AVAYA

End of Sale Notice

Notification Date: January 11, 2011
Effective Date: August 1, 2011
Revision Date: January 9, 2013
Subject: Revised Proactive Contact 4.2 End of Sale Notice
Theatre/Region: All Regions

Summary

Effective August 1, 2011, Avaya stopped selling Avaya Proactive Contact 4.2. Avaya introduced Proactive Contact 5.0 on March 28, 2011 (English) and June 27, 2011 (Localized) to replace Proactive Contact 4.2.

There is also a change of server model from PC 4.2 to PC 5.x. The server for PC 4.2 is the Avaya S8800. The availability of S8800 is also end of sale coincident with the end of sale for PC 4.2 since the server is being discontinued by IBM, the manufacturer. Due to limited S8800 supplies, Avaya reserves the right to require that any PC 4.2 order placed after June 27, 2011 be resubmitted as a PC 5.x order with the new server.

Revision Notes:

January 9, 2013 Revision: This revision communicates that the end of sale and support dates for Proactive Contact 4.2 have been extended in accordance to the extension of support agreements Avaya has negotiated with Oracle(for the 10.x database) and Red Hat (for the 4.x operating system).

November 16, 2012 Revision: This revision communicated the addition of the 700502122 (APC 4.2 SP2 BNDL) and 700472681 (APC QUAD E1 COAX ADAPTER ROHS 6/6) to the "Discontinued Order Codes and Migration Strategy" list below. They were inadvertently left off the list for the original notification.

Discontinued Order Codes and Migration Strategy

Discontinued Codes

Material Code	Description	Type
700478084	S8800 2U SERVER AVAYA PROACTIVE CONTACT*	Hardware
700450216	APC 4.0 SRK	Hardware
700450240	APC IM 4.0 SRK	Hardware
700453319	APC 4.0 SP1 CLIENT	Hardware
700453327	APC 4.0 SP1 SRVR	Hardware
700459035	APC 4.0 DEMO	Hardware
700464381	APC 4.1 SRK	Hardware
700464449	APC IM 4.1 SRK	Hardware
700476112	APC R4.2 AGT/SRVR SFTW MEDIA	Hardware
700476120	APC R4.2 SUPV SFTW MEDIA	Hardware
700477680	APC 4.1 SP1 BNDL	Hardware
700478969	APC 4.1 SP2 BNDL	Hardware
700502122	APC 4.2 SP2 BNDL	Hardware
700472681	APC QUAD E1 COAX ADAPTER ROHS 6/6	Hardware

207857	APC R4 PREVIEW CTI RFA ENABLE SMC	Software
207858	APC R4 PRED CTI RFA ENABLE SMC	Software
207859	APC R4 PREVIEW RFA ENABLE SMC	Software
207860	APC R4 PREDICTIVE RFA ENABLE SMC	Software
227908	APC R4 PREV CTI PER AGT UPG LIC	Software
227909	APC R4 PRED CTI PER AGT UPG LIC	Software
227913	APC R4 PREVCTI PER SUPV UPG LIC	Software
227914	APC R4 PREDCTI PER SUPV UPG LIC	Software
229367	APC R4 PRED PER AGT UPG LIC	Software
229368	APC R4 PRED PER SUPV UPG LIC	Software
227906	APC R4 PREV CTI PER AGT LIC	Additions
227907	APC R4 PRED CTI PER AGT LIC	Additions
227910	APC R4 PREVCTI TO PREDCTI PERAGT LIC	Additions
227911	APC R4 PREV CTI PER SUPV LIC	Additions
227912	APC R4 PRED CTI PER SUPV LIC	Additions
227915	APC R4 PREV TO PRED CTI PER SUPV LIC	Additions
227916	APC R4 PRED PER AGT LIC	Additions
227919	APC R4 PREVCTI TO PRED PER AGT LIC	Additions
227920	APC R4 PREDCTI TO PRED PER AGT LIC	Additions
227921	APC R4 PRED PER SUPV LIC	Additions
227924	APC R4 PREVCTI TO PRED PER SUPV LIC	Additions
227925	APC R4 PREDCTI TO PRED PER SUPV LIC	Additions

System Expansion post-End of Sale
Avaya will allow adding supervisor and agent licenses to existing Avaya Proactive Contact 4.2 systems through June 3, 2015, the last day of manufacturing support.

Migration Strategy
Avaya offers Avaya Proactive Contact 5.1 as the migration path from prior releases of Avaya Proactive Contact and Avaya Predictive Dialer Systems (PDS). Upgrading your system to Avaya PC 5.1 will provide you with the latest features and functionality – including new and enhanced Supervisor features and security.

Schedule

End of Sale Date - last day to order **Hardware** listed above and PC 4.2 **Software** (Effective March 28, 2011, new English orders and effective June 28, 2011 new localized orders will automatically ship PC 5.0)	01-Aug-2011
End of Manufacturer Support for **Hardware** listed above	04-Aug-2016
End of Manufacturer Support for PC 4.2 **Software** (End of Patches/Service Packs for PC 4.2: An upgrade to PC 5.x or later is required to receive software updates after this date)	03-Jun-2015
Last day to purchase PC 4.2 **Additions** listed above	03-Jun-2015
Last day to purchase a new Avaya services contract*	03-Jun-2015
Targeted End of Services Support for **Hardware** listed above**	07-Aug-2019
Targeted End of Services Support for PC 4.2 Software** (Per Avaya Product Lifecycle Policy, targeted for 5 years after projected End of Manufacturing Support for PC 4.2)	07-Aug-2019

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