



End of Sale Notice

Notification Date: June 28, 2012
Effective Date: August 27, 2012
Subject: Communication Manager 4.0.2
Communication Manager Messaging 4.0.2
Call Center Elite 4.0.2
Theatre/Region: North America

Revisions

Version	Description
June 28, 2012	Original Publication

Summary

Avaya is announcing the End of Sale (EoS) of Avaya Aura[®] Communication Manager 4.0.2, inclusive of Communication Manager Messaging 4.0.2 and Call Center Elite 4.0.2. These products have been supported under extended timeframes exclusively for the US Department of Defense. These solutions have been superseded by a new release, Avaya Aura Communication Manager 6.0.1 which is now the standard release for US Department of Defense requirements. Communication Manager 6.0.1 continues to support Avaya's worldwide market share leadership¹ in Unified Communications 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 **August 27, 2012** Avaya will no longer allow new 4.0.2 version quotations of the software licenses for any Communication Manager,, Communication Manager Messaging – Federal Market and Call Center Elite 4.0.2 designs.

This will affect the following design types:

- Any new Communication Manager 4.0.2
- Any upgrade from any prior Communication Manager to Communication Manager 4.0.2
- Any upgrades from prior Communication Manager releases to Communication Manager 4.0.2 Using the Upgrade Protection Plan for Communication Manager (UPPCM) material codes.

Any existing contracts supported by Avayagov have some exceptions to the purchase of Avaya 4.x codes. These contracts will still be supported up to the exit date.

Upgrades to Communication Manager 6.0.1, do not require the use of the two step upgrade for Department of Defense system. Please contact your Avaya sales representative for more details.

¹ [Worldwide: Dell'Oro Group, Enterprise Telephony Report, 4Q11, March, 2012](#)



Discontinued Order Codes and Migration Strategy

Discontinued Codes

SAP Code	DESCRIPTION END OF SALE	DATE
700452550	CM4 JITC CD LINUX SERVERS NEW SYS S8700 SERVER CM Common Hardware	Aug 27, 2012
700462724	CM4.0.2 JITC LOAD 732 CD NEW SYS S8700 SERVER CM Common Hardware	Aug 27, 2012
700462732	CM4.0.2 JITC LOAD 732 CD UPG SYS S8700 SERVER CM Common Hardware	Aug 27, 2012
700479389	JITC LOAD 732.5 CD UPG SYS S8700 SERVER CM Common	Aug 27, 2012
216502	CM MESSAGING-FM APPLICATION LIC	Aug 27, 2012
226874	IA TO CMM-FM R4.0.2 MIGRATION LIC	Aug 27, 2012
700426398	MEDIA KIT R4	Aug 27, 2012
700453186	CM MESSAGING-FM SOFTWARE CD-ROM	Aug 27, 2012

The following order code will still be available for limited purchases. Please contact your Avaya Sales representative for more information.

SAP Code	DESCRIPTION	End of Sale DATE
700479371	CM4.0.2 JITC LOAD 732.5 CD NEW SYS S8700 SERVER CM Common Hardware	TBD

Expansion of 4.0.2 solutions, Post-End of Sale

Please note that although Communication Manager 4.0.2 is being discontinued, customers will still be able to purchase additional Right to Use (RTU or user) licenses as part of the current Avaya Aura 4.x Sales. Please read the latest CM4 End of Sale notices that provide the current active expansion codes available.

Migration Strategy

Avaya now offers the following alternative solution(s). Avaya Aura 6.0.1 is available for Dept of Defense systems to provide Unified Communication solutions. Please review the respective product pages at

<http://www.avaya.com/usa/product/avaya-aura#%20Avaya%20Aura%C2%AE%20Communication%20Manager>

For Call Center, go to

<http://portal.avaya.com/ptlWeb/products/P0009/JobAidsTools/100089155>

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>



Schedule

End of Sale Date (last day to order new systems)	27 August 2012
End of Manufacturer Support for SOFTWARE *	27 August 2013
End of Manufacturer Support for HARDWARE *	27 August 2015
Last day to purchase system expansions	TBD
Last day to purchase a new Avaya services contract *	27 August 2013
Targeted End of Services Support**	27 August 2018

** 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