

Services Support Notice:
5/1/2015

Product Name: Avaya Modular Messaging
1.0 and Avaya Modular Messaging 2.0

End of Services Support Notice

**Product(s) moving to End
of Maintenance Eligibility
Status:**

The following messaging products and associated support services materials are moving to End-of-Services-Support:

- Avaya Modular Messaging Releases 1.0
- Avaya Modular Messaging Releases 2.0

See below the complete list of Product and Maintenance codes impacted by this Notice.

**End of New Contract &
Renewals - Effective Date:**

8/1/2015*

**End Of Service Support -
Effective Date:**

8/1/2016*

**Steps To Be Taken As a
Result of this EOSS
Notification :**

Actions:

Customers receiving this notification are directed to consult their Account Representative or an Avaya Authorized Business Partner to discuss upgrade / migration opportunities to newer Avaya Aura® Messaging Platform.

* Avaya Services may revise the 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 on <https://support.avaya.com> for final information on product supportability.

Comments / Summary:

In September 2004, Avaya published the initial End of Sale Notification for Modular Messaging 1.0 and later issued the End-of-Manufacturer support Notification in June 2006. In April 2006, Avaya published the initial End of Sale Notification for the Avaya Modular Messaging 2.0 and later issued the End-of-Manufacturer support Notification in April 2009. Now, it's time to take it effective to End of Services Support effective August 1, 2016.

Current Contracts with dates beyond the End of Services Support of August 1, 2016 will need to upgrade at this time to newer products and recast to Support Advantage / Upgrade Advantage prior to the EOSS date as remaining contracts will be cancelled and if applicable credit provided.

Product Migration Path:

Avaya now offers the following solution(s) as upgrade paths for customers to choose from. These include Avaya Aura® Messaging with Audio Codes SIP Gateway, Communication Manager Messaging based on Communication Manager Solutions and Hospitality Messaging Server 400 (HMS 400 with Communication Manager R6 upgrade) for Intuity Lodging customers.

Avaya ProVision simplifies migration moving mailbox and message data from one system to the next, preserving end-user experience and minimizing commissioning effort.

**For More Information on
Product Status:**
[Lifecycle Summary Matrix](#)
**List of Codes Impacted by
this Notice:**

Material Code	Description
177970	S3400 Servers 92 Ports T1 Card (High Availability)
177971	S3400 Servers 115 Ports T1 Card (High Availability)
177972	S3400 Servers 138 Ports T1 Card (High Availability)
177973	S3400 Servers 144 Ports T1 Card (High Availability)
180736	S3400 SRVRS 20PT IP STD AVAL
180737	S3400 SRVRS 40PT IP STD AVAL
180738	S3400 SRVRS 60PT IP STD AVAL
180739	S3400 SRVRS 80PT IP STD AVAL
180740	S3400 Servers 20 Ports IP High (High Availability)
180741	S3400 Servers 40 Ports IP High (High Availability)
180742	S3400 Servers 60 Ports IP High (High Availability)
180743	S3400 Servers 80 Ports IP High (High Availability)
178022	S3400 Msging ApplSrvr With 12 Port Analog Type A
178023	S3400 Msging ApplSrvr With 12 Port Analog Type B
178024	S3400 Msging ApplSrvr With 8 Port DSE Expansion
178025	S3400 Msging ApplSrvr With 30 E1 Expansion
178026	S3400 Msging ApplSrvr With 23 Port T1 Expansion
178027	S3400 Msging ApplSrvr With 4 Port Analog Type B
178028	S3400 Msging ApplSrvr With 4 Port Analog Type A
177933	S3400 Servers 120Port DSE (Standard Availability)
177934	S3400 Servers 128Port DSE (Standard Availability)
177935	S3400 Servers 136Port DSE (Standard Availability)
177936	S3400 Servers 144Port DSE (Standard Availability)
176778	S3400 Servers 8Port DSE (High Availability)
177937	S3400 Servers 16Port DSE (High Availability)
177938	S3400 Servers 24Port DSE (High Availability)
177939	S3400 Servers 32Port DSE (High Availability)
177940	S3400 Servers 40Port DSE (High Availability)
177941	S3400 Servers 48Port DSE (High Availability)

177942	S3400 Servers 56Port DSE (High Availability)
177943	S3400 Servers 64Port DSE (High Availability)
177944	S3400 Servers 72Port DSE (High Availability)
177945	S3400 Servers 80Port DSE (High Availability)
177946	S3400 Servers 88Port DSE (High Availability)
177947	S3400 Servers 96Port DSE (High Availability)
177948	S3400 Servers 104Port DSE (High Availability)
177949	S3400 Servers 112Port DSE (High Availability)
177950	S3400 Servers 120Port DSE (High Availability)
177951	S3400 Servers 128Port DSE (High Availability)
177952	S3400 Servers 136Port DSE (High Availability)
177953	S3400 Servers 144Port DSE (High Availability)
176779	S3400 Servers 30 Ports E1 (Standard Availability)
177954	S3400 Servers 60 Ports E1 (Standard Availability)
177955	S3400 Servers 90 Ports E1 (Standard Availability)
177956	S3400 Servers 120 Ports E1 (Standard Availability)
177957	S3400 Servers 144 Ports E1 (Standard Availability)
176780	S3400 Servers 30 Ports E1 (High Availability)
177958	S3400 Servers 60 Ports E1 (High Availability)
177959	S3400 Servers 90 Ports E1 (High Availability)
177960	S3400 Servers 120 Ports E1 (High Availability)
177961	S3400 Servers 144 Ports E1 (High Availability)
176781	S3400 Servers 23 Ports T1 Card (Standard Availability)
177962	S3400 Servers 46 Ports T1 Card (Standard Availability)
177963	S3400 Servers 69 Ports T1 Card (Standard Availability)
177964	S3400 Servers 92 Ports T1 Card (Standard Availability)
177965	S3400 SRVRS 115PT T1 STD AVAL
177966	S3400 SRVRS 138PT T1 STD AVAL
177967	S3400 SRVRS 144PT T1 STD AVAL
176782	S3400 Servers 23 Ports T1 Card (High Availability)
177968	S3400 Servers 46 Ports T1 Card (High Availability)
177969	S3400 Servers 69 Ports T1 Card (High Availability)
177906	S3400 Servers 120Port Analog (Type B) (Standard Availability)
177907	S3400 Servers 132Port Analog (Type B) (Standard Availability)
177908	S3400 Servers 144Port Analog (Type B) (Standard Availability)
176776	S3400 Servers 12Port Analog (Intnl) (High Availability)
177909	S3400 Servers 24Port Analog (Intnl) (High Availability)
177910	S3400 Servers 36Port Analog (Intnl) (High Availability)
177911	S3400 Servers 48Port Analog (Intnl) (High Availability)
177912	S3400 Servers 60Port Analog (Intnl) (High Availability)
177913	S3400 Servers 72Port Analog (Intnl) (High Availability)
177914	S3400 Servers 84Port Analog (Intnl) (High Availability)
177915	S3400 Servers 96Port Analog (Intnl) (High Availability)

177916	S3400 Servers 108Port Analog (Intnl) (High Availability)
177917	S3400 Servers 120Port Analog (Intnl) (High Availability)
177918	S3400 Servers 132Port Analog (Intnl) (High Availability)
177919	S3400 Servers 144Port Analog (Intnl) (High Availability)
176777	S3400 Servers 8Port DSE (Standard Availability)
177920	S3400 Servers 16Port DSE (Standard Availability)
177921	S3400 Servers 24Port DSE (Standard Availability)
177922	S3400 Servers 32Port DSE (Standard Availability)
177923	S3400 Servers 40Port DSE (Standard Availability)
177924	S3400 Servers 48Port DSE (Standard Availability)
177925	S3400 Servers 56Port DSE (Standard Availability)
177926	S3400 Servers 64Port DSE (Standard Availability)
177927	S3400 Servers 72Port DSE (Standard Availability)
177928	S3400 Servers 80Port DSE (Standard Availability)
177929	S3400 Servers 88Port DSE (Standard Availability)
177930	S3400 Servers 96Port DSE (Standard Availability)
177931	S3400 Servers 104Port DSE (Standard Availability)
177932	S3400 Servers 112Port DSE (Standard Availability)
177875	S3400 Servers 132Port Analog (Type A) (Standard Availability)
177876	S3400 Servers 144Port Analog (Type A) (Standard Availability)
176767	S3400 Servers 12Port Analog (Type A) (High Availability)
177877	S3400 Servers 24Port Analog (Type A) (High Availability)
177878	S3400 Servers 36Port Analog (Type A) (High Availability)
177879	S3400 Servers 48Port Analog (Type A) (High Availability)
177880	S3400 Servers 60Port Analog (Type A) (High Availability)
177881	S3400 Servers 72Port Analog (Type A) (High Availability)
177882	S3400 Servers 84Port Analog (Type A) (High Availability)
177883	S3400 Servers 96Port Analog (Type A) (High Availability)
177884	S3400 Servers 108Port Analog (Type A) (High Availability)
177885	S3400 Servers 120Port Analog (Type A) (High Availability)
177886	S3400 Servers 132Port Analog (Type A) (High Availability)
177887	S3400 Servers 144Port Analog (Type A) (High Availability)
176768	S3400 Servers 12Port Analog (Type B) (Standard Availability)
177888	S3400 Servers 24Port Analog (Type B) (Standard Availability)
177889	S3400 Servers 36Port Analog (Type B) (Standard Availability)
177890	S3400 Servers 48Port Analog (Type B) (Standard Availability)
177891	S3400 Servers 60Port Analog (Type B) (Standard Availability)
177892	S3400 Servers 72Port Analog (Type B) (Standard Availability)
177893	S3400 Servers 84Port Analog (Type B) (Standard Availability)
177894	S3400 Servers 96Port Analog (Type B) (Standard Availability)
177895	S3400 Servers 108Port Analog (Type B) (Standard
178018	Modular Messaging Software Client Application License R1.0 (1) 1000024999

178019	Modular Messaging Software Client Application License R1.0 (1) 2500049999
178020	Modular Messaging Software Client Application License R1.0 (1) 5000099999
178021	Modular Messaging Software Client Application License R1.0 (1) 100000999999
176876	S3400 Servers 4Port Analog (Type A) (Standard Availability)
177974	S3400 Servers 8Ports Analog (Type A) (Standard Availability)
176877	S3400 Servers 4Port Analog (Type A) (High Availability)
177977	S3400 Servers 8Ports Analog (Type A) (High Availability)
176878	S3400 Servers 4Port Analog (Type B) (Standard Availability)
177975	S3400 Servers 8Ports Analog (Type B) (Standard Availability)
176879	S3400 Servers 4Port Analog (Type B) (High Availability)
177976	S3400 Servers 8Ports Analog (Type B) (High Availability)
176766	S3400 Servers 12Port Analog (Type A) (Standard Availability)
177866	S3400 Servers 24Port Analog (Type A) (Standard Availability)
177867	S3400 Servers 36Port Analog (Type A) (Standard Availability)
177868	S3400 Servers 48Port Analog (Type A) (Standard Availability)
177869	S3400 Servers 60Port Analog (Type A) (Standard Availability)
177870	S3400 Servers 72Port Analog (Type A) (Standard Availability)
177871	S3400 Servers 84Port Analog (Type A) (Standard Availability)
177872	S3400 Servers 96Port Analog (Type A) (Standard Availability)
177873	S3400 Servers 108Port Analog (Type A) (Standard Availability)
177874	S3400 Servers 120Port Analog (Type A) (Standard
177096	Modular Messaging Software Application License R1.0
700291024	MODULAR MSGING APPLICATION SOFTWARE & LICENSE R1.1 FOR AVAYA STORE
700292089	MODULAR MSGNG MSS APPLICATION SOFTWARE & LICENSE R1.1
700292139	MODULAR MESSAGING R1.1 INSTALLATION DOCUMENT FOR AVAYA MSS
181931	AVAYA MSGING S3400 MSG STORAGE SERVER STD AVAIL DOMESTIC
181933	AVAYA MSGING S3400 MSG STORAGE SERVER HIGH AVAIL DOMESTIC
700247562	AM BASIC KVM INTNL POWER MODULE
174696	AM MTR & PWR CORD US/CANADA
177098	Modular Messaging Software Client Application License R1.0 (1) 1999
178017	Modular Messaging Software Client Application License R1.0 (1) 10009999
189101	MM MAS APPLICATION LICENSE R1.1 EXCHANGE
186870	MM RFA ACTIVATION R2
187682	AM S3400 MAS SRVR TPMB BRAZIL
187684	AM S3400 MSS SVR SA INTL TPMB BRAZIL
187706	AM S3400 MSS SVR HA INTL TPMB BRAZIL
187256	MM SA 500 CALS SNGL SITE ADX ARIA PDP
187846	MM SA 500 CALS MULTISITE ADX ARIA PDP
187257	MM SA 1000 CALS SNGL SITE ADX ARIA PDP
187847	MM SA 1000 CALS MULTISITE ADX ARIA PDP
187258	MM SA 2500 CALS SNGL SITE ADX PDP

187848	MM SA 2500 CALS MULTI SITE ADX PDP
187850	MM SA 2500 CALS SNGL SITE ARIA PDP
187852	MM SA 2500 CALS MULTI SITE ARIA PDP
187259	MM SA 5000 CALS SNGL SITE ADX PDP
187849	MM SA 5000 CALS MULTI SITE ADX PDP
187851	MM SA 5000 CALS SNGL SITE ARIA PDP
187853	MM SA 5000 CALS MULTI SITE ARIA PDP
187802	MM CONV AVAYA EXCHG STR W MAS LIC:DS (MSS to Exchange, Keeping Avaya MAS)
187804	MM CONV AVAYA EXCHG STR WO MAS LIC:DS (MSS to Exchange, moving to own MAS)
187856	MM CONV EMAIL AVAYA STR W MAS LIC:DS (Exch/Domino on Avaya MAS to MSS); discontinued for Exchange only
184857	MM CAL LIC 1 SEAT MULTISITE UPGD FROM SINGLE SITE
184858	MM CAL LIC 1 SEAT UPGD TO UNIFIED MAILBOX FROM VOICE
187857	MM CAL LIC1 UMBX SNGL VM UPG LIC:NU (discontinued for Exchange only)
700349509	AM MAS SVR TPMB DIST STOCKING
700349525	AM MSSHA SVR TPMB DIST STOCKING
700349517	AM MSSSA SVR TPMB DIST STOCKING
700370497	AM MSS MISC COMPONENTS US DIST STOCKING
700370505	AM MAS MISC COMPONENTS US DIST STOCKING
700322290	MM APPL SFTW/LIC R2 AV STRE /W OS MAS
700322308	MM MSS APPL SFTW/LIC R2
700331390	MM O/S BOOT R1.1 TRACING SRVR OLA STORE SRVR
700331499	MM O/S BOOT R2 TRACING SRVR OLA STORE SRVR
180816	MM CAL 1 SEAT VOICE MLBX PLTFRM APP GRP A
180817	MM CAL 1 SEAT VOICE MLBX PLTFRM APP GRP B
180818	MM CAL 1 SEAT VOICE MLBX PLTFRM APP GRP C
182986	MM CAL 1 SEAT UNFD MLBX PLTFRM APP GRP A
182987	MM CAL 1 SEAT UNFD MLBX PLTFRM APP GRP B
182988	MM CAL 1 SEAT UNFD MLBX PLTFRM APP GRP C
700322332	MM INSTL DOC AVAYA MSS R2
700347339	AM S3400 MAS SRVR TPMB
700347297	AM S3400 MSS SRVR STD AVAIL DOM TPMB
700347305	AM S3400 MSS SRVR SA INTL TPMB
700347313	AM S3400 MSS SRVR HA DOM TPMB
700347321	AM S3400 MSS SRVR HA INTL TPMB
187676	MM MAS TPMB FACTORY ASSY
187677	MM MAS TPMB FAC ASSY OPT
187678	MM MSS TPMB FACTORY ASSY
187679	MM MSS TPMB FAC ASSY OPT
187680	MM ADDL SRVR WINDOWS TPMB FAC ASSY
187681	MM ADDL SRVR WINDOWS TPMB FAC ASSY OPT
189103	MM MAS APPLICATION LICENSE R2 AVAYA

700365190	MM MAS MEDIA W\OS R2 AVAYA STORE AVAYA
189104	MM MSS APPLICATION LICENSE R2 AVAYA SERVER
700365208	MM MSS MED R2 APP MBM WEB CLNT KIT
700290877	MM APPL SFTW / LIC R1.1 FOR EXCH DVD
700292097	MM APPL SFTW / LIC R1.1 FOR EXCH CD SET
700290869	MM APPL SFTW/LIC R1.1 FOR EXCH
189099	MM R1.1 APPL LIC EXCHANGE CUST SVR LIC:DS
189101	MM R1.1 APPL LIC EXCHG AVAYA SVR LIC:DS
700331390	MM O/S BOOT R1.1 TRACING SRVR OLA ST
181935	MM CAL 1STE ENT MULTISTE VM 1300 LIC:NU
181936	MM CAL 1 STE ENT MULTISTE VM 300+ LIC:NU
700292113	MM R1.1 INSTL DOC MS EXCHG
700290588	AM S3400 MAS SRVR
181930	AVAYA MSGNG S3400 MSG APPL SRVR
189102	MM R1.1 APPLICATION LICENSE DOMINO AVAYA SVR LIC:DS
189101	MM MAS APPLICATION LICENSE R1.1 EXCHANGE

Summary of Extended Support Status:

Avaya may discontinue or limit the scope of Maintenance Services for Supported Products that Avaya or a third party manufacturer has declared "end of life," "end of service," "end of support," "manufacture discontinue" or similar designation ("End of Support") effective as of the effective date of the manufacturer's End of Support notice. Following the effective date, Avaya Maintenance Services for manufacturer End of Support Products will be under the terms of "Extended Support." Extended Support will continue to provide the same maintenance services with the following exceptions: At the end of manufacturer support, Tier IV R&D product developer support and going-forward maintenance updates (e.g., Product Correction Notices ("PCN's"), "bug fixes," interoperability / usability solutions) are no longer provided by the manufacturer.

Therefore, certain complex faults or functionality issues may not be resolvable without the Customer upgrading the system to a version currently supported by the manufacturer. In addition, as replacement parts* are manufacture discontinued, some products or components may become increasingly scarce or require replacement with substitute parts. This may result in delays in response or repair intervals, or may require upgrades to other components or the entire product itself replaced with manufacturer supported technology at Customer's expense in order to ensure compatibility and preserve Supported Product functionality.

*Does not apply to Remote-Only Maintenance Service.

All active PCNs currently issued against these products will be honored until such time they are deemed inactive and no longer available.

For more information on Avaya Extended Support click [here](#)

[Product Life Cycle Policy](#)