



End of Sale Notice

Original Notification Date: 12 October, 2015

Revision Date: 21 May, 2024 (Last Day to purchase system expansions announced)

Effective Date: 23 July, 2024

Subject: Lifecycle- CMS Release 17

Theatre/Region: ALL

Revision History

Revision Date	Reason for change
22 May, 2015	Initial Release
10 Aug, 2015	Remove material code 339132 (DL380PG8 SRVR CMS R17R4 HDWR PLTFRM) since its End of Sale is prior to CMS R17 and there is a separate End of Sale Notice.
12 October, 2015	Remove material code 305371: CMS R17 ENTPRS R720 HDWR PLTFRM since its End of Sale is prior to CMS R17 and there is a separate End of Sale Notice
2 March, 2017	Extend Manufacturer Support for Software date
11 May, 2018	Extend Manufacturer Support for Software date
6 February, 2019	Announce Manufacturer Support for Software End date
9 April, 2019	Update End of Services Support date
21 May, 2024	Announce Last day to purchase system expansions

Summary

Order codes for CMS R17 reached End of Sale on March 13, 2016.

Effective March 13, 2016, Avaya no longer supports new or upgrade designs for CMS R17. Customers wishing to purchase new CMS R17 systems are encouraged to buy CMS R21.

Effective July 23, 2024, Avaya will no longer sell (make commercially Capacity expansions to existing R17 systems (such as additional CMS Supervisor licenses, Agents, and ACD Licenses)

Discontinued Order Codes and Migration Strategy

Material Code	Description
272013	CMS R17 PER NEW AGT LIC 1-100
272014	CMS R17 PER NEW AGT LIC 101-250
272015	CMS R17 PER NEW AGT LIC 251+
272019	CMS R17 UPG PER AGT 1-100



272020	CMS R17 UPG PER AGT 101-250
272021	CMS R17 UPG PER AGT 251+
272036	CMS R17 SUPV LIC UPG
306705	CMS R17 SUPV NEW 5 FREE
273711	BCMRD TO CMS R17 SPV MG
306706	CMS R17 INITIAL ACD
306707	CMS R17 INITIAL ACD UPG
305222	CMS R17 UPG ACD 2 THRU 8
272016	CMS R17 NEW AGT HA/SRV LIC 1-100
272017	CMS R17 NEW AGT HA/SRV LIC 101-250
272018	CMS R17 NEW AGT HA/SRV LIC 251+
272022	CMS R17 UPG PER AGT HA/SRV 1-100
272023	CMS R17 UPG PER AGT HA/SRV 101-250
272024	CMS R17 UPG PER AGT HA/SRV 251+
274002	CMS R17 VE VAPP FOR LINUX
274003	CMS R17 VIRTUAL PLATFRM NEW SYS TRK
274357	CMS R17 VIRTUAL PLTFRM UPG SYS TRK
700510061	CMS R17 R4 CUE SFTW MEDIA UPG CD/DVD
272025	CMS R17 LOW END HDWR PLTFRM
272026	CMS R17 MIDSIZE HDWR PLTFRM
272031	CMS R15TO17 HDWR UPG T5X20 4CORE MID
272030	CMS R15TO17 HDWR UPG T5X20 8CORE ENT
272032	CMS R16TO17 HDWR UPG X4270 LOW
272033	CMS R16TO17 HDWR UP T5X20 4CORE MID
272034	CMS R16TO17 HDW UPG T2/T4 8CORE ENT
700510066	CMS R17 R4 LINUX PKG CD/DVD

Migration Strategy

Avaya now offers Avaya Call Management System (CMS) Release 21 as a replacement solution to CMS Release 17.

Schedule

End of Sale Date (last day to order new systems) For the case of software which is not separately orderable (i.e. it ships as part of the h/w product), change this to "Start of Software Manufacturer Support")	13 March, 2016
End of Manufacturer Support for SOFTWARE *	4 June, 2019
End of Manufacturer Support for HARDWARE *	4 June, 2019
Last day to purchase system expansions	23 July, 2024
Last day to purchase system expansions (Agents and Supervisor licenses)	4 June, 2022
Targeted End of Services Support	To be announced

* 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> >> Policies and Legal >> Warranty & Product Lifecycle >> Avaya Product Lifecycle Policy