
End of Manufacturer Support	**28-February-2009**

*Note that the last day of purchase of:
1. Sun V240 Servers is June 30, 2007
2. NMS AG4040 is September 28, 2007
Please make sure that you complete your sales orders for any of the above components prior to their last day of purchase

End of Manufacturer's Support
The End of Manufacturer's Support availability represents the final date that Avaya will provide manufacturer's support for the product per the GCS Manufacturer Support Commitment. Support may be extended past that period at the discretion of Avaya Services, BusinessPartners or other service providers.   For additional information concerning long term support please contact your Service Provider.

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 BusinessPartners or other service providers. Additional information concerning Avaya Services can be found on the Services Offer Information Web site.