PSN #	PSN020262u	Avaya Proprietary – Use pursuant to the terms of your signed agreement or company policy.		
Original publication date: 09-Jun-16. This is Issue #09, published date: 25-April-19.		Severity/risk level	High	Urgency	Immediately
Name of problem		PSN020262u - Some EOMS CM, CMM, TN circuit pack and H.248 Media Gateway software/firmware will no longer be available for download from Avaya Support and PLDS.		
Products affected				

Avaya Aura® Communication Manager (CM) 6.3.x

Avaya Aura® Communication Manager Messaging (CMM) 6.3.x

G700 Media Gateway

G600/650 Media Gateway

G430/G450 Media Gateway

G250/G350 Media Gateway

IG550 Integrated Gateway

Problem description

April 25, 2019 update: Support Expectations.

As the older releases of CM (5.x and 6.x) are End of Manufacturing Support (EoMS), Avaya only provides limited support for these releases. Avaya will troubleshoot the issue and work toward resolution yet it is possible Avaya cannot reach a root cause or provide a recommendation for issue resolution.

Per the Lifecycle Policy:

When a Product reaches its End of Manufacturer Support Date, Avaya may provide Extended Services Support. The Extended Services Support period may vary based on Product availability, demand and other business factors, at Avaya's discretion. Extended Services Support is only provided to Avaya customers purchasing Avaya support services for the affected Product.
Extended Services support does **NOT** include:

- *Access to CPE/Tier4.*
- *Code level de-bugging.*
- *New corrective content, e.g. Service Packs, **Product Correction Notices, Patches. Extensive troubleshooting** on releases that are no longer under Manufacturer Support. **An upgrade** to the most current version within a release stream may be required if faults in the installed version prove difficult to resolve or reproduce.*

July 19 update: CM 6.3.x, 6.3.1xx went End of Manufacturer Support (EoMS) on July 9, 2018.
In addition to the software listed below, **ALL remaining CM 6.3.x software will be removed from PLDS as of August 31, 2018.**
This includes CM 6.3.11 through 6.3.18 which was previously still available for download.
CM 6.3.1xx (EG, 6.3.111 through 6.3.118) will still be available for download, but is EoMS.

Please reference the End of Sale (EoS) Avaya Aura® R6 notice and the Lifecycle Policy for additional information on EoMS.

Due to specific embedded software within some Avaya Aura® Communication Manager releases, TN Circuit Packs and H.248 Media Gateway firmware, after January 31st, 2017 the following End of Manufacturer Support (EOMS) software and firmware will no longer be available for download from Avaya Support (support.avaya.com) and PLDS (Product License and Delivery System). The following software/firmware will be removed from Avaya Support and PLDS:

- CM/CMM Releases earlier/lower than 6.3.11.0, except the software included in the Note below
- G430/G450 Media Gateway firmware vintages lower/earlier than vintage 32.24.0
- All G250/G350 Media Gateway firmware vintages, except the latest vintage included in the Note below
- All G700 Media Gateway firmware vintages, except the latest vintage included in the Note below
- All IG550 Integrated Gateway firmware vintages, except the latest vintage included in the Note below
- TN799 Circuit Pack (CLAN board) firmware vintages lower/earlier than vintage 44
- TN2501 Circuit Pack (VAL board) firmware vintages lower/earlier than vintage 23

Note: For CM 5.x and 6.x releases earlier/lower than 6.3, the base ISO images and final Service Packs within each release will still be available for download on Avaya Support and PLDS until May 2018. In addition, the latest vintage firmware for the G250/G350, G700 and IG550 Media Gateways will be available until May 2018. This includes the following:

- CM 6.3.0.0 ISO image

- CM 6.2 ISO image and Service Pack 8 (21388)
- CM 6.0.1 ISO image and Service Pack 11.01 (21061)
- CM 6.0 ISO image and Service Pack 3.01 (18856)
- CM 5.2.1 ISO image and Service Packs 13 (19880) and 18 (21656)
- CM 5.2 ISO image and Service Pack 4 (17834)
- CM 5.1.2 ISO image and Service Pack 4 (17871)
- CM 5.1.1 ISO image and Service Pack 3 (17105)
- CM 5.1 ISO image and Service Pack 1 (15962)
- CM 5.0 ISO image and Service Pack 3 (15759)
- G250/350 Media Gateway firmware vintage 30.27.1
- G700 Media Gateway firmware vintage 30.27.1
- IG550 Integrated Gateway firmware vintage 30.27.1

Resolution

If older software or firmware is still in use (see the Problem description for a specific list of software and firmware that is impacted), upgrade to the latest manufacturer supported CM, TN circuit pack and H.248 Media Gateway software.

Note that custom CM patches for releases earlier/lower than CM 6.3 will no longer be available for distribution by Avaya Technical Support after October 31st, 2016.

Workaround or alternative remediation

If older software and/or firmware will still be in use after January 31st, 2017 make sure all required older software/firmware is downloaded from Avaya Support or PLDS and properly stored in an appropriate repository should it be needed for future restoration purposes. In addition, system and translation backups should be stored on an ongoing basis should they be needed for restoration purposes.

Note: Custom CM patches for releases lower/earlier than CM 6.3 will no longer be available for distribution by Avaya Technical Support after October 31st, 2016. Custom CM patches are not available on PLDS. Custom CM patches activated on a CM server can be copied for backup storage purposes by using the bash Command Line Interface (CLI) to copy the tar or tar.gz file directly off the server from the /var/home/ftp/pub directory. If System Platform was used to activate the patch/SP on CM 6.x releases the tar or tar.gz patch/SP file can be copied for backup storage purposes via cdom at the /vspdata/patch/cache directory. If unfamiliar with how to perform this action contact technical support for assistance.

Remarks

Issue 8 – updated to reflect ALL CM 6.3.x software (load 124) will be removed as of August 31, 2018.

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

n/a

Download

n/a

Patch install instructions   Service-interrupting?

n/a   No

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks
n/a
Avaya Security Vulnerability Classification
Not Susceptible
Mitigation
n/a

If you require further information or assistance please contact your Authorized Service Provider, or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support Terms of Use.