



## Product Support Notice

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PSN # PSN003499u **Avaya Proprietary – Use pursuant to the terms of your signed agreement or company policy.**  
Original publication date: 07-Nov-11. This is Issue #21, published date: Severity/risk level Medium Urgency Optional 29-Apr-19.  
Update publication date: July 15, 2021- This is Issue #22  
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.

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

- CS 1000 R7.6 is now End of Manufacturer Support for Software as per [End of Sale Notice](#) on Avaya Support Portal.**
  - That does mean that there is **no more Tier IV / design support available for CS 1000 R7.6 software and no new bug fix**, as per [Avaya Product Lifecycle Policy](#) document.
- R7.6 Service Pack 10 was delivered on 28<sup>th</sup> October 2018. It is expected that one final Service Pack 11 will be delivered in September 2019 time (dates subject to change); however, no further Tier IV / design support will be available post April 9th 2019. That final SP11 will bundle those software updates delivered between R7.6 SP10 (October 2018) and End of Manufacturer Support in April 2019.

The Avaya Client Services (ACS) team owns all lifecycle status after End of Manufacturer Support (EoMS). Please reference [Avaya Lifecycle Summary Matrix](#) document on the Avaya Support Portal for lifecycle status information on CS 1000 – this includes hardware (Commercial Off The Shelf (COTS) Servers and Processor/Gateway Controllers) as well as software.

Customers may consider it to be the right time to enjoy the advanced benefits of the Avaya Aura® Platform, Avaya IP Office or Avaya Cloud Solutions. Communications modernization can offer several options for the CS 1000 whether integrating Avaya Aura with an existing installation to expand the business feature set, adding virtualized applications to reduce CAPEX or moving to Avaya Cloud based solutions as alternatives for future expansion. Note that Avaya Aura® 8.0 now supports migration of CS 1000 UNISim IP sets via the Avaya Device Adapter.

Avaya Software Investment Protection Policy (ASIPP) provides customers with cost effective migration paths to Avaya's supported solutions including core communications, applications, such as voice mail, and contact center solutions. Please see the link below for further details on the ASIPP policy.

<https://sales.avaya.com/en/general/avaya-software-investment-protection-policy>

Avaya has also developed a comprehensive Sales program entitled Loyalty2gether addressing each of the modernization paths to Avaya Cloud Solutions, Avaya IP Office and Avaya Aura®. For more details on the Avaya program please contact your Avaya Sales or Authorized Avaya Partner Sales Team.

### 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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## Business Partner Notes

Additional information for Business Partners

n/a

## Avaya Notes

Additional information for Tier 3, Tier 4, and development

n/a

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