End of Sale Notice

Notification Date: November 27, 2013
Update Date: **Feb 28, 2014**

Effective Date: **January 7, 2013**

Subject: **Communication Manager 5.2.1**

Mid-size Business Template 5.2.1

SIP Enablement Services 5.2.1

Integrated Management 5.2.1

Call Center Elite 5.2.1

Branch Gateway 5.2.1*

Application Enablement Services 5.2.4 and earlier

Theatre/Region: **Global**

Revisions

Version	Description
July 15, 2011	Original Publication
October 31,2011	Clarification of Integrated Management material codes
February 9, 2012	No changes, posting refresh
March 1, 2012	Extension of Effective EOS Date, Update to Avaya Aura launch date
October 31,2012	Selected product extension of EOS date, and clarification of product codes
December 17, 2012	Title effective date correction
May 30, 2013	Branch Gateway 5.2.1's End of Manufacturer support date provided for clarification.
November 20, 2013	Adjusted the end of maintenance support date
February 28, 2014	Aligned the EoMS support date to 3rd party technology support dates
April 23rd, 2014	Corrected AES 5.2.4 dates to align with CM 5.2.1 dates
November 4th , 2025	End of Support Sales (EoSS) date published

Summary

Avaya is announcing the End of Sale (EoS) of several Avaya Aura® solutions at the 5.x level.

These solutions have been superseded by new releases, including Avaya Aura 6.0 and Avaya
Aura 6.1, with Avaya Aura 6.2 Feature Pack 2 as the planned Extended Manufacturing Software Support (EMSS) available in May 2013. These releases continue to support Avaya's worldwide market share leadership[1] in Unified Communications and Call Center solutions and customers are encouraged to upgrade their systems to ensure they have access to the latest features and capabilities that Avaya Aura can provide.

Effective **January 7, 2013,** Avaya will no longer sell (make commercially available) licenses and hardware for Mid-Size Template (MBT) 5.2.1, SIP Enablement Services (SES) 5.2.1, and Application Enablement Services (AES) 5.2.4. This includes all quotations or orders for new systems or upgrades* of all specified and previous 5.x product releases. In conjunction with this End-of-Sale announcement, and also effective **January 7, 2013,** Mid-Size Template 5.2.1, SIP

> For Branch Gateway 5.2.1, this notice is used only to clarify the End of Manufacturer support date of the branch gateway firmware.

[1] Dell'Oro Group, Enterprise Telephony Report, 1Q11, May, 2011

Enablement Services 5.2.1, and Application Enablement Services 5.2.4 and earlier applications will no longer be included in Avaya Solution Designer (ASD). Software media may continue to be orderable for maintenance purposes until inventory is exhausted. There will be no new notification of software media inventory state.

New as per this announcement and effective **June 3, 2013** Avaya will no longer sell (make commercially available) licenses and hardware for Communication Manager (CM) 5.2.1, Call Center (CC) 5.2.1 and the suite of Integrated Management 5.2.1 applications. This includes all quotations or orders for new systems or upgrades* of all specified and previous 5.x product releases. In conjunction with this End-of-Sale announcement, and also effective **June 3, 2013,**

Communication Manager 5.2.1, Mid-Size Template 5.2.1, Call Center 5.2.1, and Integrated Management 5.2.1 applications will no longer be included in Avaya Solution Designer (ASD). Software media may continue to be orderable for maintenance purposes until inventory is exhausted. There will be no new notification of software media inventory state.

Avaya will continue to allow orders for additions (expansions) of seat and agent licenses to existing systems of CM 5.2.1, MBT 5.2.1, CC 5.2.1, SES 5.2.1 and AES 5.2.4. The End of Sale date for additional licenses for AES 5.2.4 is January 7th 2014. The End of Sale date for additional seat / agent licenses of the other products, CM 5.2.1, MBT 5.2.1, CC 5.2.1, and SES 5.2.1, has not yet been determined and will be announced at a later date.

*Note: Upgrades to CM 6.X, may require the use of a two step upgrade process where a pre-R4 CM / CC will temporarily upgrade to CM 5.2.1 before moving to a 6.X release. Certain product codes will be made available for these upgrades. Please refer to whitepaper "A Technical Guide to Upgrading to Communication Manager 6.X" available at:
http://portal.avaya.com/ptlWeb/products/P0001/WhitePapers

or refer to the most current release of the Avaya Aura 6.x Solution Offer document at
https://enterpriseportal.avaya.com/ptlWeb/gs/products/P0001/JobAidsTools

© 2012 Avaya Inc. All Rights Reserved. All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

Discontinued Order Codes and Migration Strategy

Discontinued Codes

Material Code	Description
	COMMUNICATION MANAGER
207920	AVAYA AURATM R5 S87XX SFTW LIC
207921	AVAYA AURATM R5 S8500 SFTW LIC
207650	AVAYA AURATM R5 S8300 W/G450 SW LIC
226035	AVAYA AURATM R5 S8300 W/G430 SW LIC
207941	AVAYA AURATM R5 S8400 UPG SW LIC
225194	AVAYA AURATM STD ED R5 1-100 NEWLIC
225195	AVAYA AURATM STDED R5 101-1000NEWLIC
225196	AVAYA AURATM STD ED R5 1001+ NEW LIC
225197	AVAYA AURATM ENT ED R5 1-100 NEW LIC
225198	AVAYA AURATM ENTED R5 101-1000NEWLIC
225199	AVAYA AURATM ENT ED R5 1001+ NEW LIC
208009	AVAYA AURATM R5 STD ED 50 USER BNDL
208010	AVAYA AURATM R5 STD ED 100 USER BNDL

© 2012 Avaya Inc. All Rights Reserved. All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

208011	AVAYA AURATM R5 STD ED 150 USER BNDL
208012	AVAYA AURATM R5 STD ED 200 USER BNDL
208013	AVAYA AURATM R5 ENT ED 50 USER BNDL
208014	AVAYA AURATM R5 ENT ED 100 USER BNDL
208015	AVAYA AURATM R5 ENT ED 150 USER BNDL
208016	AVAYA AURATM R5 ENT ED 200 USER BNDL
208094	AVAYA AURATM R5 ENT ED EI TRIAL LIC
208093	CM5 BP DEMO ONLY SFTW LIC
217543	CM5 AVAYA INTERNAL ONLY SFTW LIC
229594	AVAYA AURATM R5 STD ED UPG LIC
229595	AVAYA AURATM R5 ENT ED UPG LIC
229598	AVAYA AURATM R5 STD ED MOVE LIC
229599	AVAYA AURATM R5 ENT ED MOVE LIC
245459	AVAYA AURATM R5 ANALOG MOVE LIC
	Previously Removed May 2010
225200	AURA STD ED R5 1-100 SNGL UPG LIC
225201	AURA STD ED R5 101-1000 SNGL UPG LIC
225202	AURA STD ED R5 1001+ SNGL UPG LIC
225203	AURA STD ED R5 1-100 MULTI UPG LIC
225204	AURA STD ED R5 101-1000MULTI UPG LIC
225205	AURA STD ED R5 1001+ MULTI UPG LIC
225206	AURA ENT ED R5 1-100 SNGL UPG LIC
225207	AURA ENT ED R5 101-1000 SNGL UPG LIC
225208	AURA ENT ED R5 1001+ SNGL UPG LIC
225209	AURA ENT ED R5 1-100 MULTI UPG LIC
225210	AURA ENT ED R5 101-1000MULTI UPG LIC
225211	AURA ENT ED R5 1001+ MULTI UPG LIC
217960	AVAYA AURATM R5 ANALOG UPG LIC
	Required for Upgrades to R6 but EOS *1
207925	AVAYA AURATM R5 G700 LSP UPG LIC
207929	AVAYA AURATM R5 G350 LSP UPG LIC
207933	AVAYA AURATM R5 G250 LSP UPG LIC
207942	AVAYA AURATM R9- TO R5 S87XX MIG LIC
207943	AVAYA AURATM R10+TO R5 S87XX MIG LIC
207944	AVAYA AURATM R5 S87XX UPG SW LIC
207945	AVAYA AURATM R9- TO R5 S8500 MIG LIC
207946	AVAYA AURATM R10+TO R5 S8500 MIG LIC
207947	AVAYA AURATM R5 S8500 UPG SW LIC
207948	AVAYA AURATM R5 S8300 W/G700 UPG LIC
207949	AVAYA AURATM R5 S8300 W/G350 UPG LIC
207950	AVAYA AURATM R5 S8300 W/G250 UPG LIC
208025	AVAYA AURATM R5 S8500 LSP UPG LIC
207953	AVAYA AURATM R5 S8500 ESS UPG LIC
207954	AVAYA AURATM R5 S87XX ESS UPG LIC

© 2012 Avaya Inc. All Rights Reserved. All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

245462	AVAYA AURATM R5 SE 1-100 LIC UPPCM
225230	AVAYA AURATM R5 SE 101-1000LIC UPPCM
245463	AVAYA AURATM R5 SE 1001+ LIC UPPCM
245464	AVAYA AURATM R5 EE 1-100 LIC UPPCM
225231	AVAYA AURATM R5 EE 101-1000LIC UPPCM

245465	AVAYA AURATM R5 EE 1001+ LIC UPPCM
700476344	CM5.2.1 LINUX UNITY SFTW CD NEW SYS
700476351	CM5.2.1 LINUX UNITY SFTW CD UPG
	SIP ENABLEMENT SERVICES
181406	SIP ENABLEMENT SERVICES EDGE LIC
181304	SIP ENABLEMENT SERVICES HOME LIC
181305	SIP ENABLEMENT SERVICES COMBO LIC
208220	SES S8300 HOME LIC
208221	SES S8300 COMBO LIC
198816	SES S85XX DUPLICATION HARDWARE
263763	DL360G7 SRVR 2CPU MID3 SES
700410566	TWO 1GB DIMMS S8500C
	MIDSIZE BUSINESS TEMPLATE
226431	AURA MEDIA SERVICES 5.2 SFTW LIC
229017	AURA MBT SE R5 1-100 UPG W/CC LIC
229018	AURA MBT SE R5 101-1000 UPGW/CC LIC
229019	AURA MBT SE R5 1001+ UPG W/CC LIC
229020	AURA MBT SE R5 1-100 UPG W/O CC LIC
229021	AURA MBT SE R5 101-1000UPG W/OCCLIC
229022	AURA MBT SE R5 1001+ UPG W/O CC LIC
229023	AURA MBT EE R5 1-100 UPG W/CC LIC
229024	AURA MBT EE R5 101-1000 UPGW/CC LIC
229025	AURA MBT EE R5 1001+ UPG W/CC LIC
229026	AURA MBT EE R5 1-100 UPG W/O CC LIC
229027	AURA MBT EE R5 101-1000UPG W/OCCLIC
229028	AURA MBT EE R5 1001+ UPG W/O CC LIC
229029	AURA MBT SE R5 1-100 MIG W/CC LIC
229030	AURA MBT SE R5 101-1000 MIGW/CC LIC
229031	AURA MBT SE R5 1001+ MIG W/CC LIC
229032	AURA MBT SE R5 1-100 MIG W/O CC LIC
229033	AURA MBT SE R5 101-1000MIG W/OCCLIC
229034	AURA MBT SE R5 1001+ MIG W/O CC LIC
229035	AURA MBT EE R5 1-100 MIG W/CC LIC
229036	AURA MBT EE R5 101-1000 MIGW/CC LIC
229037	AURA MBT EE R5 1001+ MIG W/CC LIC
229038	AURA MBT EE R5 1-100 MIG W/O CC LIC
229039	AURA MBT EE R5 101-1000MIG W/OCCLIC
229040	AURA MBT EE R5 1001+ MIG W/O CC LIC
229623	AVAYA AURATM MBT R5 SE UPG W/CC LIC
229624	AVAYA AURATM MBT R5 SE UPG W/OCC LIC

© 2012 Avaya Inc. All Rights Reserved. All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

229625	AVAYA AURATM MBT R5 EE UPG W/CC LIC
229626	AVAYA AURATM MBT R5 EE UPG W/OCC LIC
263918	AVAYA AURATM R5.2.1 MBT SEWOCC ASIPP
263919	AVAYA AURATM R5.2.1 MBT SE WCC ASIPP
264140	AVAYA AURATM R5.2.1 MBT EEWOCC ASIPP
264141	AVAYA AURATM R5.2.1 MBT EE WCC ASIPP
264144	AVAYA AURATM R5.2.1 MBTSEWOCASIPPSRS
264145	AVAYA AURATM R5.2.1 MBTSEWCASIPPSRS
264146	AVAYA AURATM R5.2.1 MBTEEWOCASIPPSRS
264147	AVAYA AURATM R5.2.1 MBT EEWCASIPPSRS

	APPLICATION ENABLEMENT SERVICES
227570	AES 5.X BSC TSAPI UPG
227577	AES 5.X BSC TSAPI ENTITLE
227579	AES 5.X CVLAN UPG
227580	AES 5.X CVLAN ENTITLE
227583	AES 5.X DLG UPG
227584	AES 5.X DLG ENTITLE
227594	AES 5.X ADV TSAPI RTU ENTITLE SML
227595	AES 5.X ADV TSAPI RTU ENTITLE MEDIUM
227596	AES 5.X ADV TSAPI RTU ENTITLE LG
227600	AES ADV TSAPI UPG TO 5.X SML
227601	AES ADV TSAPI UPG TO 5.X MEDIUM
227602	AES ADV TSAPI UPG TO 5.X LG
227614	AES 5.X UNFD DSKTP ENTITLE
227616	AES 5.X DMCC FULL ENTITLE
227617	AES 5.X DMCC BASIC ENTITLE
227618	AES 5.X DMCC PARTNER ENTITLE
229050	AES 5.X PROPRIETARY TSAPI UPG
229051	AES 5.X PARTNER APP TSAPI UPG
229052	AES 5.X DMCC LIC UPG
229053	AES 5.x DMCC FULL LIC UPG
229054	AES 5.X PARTNER LIC UPG
229055	AES 5.X UNFD DSKTP UPG
227622	VP 4.X PER PORT CONN LIC UPG CM 5.X
229360	AES 5.X PLDS ENABLE FOR APPL LIC
227622	CUST SFTW RTU RUSSIA SORM CV AES 5.X
230780	AES 5.2 BSC TSAPI FOR BNDL
258341	AES R5.X TSAPI UPLIFT FOR CM6
700501084	R610 SRVR 1CPU MID1
700501468	AES 5.2.3 HDWR BNDL MEDIA DVD
700501469	AES 5.2.3 SFTW ONLY MEDIA CD
700501470	AES 5.2.3 TSAPI SDK CD
700501471	AES 5.2.3 AURA BNDL MEDIA DVD
	INTEGRATED MANAGEMENT

© 2012 Avaya Inc. All Rights Reserved. All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

186748	DIRECTORY ENBLD MGMT SFTW W/2 DEVICE LIC
186749	DIRECTORY ENBLD MGMT ADDL DEVICE LIC
186750	DIRCTRY ENBLD MGMT ENTPRS W/25 DVLIC
186751	DIRCTRY ENBLD MGMT UPG TO ENTPRS LIC
212338	IM R5 NETWORK MGMT ENT FOR ENT ED
223580	IM NMC V5.0 CM UPG LIC
225310	IM R5 SITE ADMIN - ASA/VAM
225311	IM R5 SITE ADMIN UPGRADE - ASA/VAM
225312	IM R5 NETWORK MGMT - NM
225313	IM R5 NETWORK MGMT UPGRADE - NM
225314	IM R5 PERF-ADMIN 1-50 VOICE SYSTEMS
225315	IM R5 PERF-ADMIN 1-50 VOICE SYS UPG
227740	SYSTEM MANAGER R5.2
	Required for Upgrades to R6 but EOS *1

© 2012 Avaya Inc. All Rights Reserved. All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

212337	IM ASA VAM CLIENT CM LIC ADMIN TOOLS
	CALL CENTER
226860	CC R5 NEW ELITE PER AGT 1-100 AGTS
227960	CC R5 NEW ELITE PER AGT 101-250 AGTS
227961	CC R5 NEW ELITE PER AGT 251+ AGTS
229558	CC R5 ELITE UPG PER AGT
229555	AURA MBT CC R5 ELITE UPG
245881	CC R5 MG DLX TO ELITE PER AGT
227978	CC PRE-R5.0 BA UPG FOR MAINT
227979	CC PRE-R5.0 AS UPG FOR MAINT
229750	CC R5 INTRO UPG PER AGT
229561	CC R5 ELITE UPG MOVE PER AGT

*1 Upgrades to CM 6.X / CC 6.X, may require the use of a two step upgrade process where a pre-R4 CM will temporarily upgrade to CM 5.2.1 before moving to a 6.X release. Certain product codes will be made available for these upgrades. Please refer to whitepaper “A Technical Guide to Upgrading to Communication Manager 6.X” available at: http://portal.avaya.com/ptlWeb/products/P0001/WhitePapers

Expansion of 5.x Solutions Post End of Sale

Please note that although Communication Manager 5.2.1, Mid-Size Template 5.2.1, Call Center 5.2.1, SIP Enablement Services 5.2.1 and Application Enablement Services 5.2.4 are being discontinued, customers will still be able to purchase additional Right to Use (RTU or user) licenses through the Manufacturer Support period and until further notice. Avaya will provide a
separate End of Sale notification for termination of this offer or specified in the summary schedule that follows.
The following codes will still be available for sale to allow for system expansion for existing systems. Please note that expansion is available for user licenses only.
The following material codes will be available for purchase for system expansion and not for new or upgrade system purchases. Pricing changes will be advertised with Avaya marketing announcements.

Expansion Codes

Material Code	Description
	COMMUNICATION MANAGER
225212	AURA STD ED R5 1-100 ADD LIC
225213	AURA STD ED R5 101-1000 ADD LIC
225214	AURA STD ED R5 1001+ ADD LIC
225215	AURA ENT ED R5 1-100 ADD LIC
225216	AURA ENT ED R5 101-1000 ADD LIC
225217	AURA ENT ED R5 1001+ ADD LIC
245446	AVAYA AURATM R5 SE 1-100 TRNSFR LIC
225232	AVAYA AURATM R5 SE 101-1000 TRNS LIC
245447	AVAYA AURATM R5 SE 1001+ TRNSFR LIC
245448	AVAYA AURATM R5 EE 1-100 TRNSFR LIC

© 2012 Avaya Inc. All Rights Reserved. All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

225233	AVAYA AURATM R5 EE 101-1000 TRNS LIC
245449	AVAYA AURATM R5 EE 1001+ TRNSFR LIC
225235	AURA STD ED ANLG TO UNIV 1-100SW LIC
225236	AURA STD ED ANLG UNIV 101-1000SW LIC

20

© 2012 Avaya Inc. All Rights Reserved. All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

225237	AURA STD ED ANLG TO UNIV 1001+SW LIC
225234	AVAYA AURATM R5 ANALOG NEW LIC
	MIDSIZE BUSINESS TEMPLATE
226432	AURA SYS PLTFRM R5.2 HIGH AVAIL OPT
229005	AURA MBT SE R5 1-100 NEW W/CC LIC
229006	AURA MBT SE R5 101-1000 NEW W/CC LIC
229007	AURA MBT SE R5 1001+ NEW W/CC LIC
229008	AURA MBT SE R5 1-100 NEW W/O CC LIC
229009	AURA MBT SE R5 101-1000NEW W/O CC LIC
229010	AURA MBT SE R5 1001+ NEW W/O CC LIC
229011	AURA MBT EE R5 1-100 NEW W/CC LIC
229012	AURA MBT EE R5 101-1000 NEWW/CC LIC
229013	AURA MBT EE R5 1001+ NEW W/CC LIC
229014	AURA MBT EE R5 1-100 NEW W/O CC LIC
229015	AURA MBT EE R5 101-1000NEW W/OCCLIC
229016	AURA MBT EE R5 1001+ NEW W/O CC LIC
226818	AURA MBT ANALOG NEW LIC
229041	AURA MBT ANA-SE 1-100 UPLIFT LIC
229042	AURA MBT ANA-SE 101-1000 UPLIFT LIC
229043	AURA MBT ANA-SE 1001+ UPLIFT LIC
229044	AURA MBT ANA-EE 1-100 UPLIFT LIC
229045	AURA MBT ANA-EE 101-1000 UPLIFT LIC
229046	AURA MBT ANA-EE 1001+ UPLIFT LIC
229370	AVAYA AURATM MBT R5 SEW/OCCTOEEWO CC
229371	AVAYA AURATM MBT R5 SE W/CCTO EEW/CC
229372	AVAYA AURATM MBT R5 SEW/OCCTO SEW/CC
229373	AVAYA AURATM MBT R5 EEW/OCCTO EEW/CC
229374	AVAYA AURATM MBT R5 SE W/OCCTOEEW/CC
226881	AVAYA AURATM MBTR5EE101-1000UPLFTLIC
	SIP ENABLEMENT SERVICES
181416	SIP ENABLEMENT SERVICES USER RTU
	COMMUNICATION MANAGER MESSAGING
226665	Communication Manager Messaging R5.2 New/Add LIC 501+
	CALL CENTER
226862	CC R5 ADD ELITE PER AGT 1-100 AGTS
227983	CC R5 ADD ELITE PER AGT 101-250 AGTS
227984	CC R5 ADD ELITE PER AGT 251+ AGTS
229079	CC R5 ADD ELITE 1-100 PLD
229080	CC R5 ADD ELITE 101-250 PLD
229081	CC R5 ADD ELITE 251+ PLD
	APPLICATION ENABLEMENT SERVICES

© 2012 Avaya Inc. All Rights Reserved. All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

227571	AES 5.X BSC TSAPI RTU
227572	AES 5.X PROPRIETARY TSAPI
227573	AES 5.X PARTNER APPL TSAPI
227574	AES 5.X BSC TSAPI HA
227575	AES 5.X PAR BSC TSAPI HA

© 2012 Avaya Inc. All Rights Reserved. All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

227576	AES 5.X PROP BSC TSAPI HA
227593	AES 5.X ADV TSAPI RTU SML
227592	AES 5.X ADV TSAPI RTU MEDIUM
227591	AES 5.X ADV TSAPI RTU LG
227597	AES 5.X ADV TSAPI RTU SML HA
227598	AES 5.X ADV TSAPI RTU MEDIUM HA
227599	AES 5.X ADV TSAPI RTU LG HA
227603	AES 5.X PROPRIETARY BNDL SML
227604	AES 5.X PROPRIETARY BNDL MEDIUM
227605	AES 5.X PROPRIETARY BNDL LG
227578	AES 5.X CVLAN RTU
227581	AES 5.X CVLAN RTU HA
227621	AES CVLAN FOR AVAYA IC
227582	AES 5.X DLG RTU
227585	AES 5.X DLG RTU HA
227606	AES 5.X DMCC FULL LIC
227608	AES 5.X DMCC BASIC LIC
227611	AES 5.X DMCC PARTNER LIC
227587	AES 5.X DMCC FULL HA
227588	AES 5.X DMCC BASIC HA
227589	AES 5.X DMCC PARTNER HA
227613	AES 5.X UNFD DSKTP
227615	AES 5.X UNFD DSKTP HA

Migration Strategy

Avaya now offers the following alternative solution(s). Avaya Aura 6.X is now available to provide
Unified Communication solutions. Please review the respective product pages at

Avaya representatives or Avaya Business Partners may refer to the latest Avaya Aura Release
6.X Solution Definition document located at
https://enterpriseportal.avaya.com/ptlWeb/gs/products/P0001/JobAidsTools

For product and solutions details with upgrade descriptions.
Additionally, refer to whitepaper “A Technical Guide to Upgrading to Communication Manager 6.X” available at: http://portal.avaya.com/ptlWeb/products/P0001/WhitePapers

For Call Center, go to
http://portal.avaya.com/ptlWeb/products/P0009/JobAidsTools/100089155

Additionally, for AES 5.2.x End of Sale, End of Support and End of Manufacturing Support notices, go to http://support.avaya.com

© 2012 Avaya Inc. All Rights Reserved. All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

Schedule

Mid-Size Template (MBT) 5.2.1 and SIP Enablement Services (SES) 5.2.1.

End of Sale Date (last day to order new systems)	**7-January-2013**
End of Manufacturer Support for SOFTWARE *	**7-January-2014**
End of Manufacturer Support for HARDWARE *	**7-January-2016**
Last day to purchase system expansions	See Expansion of 5.x solutions, Post-End of Sale in this bulletin
Last day to purchase a new Avaya services contract *	**7-January-2014**
End of Support Sales (EoSS) *	**1-Dec-2025**

Per Avaya Product Lifecycle Policy

Communication Manager (CM) 5.2.1, Call Center (CC) 5.2.1, Branch Gateway 5.2.1

End of Sale Date (last day to order new systems)	**3-June-2013**
End of Manufacturer Support for SOFTWARE *	**August 31st 2014**
End of Manufacturer Support for HARDWARE *	Refer to specific hardware lifecycle bulletins
Last day to purchase system expansions	See Expansion of 5.x solutions, Post-End of Sale in this bulletin
Last day to purchase a new Avaya services contract *	**3-June-2014**
End of Support Sales (EoSS) *	**1-Dec-2025**

Application Enablement Services (AES) 5.2.4

End of Sale Date (last day to order new systems)	**3-June-2013**
End of Manufacturer Support for SOFTWARE *	**August 31st 2014**
End of Manufacturer Support for HARDWARE *	Refer to specific hardware lifecycle bulletins
Last day to purchase system expansions	See Expansion of 5.x solutions, Post-End of Sale in this bulletin
Last day to purchase a new Avaya services contract *	**3-June-2014**
End of Support Sales (EoSS) *	**1-Dec-2025**

Integrated Management 5.2.1

End of Sale Date (last day to order new systems)	**3-June-2013**
End of Manufacturer Support for SOFTWARE *	**3-June-2014**
End of Manufacturer Support for HARDWARE *	n/a
Last day to purchase system expansions	n/a
Last day to purchase a new Avaya services contract *	**3-June-2014**
End of Support Sales (EoSS) *	**1-Dec-2025**

Per Avaya Product Lifecycle Policy

© 2012 Avaya Inc. All Rights Reserved. All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

.

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

NOTE: Server Clarification for AES Designs in ASD

The following applies to AES 5.2.x designs only in ASD. As previously communicated, ASD has been providing a new server for AES configurations since 6 February, 2012 (Material Code: 700502596 - R610 SRVR AES). This new server is only valid for AES 6.1 **and 6.2** designs and **NOT AES 5.x** designs. To ensure correct hardware and software compatibility for AES 5.x/5.2.x new and upgrade designs, users must replace AES server material code 700502596 - R610 SRVR AES with server material code 700501084-R610 SRVR 1CPU MID1. If customers wish to upgrade to AES 6.1 in the future, server material Code 700501084-R610 SRVR 1CPU MID1 is supported for the 6.1 release. For complete details and contact information, please link to:

http://portal.avaya.com/ptlWeb/news/C201222485030306072

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

© 2012 Avaya Inc. All Rights Reserved. All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.