



End of Sale Notice

Notification Date: 10/12/2010

Effective Date: 11/8/2010

Subject: End of Sale of Call Management System R16.1

Theatre/Region: ALL

Summary

Given our plans to launch **CMS R16.2** on 11/8/2010, order codes for CMS R16.1 will reach End of Sale on November 8, 2010. Product Management regrets that vendor constraints caused for the short notice of R16.1 codes moving to pipeline status.

Capacity expansions to existing R16 and R16.1 systems (such as additional CMS Supervisor licenses, additional agents, and features) will still be supported. In addition, current maintenance customers on CMS R16 or R16.1 are entitled to an upgrade to CMS R16.2 via the Avaya PCN process. **CMS Supervisor R16.2 is required** for use with CMS R16.2; CMS R14 and CMS R15 are also supported with CMS Supervisor R16.2.

Effective **November 8, 2010**, Avaya will no longer support new or upgrade to R16.1 design orders for CMS R16.1. Existing quotes as of November 7, 2010 can be converted into orders for a period of **60 days** after end of sale (**until January 7, 2011**)

Customers wishing to purchase new CMS systems beyond November 8, 2010 are encouraged to buy CMS R16.2 which is targeted for general availability on **November 8, 2010**.

Discontinued Order Codes and Migration Strategy

Discontinued Codes

SMC	DESCRIPTION
	CMS HARDWARE PLATFORM
247880	CMS R16.1 HDWR PLTFRM T5120
247879	CMS R16.1 HDWR PLTFRM T5220
	CMS R16.1 MEDIA
700500178	CMS R16.1 SFTW SUPV
700500179	CMS R16.1 NTWK RPTG
700500174	CMS R16.1 CUE SFTW MEDIA
700500177	CMS R16.1 SFTW
700500181	CMS R16.1 SFTW PKG
700500182	CMS R16.1 SFTW PKG LAB



Migration Strategy

Avaya now offers the following alternative solution(s).

SMC	DESCRIPTION
	CMS HARDWARE PLATFORM
263491	CMS R16.2 HDWR PLTFRM T5220
263492	CMS R16.2 HDWR PLTFRM T5120
	OPTIONAL BACKUP HARDWARE
700501034	CMS LT04 SAS TAPE DRIVE
700501037	CMS DAT72 TAPE DRIVE
700501036	CMS 64GB USB STICK MEM
	HARDWARE UPGRADE KITS
263486	CMS R15 TO R16.2 HDWR UPG KIT T5220
263488	CMS R15 TO R16.2 HDWR UPG KIT T5120
263489	CMS R16.X TO R16.2 HDWRUPG KIT T5220
263490	CMS R16.X TO R16.2 HDWRUPG KIT T5120
	CMS R16.1 MEDIA
700501022	CMS R16.2 SFTW PKG
700501021	CMS R16.2 NTWK RPTG CD
700501020	CMS R16.2 SFTW SUPV CD
700501023	CMS R16.2 SFTW PKG LAB
700501024	CMS R16.2 CUE SFTW MEDIA
700501019	CMS R16.2 SFTW DVD



Schedule

End of Sale Date (last day to order new systems)	07-NOV-2010
End of Manufacturer Support for SOFTWARE *	31-MAY-2013
End of Manufacturer Support for HARDWARE *	19-AUG-2016
Last day to purchase system expansions	TBD
Last day to purchase a new Avaya services contract *	19-AUG-2015
Targeted End of Services Support**	19-AUG-2016

** 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 allowed until further notice.

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