AVAYA

End of Sale Notice

Notification Date: 27-March-2020
Effective Date: 29-May-2020
Subject: End of Sale for Control Manager 8.x
Theatre/Region: All

Revision History

Revision Date	Reason for change
04-Feb-2020	Initial draft
15-Feb-2020	Updates to date and content
25-Mar-2020	Updates to material codes covered under post EOS expansions

Summary

Effective December 17th, 2019, Avaya has made Control Manager 9.0 generally available. This is a major version upgrade to Control Manager 8.x and provides additional capabilities to the Control Manager product while supporting newer releases of other Avaya products.

This version includes all the enhancements in Control Manager 8.x while improving support for the High Availability based on the newer Microsoft SQL Server Always On technology, better Active Directory Sync capabilities, Windows 2019 support and standardized PLDS based license enforcement.

For further details on what the Control Manager 9.0 release provides, contact your account manager. Avaya products and versions supported with Control Manager 9.0 are documented here.

Effective May 29, 2020, Avaya will no longer sell (make commercially available) Control Manager 8.x (includes 8.0, 8.0.1, 8.0.2, 8.0.3, 8.0.4, 8.1, 8.1.0.1). Control Manager 9.0 is the most current offer.

Effective May 29, 2020, customers choosing to stay on Control Manager 8.x, must update to the latest generally available service pack and patch level: Control Manager 8.1.0.1 + any applicable patches.

Discontinued Order Codes and Migration Strategy

There is a near 1-1 correspondence between Control Manager 8 and Control Manager 9 material codes. Customers will need to place an upgrade order for Control Manager 9, including those connectors and capabilities that they are using in Control Manager 8.

Control Manager 9.0 is now WebLM based. The earlier process of license fulfilment by writing to licenseadmin@avaya.com with a 2-3 business days turnaround is no longer required. Licenses can be self-generated from PLDS like other Avaya products, provided the customer has Control

Manager 9.0 entitlements. This is applicable for Enterprise, xCaaS, Oceana and Workspaces for Elite customers. License files from earlier versions will not work.

Discontinued Codes

Material Code	Description
387773	CNTL MGR R8 CM CONNECTOR LIC:DS
387774	CNTL MGR R8 CM CONNECTOR ENTITLE
387775	CNTL MGR R8 CM CONNECTOR UPG
387885	CNTL MGR R8 HA CONNECTOR
387886	CNTL MGR R8 HA CONNECTOR ENTITLE
387887	CNTL MGR R8 HA CONNECTOR UPG
387888	CNTL MGR R8 CCE CONNECTOR
387889	CNTL MGR R8 CCE CONNECTOR ENTITLE
387890	CNTL MGR R8 CCE CONNECTOR UPG
387891	CNTL MGR R8 CMS CONNECTOR
387892	CNTL MGR R8 CMS CONNECTOR ENTITLE
387893	CNTL MGR R8 CMS CONNECTOR UPG
387897	CNTL MGR R8 IC CONNECTOR
387898	CNTL MGR R8 IC CONNECTOR ENTITLE
387899	CNTL MGR R8 IC CONNECTOR UPG
387901	CNTL MGR R8 IQ CONNECTOR ENTITLE
387902	CNTL MGR R8 IQ CONNECTOR UPG
387903	CNTL MGR R8 PROACTIVE CONTACT CONNECTOR
387904	CNTL MGR R8 PROACTIVE CONTACT CONNECTOR ENTITLE
387905	CNTL MGR R8 PROACTIVE CONTACT CONNECTOR UPG
387906	CNTL MGR R8 WFO CONNECTOR
387907	CNTL MGR R8 WFO CONNECTOR ENTITLE
387908	CNTL MGR R8 WFO CONNECTOR UPG
387921	CNTL MGR R8 WFO SUITE CONNECTOR
387922	CNTL MGR R8 WFO SUITE CONNECTOR ENTITLE
387923	CNTL MGR R8 WFO SUITE CONNECTOR UPG
387927	CNTL MGR R8 AAEP/ORCH DESIGNER CONNECTOR
387928	CNTL MGR R8 AAEP/ORCH DESIGNER CONNECTOR ENTITLE
387929	CNTL MGR R8 AAEP/ORCH DESIGNER CONNECTOR UPG

System Expansion post-End of Sale
New system sales will end on the date indicated, however, for some products, the capacity of installed systems may be increased based on the continued availability of order codes for any System Expansions.

Please note that although Control Manager 8 is being discontinued, customers will still be able to purchase the following material codes through the Manufacturer Support period. The End of Manufacturer support period for material codes ordered during post-End of sale period remains the same (See "Schedule").

Material Code	Description
387909	CNTL MGR R8 PER USER
387910	CNTL MGR R8 PER USER ENTITLE
387911	CNTL MGR R8 PER USER UPG
387894	AVAYA CNTL MGR R8 ONE-X AGENT CONN
387895	AVAYA CNTL MGR R8 ONE-X AGT CONN ENT
387896	AVAYA CNTL MGR R8 ONE-X AGT CONN UPG

Migration Strategy

Please refer to the Control Manager 9.0 documentation on support.avaya.com for the upgrade paths available from earlier versions of Control Manager, as well as guidance on upgrading both non-HA or HA based Control Manager systems.

Schedule

End of Sale Date (last day to order new systems)	29-May-2020
End of Manufacturer Support for SOFTWARE *	29-May-2021
End of Manufacturer Support for HARDWARE *	N/A
Last day to purchase system expansions	29-May-2021
Targeted End of Services Support**	29-May-2026

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