



End of Sale Notice

Notification Date: 21-Mar-2016

Revision Date: 21-Mar-2016

Effective Date: 13-Jun-2016

Subject: End of Sale for Oracle software upgrade disks (CMS R18_x)

Theatre/Region: All

Revision History

Revision Date	Reason for change
21-Mar-2016	Initial release of this End of Sale Notice.

Summary

Order codes for Call Management System (CMS) R18 upgrade disks for the Oracle hardware will reach End of Sale on **June 13, 2016**, or while hardware inventory lasts. These disks are used for in-place software upgrades to CMS R18 when retaining the Oracle T4 or Netra x4270 hardware. Capacity expansions to existing CMS R18 systems (such as additional CMS Supervisor licenses, Agents, and ACD Licenses) on CMS R18 Oracle hardware will still be supported.

Effective June 13, 2016, Avaya will no longer support upgrade designs for Oracle T4 Enterprise and Netra x4270 servers. Existing quotes as of June 13, 2016 can be converted into orders for a period of 60 days after end of sale (until August 8, 2016), if there is sufficient inventory to fulfill the orders.

Effective June 13, 2016 (or when inventory is exhausted, whichever comes first) Avaya will no longer sell (make commercially available) the CMS R18 software upgrade disks for the Oracle hardware platforms. Customers wishing to purchase the CMS R18 upgrade disks beyond June 13, 2016 are required to upgrade to a different hardware platform.

Discontinued Order Codes and Migration Strategy

Discontinued Codes

Material Code	Description
381849	CMS R16.3 TO R18 HDWR UPG X4270 LOW
381850	CMS R16.3 TO R18 HDWR UPG T4 ENTPRS
381705	CMS R17 TO R18 HDWR UPG X4270 LOW
381706	CMS R17 TO R18 HDWR UPG T4 ENTPRS
700510756	CMS R18 CUE SFTW SOLARIS UPD CD/DVD
700512143	CMS R18.0.0.1 CUE SFTW SOLARIS UPG



System Expansion post-End of Sale

The ability to purchase CMS R18 upgrade disks for the Oracle hardware platforms will end on the date indicated; however, licenses for installed systems may be increased based on the continued availability of order codes for any System Expansions.

Migration Strategy

Avaya offers the following alternative solution(s):

Material Code	Description
381837	CMS R18 VE VAPP FOR LINUX (OVA file download from PLDS)
381846	R630 SRVR CMS MIDSIZE
381847	R730 SRVR CMS ENTPRS
381848	DL380G9 SRVR CMS HIGH

One of the above server options need to be deployed and APS engaged to migrate the CMS data from the Oracle platform to the Dell, HP, or virtual platform.

Schedule

End of Sale Date (last day to order new systems)	13-Jun-2016
End of Manufacturer Support for SOFTWARE *	N/A
End of Manufacturer Support for HARDWARE *	13-Jun-2019
Last day to purchase system expansions	N/A
Targeted End of Services Support	13-Jun-2022**

* 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