



# End of Sale Notice

**Notification Date: 17-Apr-2019**

**Revision Date: 21-May-2024**

**Effective Date: 10-June-2019**

**Subject: End of Sale Avaya CMS Release 18.x**

**Theatre/Region: ALL**

## Revision History

| Revision Date | Reason for change                    |
|---------------|--------------------------------------|
| 17-Apr-2019   | Initial Notification                 |
| 21-May-2024   | Updated with End of Expansions dates |

## Summary

Order codes for CMS R18 will reach End of Sale on June 10, 2019.

Effective **June 10, 2019**, Avaya will no longer support new or upgrade designs for CMS R18.

Customers wishing to purchase new CMS R18 systems beyond June 10, 2019 are encouraged to buy CMS R21 as that will be the Generally Available product. Effective June 10, 2019, Avaya will no longer sell (make commercially available) CMS Release 18.

Effective July 24, 2024, Avaya will no longer sell Capacity expansions to existing Avaya CMS R18 systems. Active quotes in the order tools for capacity expansions on CMS18 can be converted to orders within 60 days after July 24, 2024 (until Sept 23, 2024).

## Discontinued Order Codes and Migration Strategy

### Discontinued Codes

| Material Code | Description                                              |
|---------------|----------------------------------------------------------|
| 381691        | CMS R18 PER NEW AGENT 1-100 LIC:CU                       |
| 381692        | CMS R18 NEW AGT LIC 1-250                                |
| 381693        | CMS R18 PER NEW AGENT 251+ LIC:CU                        |
| 381694        | CMS R18 PER NEW HIGH AVAIL/SURVIVABLE AGT 1-100 LIC:CU   |
| 381695        | CMS R18 PER NEW HIGH AVAIL/SURVIVABLE AGT 101-250 LIC:CU |
| 381696        | CMS R18 PER NEW HIGH AVAIL/SURVIVABLE AGT 251+ LIC:CU    |



|           |                                                            |
|-----------|------------------------------------------------------------|
| 381823    | CMS R18 UPGRADE PER AGENT 1-100 LIC:CU                     |
| 381824    | CMS R18 UPG AGT LIC                                        |
| 381825    | CMS R18 UPGRADE PER AGENT 251+ LIC:CU                      |
| 381826    | CMS R18 UPGRADE PER HIGH AVAIL/SURV AGENT 1-100 LIC:CU     |
| 381827    | CMS R18 UPGRADE PER HIGH AVAIL/SURV AGENT 101-250 LIC:CU   |
| 381828    | CMS R18 UPGRADE PER HIGH AVAIL/SURV AGENT 251+ LIC:CU      |
| 381829    | CMS R18 SUPERVISOR NEW 5 FREE LIC:CU                       |
| 381831    | CMS R18 PER SUPERVISOR UPGRADE LIC:CU                      |
| 381832    | CMS R18 INITIAL AUTOMATIC CALL DISTRIBUTION LIC:CU         |
| 381834    | CMS R18 INITIAL AUTOMATIC CALL DISTRIBUTION UPGRADE LIC:CU |
| 381835    | CMS R18 UPGRADE ACD QUANTITIES 2 THROUGH 8 LIC:CU          |
| 395743    | CMS PRE-17 TO R18 INITIAL ACD UPG                          |
| 395744    | CMS PRE-17 TO R18 ACD 2-8 UPG LIC                          |
| 381836    | BCMRD TO CMS R18 SUPERVISOR MIGRATION LIC:CU               |
| 395742    | CMS PR-17 TO R18 SUPV UPG LIC                              |
| 382021    | CMS R18 UPGRADE ENTITLE AGENT 1-100 LIC:CU                 |
| 382022    | CMS R18 UPG AGT ENTL                                       |
| 382023    | CMS R18 UPGRADE ENTITLE AGENT 251+ LIC:CU                  |
| 382024    | CMS R18 UPGRADE ENTITLE AGENT HIGH AVAIL/SURV 1-100 LIC:CU |
| 382025    | CMS R18 UPG AGT HA/SURV ENTL                               |
| 382026    | CMS R18 UPGRADE ENTITLE AGENT HA/SURV 251+ LIC:CU          |
| 395741    | CMS PRE-17 TO R18 HA/SRV AGT UPG LIC                       |
| 381851    | CMS R17 TO R18 HDWR UPG R620 LOW                           |
| 381852    | CMS R17 TO R18 HDWR UPG R620 MID                           |
| 381853    | CMS R17 TO R18 HDWR UPG R720 ENTPRS                        |
| 381854    | CMS R17 TO R18 HDWR UPG DL380P8 ENTPRS                     |
| 381838    | CMS R18 VIRTUAL PLTFRM NEW SYS TRK                         |
| 381839    | CMS R18 VIRTUAL PLTFRM UPG SYS TRK                         |
| 381837    | CMS R18 VE VAPP FOR LINUX                                  |
| 393330    | CMS R18 AWS AMI LIC                                        |
| 700513677 | CMS R18.0.2 LINUX PKG CD/DVD                               |
| 700513678 | CMS R18.0.2 CUE LINUX UPG CD/DVD                           |
| 700513680 | CMS R18.0.2 SFTW DVD LINUX                                 |
| 700513682 | CMS R18.0.2 RHEL 6.6 KICKSTART DVD                         |
| 700514307 | CMS R18.1 CUE LINUX UPG CD/DVD                             |
| 700514308 | CMS R18.1 SFTW DVD LINUX                                   |

#### System Expansion post-End of Sale

New system sales will end on the date indicated; however, the capacity of installed systems may be increased based on the continued availability of order codes for any System Expansions.

#### Migration Strategy

Avaya now offers Avaya Call Management System (CMS) Release 21 as a replacement solution to CMS Release 18.



## Schedule

|                                                  |                 |
|--------------------------------------------------|-----------------|
| End of Sale Date (last day to order new systems) | 10-June-2019    |
| End of Manufacturer Support for SOFTWARE *       | 10-June-2020    |
| End of Manufacturer Support for HARDWARE *       | 10-June-2022    |
| Last day to purchase system expansions           | 24-July-2024    |
| 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