



End of Sale Notice

Notification Date: 1/13/2010

Updated 7/9/2013 with End of Manufacture Support Date)

Effective Date: 6/14/2010

Subject: End of Sale of Call Management System R15

Region: ALL

Summary

Given the availability of CMS R16 as of 11/09/2009, and the improved capacity and feature set of the newer and robust release, CMS R15 will reach End of Sale on June 14, 2010. Capacity expansion to existing R15 systems (such as additional CMS Supervisor licenses, additional agents, and features) will still be supported.

Effective **June 14, 2010**, Avaya will no longer support new or upgrade to R15 design orders for CMS R15. Existing quotes as of June 13, 2010 can be converted into orders for a period of **60 days** after end of sale (**until August 13, 2010**)

Customers wishing to purchase new CMS systems beyond June 14, 2010 are encouraged to buy CMS R16 which was released on November 9, 2009.

Discontinued Order Codes and Migration Strategy

Discontinued Codes

	AGENT LICENSES NEW
228061	CMS R15 PER NEW AGT LIC 1-100
228062	CMS R15 PER NEW AGT LIC 101-250
228063	CMS R15 PER NEW AGT LIC 251+

	AGENT LICENSE UPGRADE (SINGLE RELEASE)
228067	CMS R15 SNGL RLS UPG PER AGT 1-100
228068	CMS R15 SNGL RLS UPG PER AGT 101-250
228069	CMS R15 SNGL RLS UPG PER AGT 251+
	AGENT LICENSE UPGRADE (MULTI RELEASE)
228180	CMS R15 MULT RLS UPG PER AGT 1-100
228181	CMS R15 MULT RLS UPG PER AGT 101-250
228182	CMS R15 MULT RLS UPG PER AGT 251+



	CMS SUPERVISOR LICENSE AND MEDIA
700464571	R15 CMS SUPERVISOR MEDIA (CD)

	HA/SURVIVABLE AGENT LICENSE NEW
228064	CMS R15 PER NEW AGT HA/SRV LIC 1-100
228065	CMS R15 NEW AGT HA/SRV LIC 101-250
228066	CMS R15 NEW AGT HA/SRV LIC 251+

	HA/SURVIVABLE AGENT LICENSE UPGRADE (SINGLE RELEASE)
228183	CMS R15 SNGL UPG AGT HA/SRV 1-100
228184	CMS R15 SNGL UPG AGT HA/SRV 101-250
228185	CMS R15 SNGL UPG AGT HA/SRV 251+
	HA/SURVIVABLE AGENT LICENSE UPGRADE (MULTI RELEASE)
228186	CMS R15 MULT UPG AGT HA/SURV1-100
228187	CMS R15 MULT UPG AGT HA/SURV 101-250
228188	CMS R15 MULT UPG AGT HA/SURV 251+

	LAB LICENSES
223461	CMS R15 STD SFTW PKG LAB LIC
223462	CMS R15 EXP AUX SFTW PKG LAB LIC

	SYSTEM SOFTWARE
223456	CMS R15 STD SFTW PKG
223458	CMS R15 EXP AUX PKG
	CMS HARDWARE PLATFORM
226681	CMS R15 HDWR PLTFRM T5120
223500	CMS R15 HDWR PLTFRM T5220
	SOFTWARE UPGRADE KITS (CUE)
223450	CMS R15 CUE SFTW DISKS NETRA
223455	CMS R15 CUE SFTW DISKS NETRA MIR



223453	CMS R15 CUE SFTW DISKS SFV890
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Migration Strategy

Avaya now offers the following alternative solution(s).

SMC	DESCRIPTION
	AGENT LICENSES NEW
228706	CMS R16 PER NEW AGT LIC 1-100
228707	CMS R16 PER NEW AGT LIC 101-250
228708	CMS R16 PER NEW AGT LIC 251+
	AGENT LICENSE UPGRADE (SINGLE RELEASE)
228722	CMS R16 SNGL RLS UPG PER AGT 1-100
228723	CMS R16 SNGL RLS UPG PER AGT 101-250
228724	CMS R16 SNGL RLS UPG PER AGT 251+
	AGENT LICENSE UPGRADE (MULTI RELEASE)
228725	CMS R16 MULT RLS UPG PER AGT 1-100
228726	CMS R16 MULT RLS UPG PER AGT 101-250
228727	CMS R16 MULT RLS UPG PER AGT 251+
	CMS SUPERVISOR LICENSE AND MEDIA
700478027	CMS R16 SOFTWARE SUPERVISOR CD
	NETWORK REPORTING CLIENT SOFTWARE
700478019	CMS R16 NETWORK REPORTING CD
	VISUAL VECTOR CLIENT SOFTWARE
700478035	CMS R16 VISUAL VECTORS CLIENT CD



SMC	DESCRIPTION
	HA/SURVIVABLE AGENT LICENSE NEW
228709	CMS R16 NEW AGT HA/SRV LIC 1-100
228720	CMS R16 PER NEW AGT HA/SRV LIC 101-250
228721	CMS R16 PER NEW AGT HA/SRV LIC 251+
	HA/SURVIVABLE AGENT LICENSE UPGRADE (SINGLE RELEASE)
228729	CMS R16 SNGL RLS UPG PER AGT HA/SRV 1-100
228730	CMS R16 SNGL RLS UPG PER AGT HA/SRV 101-250
228731	CMS R16 SNGL RLS UPG PER AGT HA/SRV 251+
	HA/SURVIVABLE AGENT LICENSE UPGRADE (MULTI RELEASE)
228732	CMS R16 MULT RLS UPG PER AGT HA/SRV 1-100
228733	CMS R16 MULT RLS UPG PER AGT HA/SRV 101-250
228734	CMS R16 MULT RLS UPG PER AGT HA/SRV 251+

SMC	DESCRIPTION
	SYSTEM SOFTWARE
700477995	CMS R16 SFTW PKG
700479231	CMS R16 CUE SFTW MEDIA
	CMS HARDWARE PLATFORM
228736	CMS R16 HDWR PLATFORM T5120
228735	CMS R16 HDWR PLATFORM T5220
	SOFTWARE UPGRADE KITS (CUE)
228704	CMS R16 CUE HDWR UPG KIT T5120
228703	CMS R16 CUE HDWR UPG KIT T5220

Schedule

End of Sale	06/14/2010
End of Manufacturer's Support	09/30/2013
End of Services Support	TBD

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Minimum Period of Support Availability

The End of Manufacturer's Support availability represents the final date that Avaya will provide manufacturer's support for the product per the [Avaya Manufacturer Support Policy](#). Support may be extended past that period at the discretion of Avaya Services, Business Partners 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 Business Partners or other service providers. Additional information concerning Avaya Services can be found on the [Services Offer Information](#) Web site.

Additional Information

Avaya website:

<http://www.avaya.com>

Avaya End-of-Sale Notices:

<http://support.avaya.com>