



Product Support Notice

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PSN # PSN003499u

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Name of problem Communications Server 1000 (CS 1000) Life Cycle Management Status Update.

Products affected

Communications Server (CS) 1000E: Release 6.0.x, 7.0.x, 7.5.x and 7.6.x.

Communications Server (CS) 1000M: Release 6.0.x, 7.0.x, 7.5.x and 7.6.x.

Problem description

This document provides an update to previously communicated LCM Plan of Record to the CS 1000 product portfolio. The life cycle policy for CS 1000 and its related components now aligns with the [Avaya Product Lifecycle Policy](#) which is posted on the [Avaya Support website](#). This document should be referenced to understand the new lifecycle and related support policy offered by Avaya.

Starting with, and applicable to CS 1000 Release 6.0 and later releases, Avaya will allow expansions of software in the period post End of Manufacturing Support in line with the hardware expansion policy. This means that for 2 years post software End of Manufacturing Support (EoMS), engineered hardware and software expansions will be facilitated through EC. After this period of time through until End of Service Support (EoSS) – limited software user license expansions will also be allowed and be facilitated via the e-Auth code process. Use of the e-Auth code process requires the partner to assure that the target system has the necessary installed capacity to facilitate any applied user license expansion and may be subject to license premiums. License expansion out to EoSS using eAuthcode process is supported for R5.0 and later releases, i.e. also valid for R6.0 and R7.x.

The bulletin is broken into the following sections:

- 1) Software Status
- 2) Commercial Off The Shelf (COTS) Server Status
- 3) Processor/Gateway Controllers Status

This bulletin has had the following updates from the previous issue:

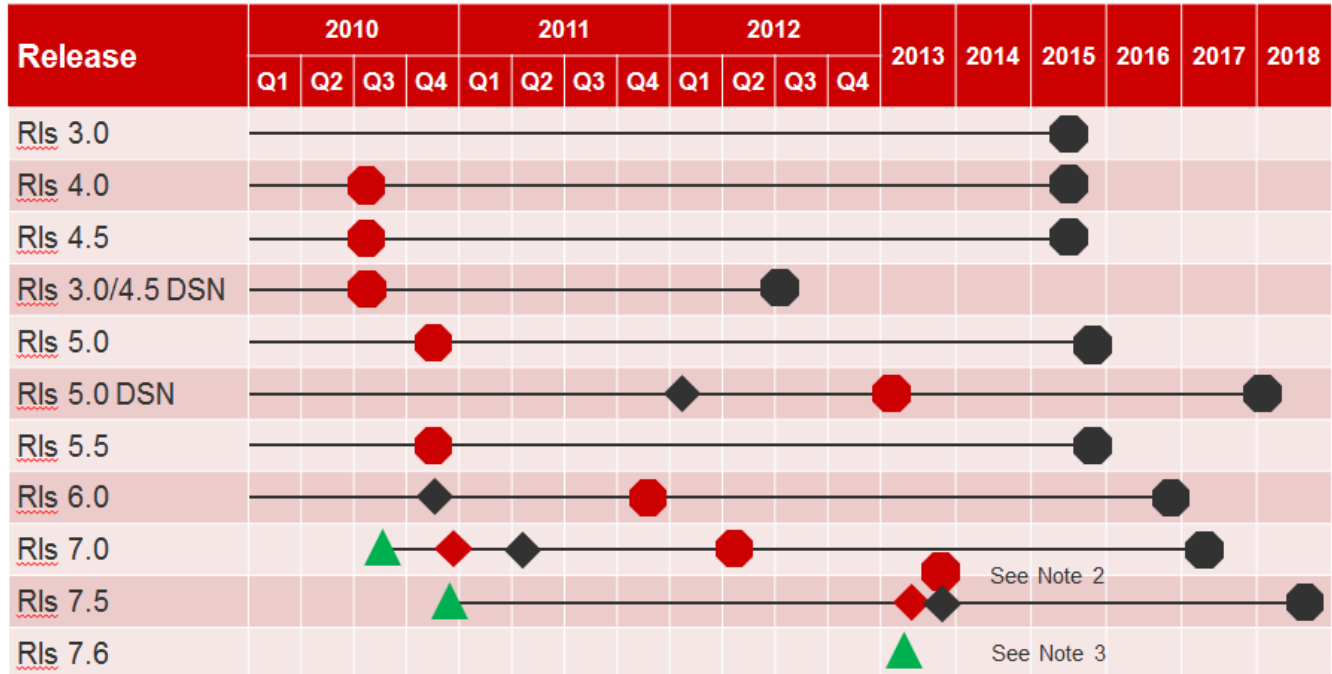
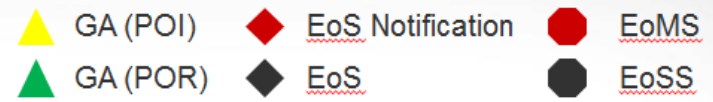
- 1) **End of Manufacturing Support for Software for R7.5** occurred on **24th September 2013**. After this date there is no more Tier IV / Design Support for R7.5, and no new software fixes for R7.5.
- 2) Clarification that license expansion via eAuthcode process until EoSS applies to R6.0, R7.0 and R7.5 as well as R5.0 and R5.5.

For the purpose of this document, Table 1 lists the standard abbreviations and definitions of key lifecycle management terms. For more detailed descriptions of the items below, please refer to the [Avaya Product Lifecycle Policy](#).

TABLE 1		
Term	Abbreviation	Definition
General Availability or Generally Available	GA	Product commercially available and normal business processes apply. Full product sales and support are offered.
End of Manufacturer Support Date	EoMS	The date when Manufacturer Support ends.
Manufacturer Support	MS	The support provided to customers with Avaya support services for the affected product between the End of Sale date and the End of Manufacturer Support date.
End of Sale Notification	EoS Notification	A notice that at a set future date, sale of products will end.
End of Sale Date	EoS	The last date that a product will be sold
Extended Manufacturer Software Support	EMSS	An additional category of support for certain releases of products designed to minimize the level of change within a product's release.
Extended Services Support	ESS	The support period between the End of Manufacture Support date and the End of Service Support date.
End of Service Support	EoSS	The targeted/tentative date after which Avaya will cease to provide any type of support for a Product.

Note: Any dates shown within this document as a month and year only will effectively correspond to the last day of that month for Life Cycle Management milestone dates.

CS 1000 Lifecycle Status Software



Notes:

1 – In order to align with the standard hardware lifecycle management policy, software expansions will be available on Rls 6.0 and newer SW for the 2 years following SW EoMS. These expansions will be subject to hardware availability.

2 – Rls 7.5 will go EoS 60 days after GA of Rls 7.6; and Rls 7.5 will go EoMS for Software 180 days after GA of Rls 7.6 – the latter has been extended from standard Avaya Lifecycle Policy of 90 days.

3 – Subsequent lifecycle milestone dates still to be determined.

Commercial Software Details

- CS 1000 Release 7.6 is Generally Available since March 25th 2013 and is considered a minor release over Release 7.5.
- CS 1000 Release 7.5 is End of Manufacture Support for software since September 24th 2013 and is considered a major release per the [Avaya Product Lifecycle Policy](#). New corrective content will be created for Release 7.6 only as per the [Avaya Product Lifecycle Policy](#). A final R7.5 Service Pack (SP24) is intended to be delivered in November 2013.
- CS 1000 Release 7.0 is considered a major release per the [Avaya Product Lifecycle Policy](#) and has gone EoMS effective April 30, 2012.
- CS 1000 Release 6.0 is considered a major release per the [Avaya Product Lifecycle Policy](#) and went EoMS on November 30, 2011. It is tentatively scheduled to go EoSS in November 2016.
 - Starting with Release 6.0, EC engineered HW/SW expansions will be allowed post EoMS for 2 years (i.e. until November 2013).
 - This does NOT impact the sw support levels offered in this period. Customers that choose to stay on this release will be offered the regular support levels on ESS software as per the standard Avaya Lifecycle Policy.
- CS 1000 Releases 3.0-5.5 are currently in the ESS period with EoSS tentatively scheduled for July 2015 (Rls 3.0-4.5) and November 2015 (Rls 5.x).
 - License expansions will continue to be available on releases 5.0 and 5.5 until EoSS (Nov 2015) through the eAuthcode process. License expansions on all older releases are no longer available.
- Meridian 1 Rls 23-25.xx are in the ESS Phase and are tentatively scheduled to go EoSS in July 2015
- All older releases of software are EoSS

Defense Switched Network (DSN) Software Details

- 1) CS 1000 DSN Release 5.0 went EoS January 31, 2012. APL Certification for this release expired on Oct 21, 2011. This release will go EoMS on January 31, 2013.
- 2) CS 1000 DSN Releases 3.0 & 4.5 and Meridian 1 Rls 25.47 DSN are currently EoSS as of July 2012.
- 3) All older releases of DSN software are EoSS

Product Improvement Patches (PI PEP) Process Summary

Product Improvement PI PEP's are not part of the base software, but they are customized solutions developed and tested for specific configurations. Sites with any in-service PI PEP's must follow special process when upgrading to future CS 1000 software releases. At Avaya's discretion, select PI PEP's may be integrated into a future product release as either a fully integrated feature or as part of a Plug-in Package. The integrated fix may not exactly equal to the same functionality of the associated PI PEPs, refer to the Product Bulletin/Documentation for each CS 1000 Rls for full description of the integrated content. Most PI PEP's will not be integrated, but will remain supported as customized solutions for the life cycle of the PI PEP.

Identifying these PI PEPs prior to a system upgrade quote is required as incremental charges will be required for PI PEPs, Global Plug-in Package 409, and additional deployment & support costs from Avaya or Avaya Partner. To determine if the system has chargeable PEPs, please access the "PI Patch Inquiry Tool" under the "Design/Quote" menu on the "eBusiness Tools Home Page": <http://www.avaya.com/ebizn> (Americas/Asia) & <http://www.avaya.com/ebizu> (EMEA).

Process changes with the introduction of CS 1000 Rls 7.6:

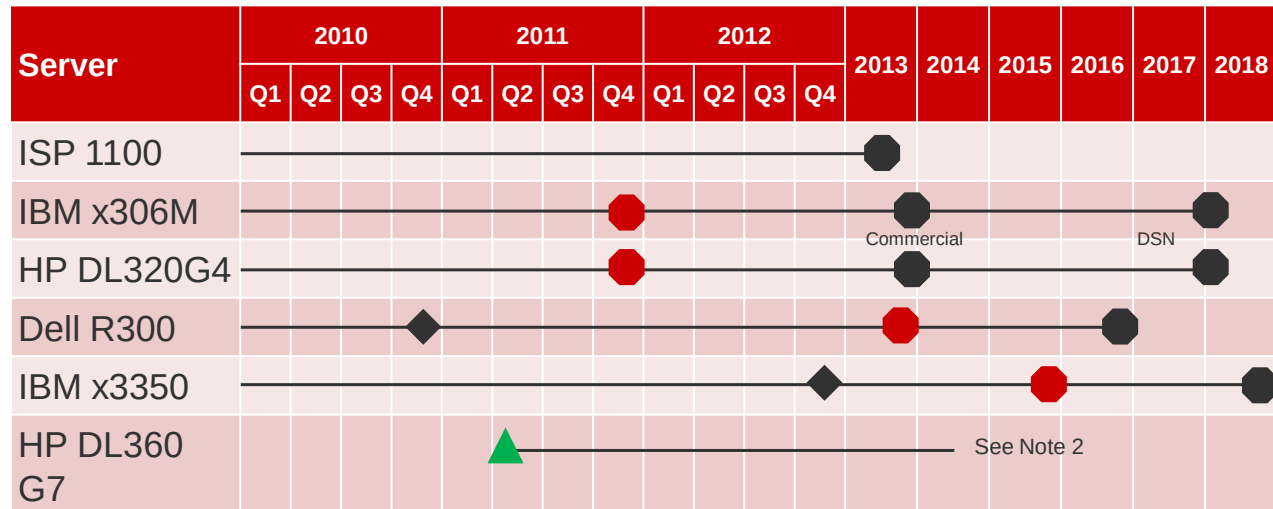
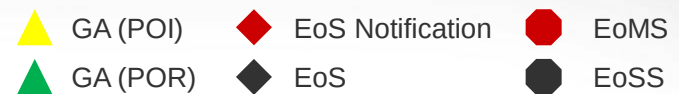
Requests for Target Rls 7.5:

- 1) Requests for deployment and up-issue of existing Rls 7.5 PI PEPs (available and posted at the support portal) will continue to be approved via current process and charges for up to 90 days after GA of CS 1000 Rls 7.6. However in case of resource constraints the priority of the PI PEP team will be to focus on PI PEP rework for R7.6 over up-issue of PI PEPs for R7.5.
- 2) The list of available and supported PI PEPs with Rls 7.5 will be posted on the support portal with the introduction of Rls 7.6.
- 3) No rework or up-issue will be carried out for any other PI PEPs meaning that no new PI PEPs will be introduced with Rls 7.5.

Requests for Target Rls 7.6:

- 1) Requests for rework of PI PEPs for Rls 7.6 will begin to be accepted in advance of the GA of Rls 7.6. The current process and charges for PI PEPs will apply.
- 2) Rework will be scheduled upon request in the order they are received. It is **critical** that PI PEP rework is requested well in advance of any planned upgrade as there are limited resources available for such rework, and any last minute requests cannot be completed in a short time period.
- 3) Please use the "PI Patch Inquiry" tool to proactively plan for each upgrade with Rls 7.6.

CS 1000 Lifecycle Status COTS Servers



Notes:

- 1 – EoS for hardware is explicitly End of Sale for new systems. Units will still be available for repair and expansions post EoS up to EoMS and sometimes beyond depending on HW availability.
- 2 – Subsequent lifecycle milestone dates still to be determined.
- 3 – In order to align with the standard hardware lifecycle management policy, software expansions will be available on Rls 6.0 and newer SW for the 2 years following SW EoMS. These expansions will be subject to hardware availability.
- 4 – Hardware expansions and hardware repair and return will be limited to availability after hardware EoMS.

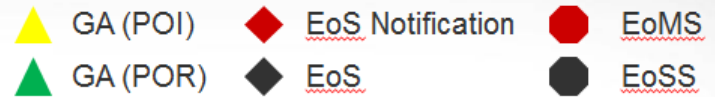
COTS Server Details

- 1) Intel ISP1100 is no longer available and will go EoSS effective July 2013
- 2) COTS 1 Servers were introduced on CS1K Rls 5.0 and supported on subsequent releases.
 - NTDU99AAE5 IBM x306m server is still available on controlled release as merchandise. It is the current server for Rls 5.0/6.0/7.0 field replacements and DSN systems to 2018.
 - NTDU97AAE5 HP DL320G4 is no longer available. Currently in ESS & tentatively planned to go EoSS in November 2013.
- 3) COTS 2 Servers were introduced on CS1K Rls 6.0 and supported on subsequent releases.
 - NTDW40AAE5 IBM x3350 is no longer available as of Nov 2012. This server will go EoMS in November 2015 and is tentatively scheduled to go EoSS in November 2018.
 - NTDW41AAE5 Dell R300 is no longer available. This server will go EoMS in November 2013 and is tentatively scheduled to go EoSS in November 2016.
- 4) COTS 3 Server was introduced on CS1k Rls 7.5 and supported on subsequent releases.
 - 700501181 HP DL 360G7 is the current GA server being quoted on Rls 7.6 systems

Notes:

- 1 – EoS for hardware is explicitly End of Sale for new systems. Units will still be available for repair and expansions post EoS up to EoMS and sometimes beyond depending on HW availability.
- 2 – Subsequent lifecycle milestone dates still to be determined.
- 3 – In order to align with the standard hardware lifecycle management policy, software expansions will be available on Rls 6.0 and newer SW for the 2 years following SW EoMS. These expansions will be subject to hardware availability.
- 4 – Hardware expansions and hardware repair and return will be limited to availability after hardware EoMS.

CS 1000 Lifecycle Status Processors & GW Controllers



Processor	2010				2011				2012				2013	2014	2015	2016	2017	2018
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4						
CP-PIV				See Note 1														
CP-PM				See Note 2														
CP-DC				See Note 2														
MGC				See Note 2														
MG-XPEC				See Note 2														
CPMG 32				See Note 2														
CPMG 128				See Note 2														

Notes:

- 1 – EoS for hardware is explicitly End of Sale for new systems. Units will still be available for repair and expansions post EoS up to EoMS and sometimes beyond depending on HW availability.
- 2 – Subsequent lifecycle milestone dates still to be determined.
- 3 – In order to align with the standard hardware lifecycle management policy, software expansions will be available on Rls 6.0 and newer SW for the 2 years following SW EoMS. These expansions will be subject to hardware availability.
- 4 – Hardware expansions and hardware repair and return will be limited to availability after hardware EoMS.

Processor / Gateway Controller Details

- 1) CP-PIV is currently the only supported processor for CS 1000M Systems for CS 1000 Rls 6.0 and newer software. Current plan is for CP-PIV to go EoMS January 2015
- 2) CP-PM and CP-DC are current with no plans for EoS at this time.
- 3) MGC and MG-XPEC are current with no plans for EoS at this time.
- 4) CPMG 32/128 are current with no plans for EoS at this time.
- 5) CP-DC and CPMG require memory expansions to 4GB for use on CS1K Rls 7.6. Existing card can be expanded in the field. Additionally, newer vintages scheduled for Jan 2013 will contain the required memory by default.

Notes:

- 1 – EoS for hardware is explicitly End of Sale for new systems. Units will still be available for repair and expansions post EoS up to EoMS and sometimes beyond depending on HW availability.
- 2 – Subsequent lifecycle milestone dates still to be determined.
- 3 – In order to align with the standard hardware lifecycle management policy, software expansions will be available on Rls 6.0 and newer SW for the 2 years following SW EoMS. These expansions will be subject to hardware availability.
- 4 – Hardware expansions and hardware repair and return will be limited to availability after hardware EoMS.

Resolution

Not Applicable

Workaround or alternative remediation

Not Applicable

Remarks

Not Applicable

Patch Notes

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

Backup before applying the patch

Not Applicable

Download

Not Applicable

Patch install instructions

Service-interrupting?

Not Applicable

No

Verification

Not Applicable

Failure

Not Applicable

Patch uninstall instructions

Not Applicable

Security Notes

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

Security risks

Not Applicable

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

Not Applicable

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – Business Partners for Enterprise Product	877-295-0099
Business Partners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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