



End of Sale Notice

Notification Date: September 6, 2011

Revision Date: October 24, 2011*

Effective Date: December 5, 2011

Subject: End of Sale of Call Management System R16.2

Region: ALL

Summary

***Revision dated 24-October-2011:** Updated effective date for End of Sale.

Given our plans to launch **CMS R16.3** on **November 27, 2011**, order codes for CMS R16.2 will reach End of Sale on **December 5, 2011**. Capacity expansions to existing R16.x systems (such as additional CMS Supervisor licenses, additional agents, and features) will still be supported. In addition, current maintenance customers on CMS R16, R16.1 or R16.2 are entitled to an upgrade to CMS R16.3 via the Avaya PCN process.

Effective **December 5, 2011**, Avaya will no longer support new or upgrade to R16.2 design orders for CMS R16.2. Existing quotes as of **December 2, 2011** can be converted into orders for a period of **60 days** after end of sale (until **February 3, 2012**)

Customers wishing to purchase new CMS systems beyond **December 5, 2011** are encouraged to buy CMS R16.3 which is targeted for general availability on **November 28, 2011**.

Discontinued Order Codes and Migration Strategy

Discontinued Codes

SMC	DESCRIPTION
CMS SUPERVISOR LICENSE AND MEDIA	
700501020	CMS R16.2 SFTW SUPV CD
700501449	CMS R16.2 SFTW SUPV CD R2
700501847	CMS R16.2 SFTW SUPV CD R3
NETWORK REPORTING CLIENT SOFTWARE	
700501021	CMS R16.2 NETWORK REPORTING CD
700501450	CMS R16.2 NETWORK REPORTING CD R2
LAB LICENSES	



SMC	DESCRIPTION
700501023	CMS R16.2 SFTW PKG LAB
700501454	CMS R16.2 SFTW PKG LAB R2
700501890	CMS R16.2 SFTW PKG LAB R3
LIMITED TIME - Piece Part ONLY	
700501037	CMS DAT72 TAPE DRIVE BNDL
	SYSTEM SOFTWARE
700501022	CMS R16.2 SFTW PKG
700501024	CMS R16.2 CUE SFTW MEDIA
700501451	CMS R16.2 SFTW PKG R2
700501455	CMS R16.2 CUE SFTW MEDIA R2
700501846	CMS R16.2 SFTW PKG R3
700501845	CMS R16.2 CUE SFTW MEDIA R3
CMS HARDWARE PLATFORM	
264940	CMS R16.2 HDWR PLTFRM T5120 8-CORE
SOFTWARE UPGRADE KITS (CUE)	
263488	CMS R15 TO R16.2 HDWR UPG KIT T5120
263486	CMS R15 TO R16.2 HDWR UPG KIT T5220
263490	CMS R16.X TO R16.2 HDWR UPG KIT T5120
263489	CMS R16.X TO R16.2 HDWR UPG KIT T5220
ADDITIONAL HARDWARE	
195291	CMS SVCS KIT/ADDL HDWR NETRA/T5220
INTERNATIONAL MAINTENANCE	
264913	ENH WARR INTL CMS T5120 8CORE R16.2
264914	CMS T5120 8CORE 16.2 INTL ENHWARRTRKCODE



Migration Strategy

Avaya now offers the following alternative solution(s).

SMC	DESCRIPTION
	CMS SUPERVISOR LICENSE AND MEDIA
700501727	CMS R16.3 SFTW SUPV CD
	NETWORK REPORTING CLIENT SOFTWARE
700501726	CMS R16.3 NETWORK REPORTING CD
	LAB LICENSES
700501724	CMS R16.3 SFTW PKG LAB
	SYSTEM SOFTWARE
700501725	CMS R16.3 SFTW PKG
700501723	CMS R16.3 CUE SFTW MEDIA
	CMS HARDWARE PLATFORM
267855	CMS R16.3 HDWR PLTFRM X4270
267854	CMS R16.3 HDWR PLTFRM T5120 8-CORE
	SOFTWARE UPGRADE KITS (CUE)
267851	CMS R15 TO R16.3 HDWR UPG KIT T5120
267850	CMS R15 TO R16.3 HDWR UPG KIT T5220
267853	CMS R16.X TO R16.3 HDWR UPG KIT T5120
267852	CMS R16.X TO R16.3 HDWR UPG KIT T5220
	ADDITIONAL HARDWARE
267856	CMS SVCS KIT/ADDL HDWR
700502134	CMS LT04 SAS TAPE DRIVE FOR X4270
	INTERNATIONAL MAINTENANCE
267860	ENH WARR INTL CMS X4270 16.3
267861	CMS X4270 16.3 INTL ENH WARR TRACK CODE
267865	ENH WARR INTL CMS T5120 8 CORE R16.3
267864	CMS T5120 8CORE 16.3 INTL ENHWARRTRKCODE



Schedule

End of Sale Date (last day to order new systems)	2-DEC-2011
End of Manufacturer Support for SOFTWARE *	28-NOV-2012
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 *	28-NOV-2012
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