

Services Support Notice:
3/31/2017

SAL Gateway all 2.x releases
Policy Server all releases
and associated material codes

End of Services Support Notice

Product(s) moving to End of Services Support Status:

In accordance with Avaya's product lifecycle policy, SAL Gateway all 2.x releases, Policy Server all releases, and associated material codes are moving to End-of-Services-Support.

End of New Contract & Renewals - Effective Date:

N/A as SAL Gateway and Policy Server are not under a paid support contract

End Of Service Support - Effective Date:

Dec 31, 2018*

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

Actions:

- Customers and business partners viewing this notification are directed to follow the instructions in [PSN004962u](https://support.avaya.com/PSN004962u).
- Software deployments of SAL Gateway 2.x require an upgrade to SAL Gateway 3.0.
- System Platform deployments of SAL Gateway 2.x require an upgrade to a new Services-VM.
- OVA deployments of SAL Gateway 2.x require an upgrade to a new OVA.
- Policy Server deployments require a migration to Policy Manager 3.0.

** 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:

SAL Gateway 2.x and Policy Server will be supported through the EOSS effective date – Dec 31, 2018.

After the EOSS effective date, SAL Gateway 2.x will not be an Avaya-approved standard remote connectivity method for the delivery of an Avaya Support Agreement. It is important for customers to take action to upgrade their gateways to avoid a disruption of support.

Product Migration Path:

As stated in [PSN004962u](https://support.avaya.com/PSN004962u), existing customers using SAL Gateway 2.x and Policy Server should upgrade to SAL Gateway 3.0 and Policy Manager 3.0.

**List of Impacted Product
Material Codes**

Material Codes	Description
227272	OBSLT SAL GTWY SFTW ONLY
272750	OBSLT SAL GTWY OVA
273122	OBSLT ADS SAL GTWY SFTW ONLY
303571	OBSLT ADS SAL GTWY SFTW ONLY
307096	OBSLT ADS SAL GTWY SFTW ONLY
307382	OBSLT ADS SAL GTWY SVM3
227273	SAL AXEDA POLICY SRVR SFTW ONLY

**For More Information on
Product Status:****Summary of Extended
Support Status –
Effective until End of Services
Support Date:****[Lifecycle Summary Matrix](#)**

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](#)