



End of Manufacturer Support Notice

Notification Date: April 10, 2017
Effective Date: November 1, 2017
Subject: CMS R17 and R18 Solaris Operating System
Region: ALL

Summary

Per the manufacturer announcement of End of Support, effective **November 1, 2017**, Avaya will no longer provide Manufacturer's Support for the Solaris Operating System versions of CMS. This announcement affects CMS R17.x and R18.x versions. All earlier versions of CMS have previously been announced as End of Manufacturer's Support (EoMS).

CMS R17 introduced CMS running on the Red Hat Linux operating system. With the introduction of CMS R17, most sales and upgrades of CMS running on the Oracle Solaris operating system were discontinued. This announcement will end Manufacturers support for versions of CMS running on the Solaris operating system, and has no effect on versions of CMS running the Red Hat Linux operating system.

For CMS R17 running Solaris, the 17.0.0.6 service pack is the last service pack that will be provided. Future CMS R17 service packs will be provided for Red Hat Linux deployments only.

For CMS R18 running Solaris, the 18.0.1 feature pack is the last feature pack, or service pack that will be provided. Future CMS R18 service packs will be provided for Red Hat Linux deployments only.

Avaya will continue to offer CMS software patches (as may be required for customer escalations according to Avaya support policy) for R17 and R18 running Solaris until EoMS of CMS software for either release. Solaris operating system patches that may be deemed critical by Avaya will be provided until January, 2018.

Avaya will continue to provide service packs and patches for Linux versions of CMS R17 and R18.

Avaya also offers tremendous value through its extensive Contact Center solutions portfolio.



Upgrade Options

It is recommended that customers work with their Avaya Account Team or Authorized Business partner to discuss the following upgrade options.

CMS R17 Solaris customers are encouraged to upgrade to R18 with virtualized deployment or a platform upgrade. Either of these upgrade paths will migrate the customer to a CMS deployment on Red Hat Linux.

CMS R18 Solaris customers can migrate to an R18 virtualized deployment or a platform upgrade. Either of these migration paths will result in a CMS deployment on Red Hat Linux.

CMS R17 and R18 Solaris customers can choose to continue with their current deployment with the understanding that no further Solaris operating system updates will be provided.

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.

Additional Information

Oracle website:

Oracle End of Premier Support for Solaris 10 in January 2018 (Page 34)

<http://www.oracle.com/us/support/library/lifetime-support-hardware-301321.pdf>

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> >> More Resources >> More >> Avaya Product Lifecycle Policy