Notice: Lifecycle Bulletin – Avaya Oceana Solution

Notification Date: 24-Mar-2020

Revision Date: 11-Mar-2025

Effective Date: 31-Dec-2019

Subject: Avaya Oceana® Solution

Theatre/Region: All Regions

Revision History

Revision Date	Reason for change
24-Mar-2020	Notification of Avaya Oceana Solution with Avaya Analytics aligning with Avaya Product Lifecycle Policy
15-Dec-2020	End of Sale Update to revise the End of Manufacturer (EoMS) date for Avaya Analytics 3.7.x. Tied up the Lifecycle Schedule table to reference Lifecycle dates for Avaya Analytics 3.x (Oracle)
04-Feb-2021	Updated to reflect End of Sale (New Sales) for Analytics 4.0.x Lifecycle Schedule table updated to reference Lifecycle dates for Avaya Analytics 4.0.x
13-Apr-2021	Updated to reflect lifecycle changes per Avaya Oceana 3.8.1 Solution with Avaya Analytics 4.1.1 General Availability
29-Sep-2021	Extension of End of Manufacturer Support date of Avaya Oceana 3.7.x from 29-Sept 2021 to 31-Jan-2022. Manufacturer Support for Avaya Analytics 4.0.x ends per initial scheduled 29-Sept-2021
29-July-2022	Upgraded to reflect lifecycle changes per Avaya Oceana 3.9 Solution with Avaya Analytics 4.2 General Availability
13-Dec-2022	Upgraded to reflect lifecycle changes per Avaya Oceana 3.10 Solution with Avaya Analytics 4.3 General Availability
05-Mar-2025	Updated End of Support Sales
11-Mar-2025	Updated End of Manufacturer dates

Summary

This bulletin applies the Avaya Oceana Solution 3.x with Avaya Analytics 3.x (Oracle based) and Avaya Analytics 4.x (Non-Oracle) and provides notification of the lifecycle changes for the Avaya Oceana Solution with Avaya Analytics. It's important to note that this bulletin also provides recommendations to customers currently using Avaya Oceana Solution 3.x with Avaya Analytics 3.x (Oracle based).

© 2025 Avaya LLC. All Rights Reserved. All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

To ensure customers are always running the latest supported version, Avaya Oceana Solution with Avaya Analytics 3.x customers must upgrade and migrate the current Avaya Oceana Solution with Avaya Analytics. Per the Avaya Product Lifecycle Policy, bug fixes are only applied to the latest Service Pack and Generally Available patch lineup on any supported release.

Avaya can no longer make commercially available and provide support for older releases Avaya Oceana Solution 3.x with Avaya Analytics 3.2, 3.3,3.4.x, 3.5.x 3.6 and 3.7 (Oracle based). Existing customers on older releases must upgrade and migrate to the current release Avaya Oceana 3.10 Solution with Avaya Analytics 4.3

Effective 17-Jan-2023, Avaya will no longer make commercially available for new opportunities Avaya Oceana 3.9.x with Avaya Analytics 4.2.x as Avaya Oceana 3.10 with Avaya Analytics 4.3 will be General Available (GA). Avaya will continue to provide support for per the schedule below for Avaya Oceana 3.9.x and Avaya Analytics 4.2.x and all Avaya Oceana customers must upgrade to a supported lineup for continued lifecycle support. Avaya will continue to support the Avaya Analytics Kafka based Real Time Open Interface for existing Avaya Oceana Solution customers who have leveraged the Kafka based Real Time Open Interface for integrations till July 2023

Customers wishing to purchase a new Avaya Oceana Solution, will purchase the most current version (available since January 2023) - Avaya Oceana Solution 3.10 which includes Avaya Analytics 4.3. As of
September 2022, new Avaya Oceana Solution systems are available only as subscription using the existing Avaya OneCloud Subscription packages. The Avaya Oceana perpetual (Capex) offer is End of Sale as of September 2022

Discontinued Order Codes and Migration Strategy

The following Avaya Oceana Solution with Avaya Analytics 3.x material codes are no longer available for new sale opportunities

Discontinued Codes for new sales of Avaya Oceana Solution with Avaya Analytics 3.x

Material Code	Description
390492	OCEANA R3 CORE INFRA SYS
390513	OCEANA R3 SPV DSKTP CNCRNT USER
394514	OCEANA R3 CAMPUS HA PACKAGE
397324	OCEANA R3 CAMPHA SPV DSKTP USER PKG
393112	OCEANA R3 GEOGRAPHIC HA PACKAGE
400454	ANALYTICS R4 RT INTERFACE

© 2025 Avaya LLC. All Rights Reserved. All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

Current version of the Avaya Oceana Solution with Avaya Analytics is Avaya Oceana Solution 3.10 which includes Avaya Analytics 4.3 which leverages the existing set of material codes meaning these material codes are provisioned for new sale and expansion opportunities.

System Expansion post-End of Sale

New Avaya Oceana Solution 3.x with Avaya Analytics 3.x system sales ended 31st December 2019. Although Avaya Oceana Solution 3.x with Avaya Analytics 3.x is not available for new sale opportunities as of 31st December 2019, existing customers can still purchase additional Supervisor licenses, up to the capacity their existing Avaya Oceana Solution 3.x with Avaya Analytics 3.x system can support up until the End of Manufacture Support date as per the scheduled listed in this notification.

New Avaya Oceana 3.7.x with Avaya Analytics 4.0.x system sales ended 29th September 2020. Avaya has extended the Manufacturer Support for Avaya Oceana 3.7.x from September 29th, 2021, to January 31st, 2022 giving time for existing customers on Avaya Oceana 3.7.x to upgrade to the current version of the Avaya Oceana Solution. Manufacturer support for Avaya Analytics 4.0.x ends as per initial scheduled – 29th September 2021.

Existing customers can still purchase additional Agent licenses up to the capacity their existing Avaya Oceana 3.7.x system can support until the End of Manufacture Support date as per the scheduled listed in this notification.

New Avaya Oceana 3.9.x with Avaya Analytics 4.2.x system sales ended on the date indicated below, however existing customers will continue to be supported and can still purchase additional Agent and Supervisor licenses up to the capacity of their existing Avaya Oceana 3.9 with Avaya Analytics 4.2 system can support up to the product going into End of Manufacture Support (EoMS).

Migration Strategy

Avaya Oceana Solution with Avaya Analytics customers running non-supported versions of the Avaya Oceana Solution with Avaya Analytics must upgrade to the current release as fixes are only applied to the latest dot release within a major release

Avaya Analytics 3.x customers must first upgrade to Avaya Analytics 3.7.0.2 then migrate to Avaya Analytics 4.2.0 before upgrading to Avaya Analytics 4.3.0. Support for Avaya Analytics 3.7.0.2 and Avaya Analytics 4.2 against Avaya Oceana 3.9 is available to support the customer data migration. Avaya Analytics 4.2 supports a Migration Utility Tool to facilitate the migration from Avaya Analytics 3.x customer data to Avaya Analytics 4.x.

© 2025 Avaya LLC. All Rights Reserved. All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

Schedule

Avaya Oceana Solution Release	General Availability	End of Sale (New Sales Only)	End of Manufacturer Support	End of Support Sales for Software (Ref Note 3 below)
Avaya Oceana 3.3.x with Avaya Analytics 3.3.x	07-Jul-2017	19-Dec-2017	19-Dec-2018	07-Jul-2021
Avaya Oceana 3.4 with Avaya Analytics 3.4.x	19-Dec-2017	14-Aug-2018	14-Aug-2019	10-Jul-2021
Avaya Oceana 3.5.x with Avaya Analytics 3.5.x	14-Aug-2018	02-Apr-2019	02-April-2019	21 Dec-2021
Avaya Oceana 3.6.x with Avaya Analytics 3.6.x	02-Apr-2019	23-Dec-2019	31-Oct-2020	31-Oct-2023
Avaya Oceana 3.7 with Avaya Analytics 3.7	23-Dec-2019	31-Dec-2019	31-Mar-2020	31-Oct-2023
Avaya Oceana 3.7.x with Avaya Analytics 3.7.x	28-Feb-2020	N/A	31-Mar-2021	31-Oct-2023
Avaya Analytics 3.7.0.2 (reference note 2 below)	29-Sept-2020	N/A	31-Mar-2021	31-Oct-2023
Avaya Oceana 3.7.x with Avaya Analytics 4.0.x	23-Dec-2019	29-Sep-2020	31-Jan-2022 (Avaya Oceana 3.7.x only)	29-Sep-2023
Avaya Oceana 3.8 with Avaya Analytics 4.1	29-Sep-2020	13-Apr-2021	31-Dec-2025	13-Apr-2024
Avaya Oceana 3.8.x with Avaya Analytics 4.1.x	13-Apr-2021	12-Jul-2022	31-Dec-2025	TBD
Avaya Oceana 3.9.x with Avaya Analytics 4.2.x	29-Jul-2022	17-Jan-2023	31-Dec-2025	TBD
Avaya Oceana 3.10 with Avaya Analytics 4.3	17-Jan-2023	19-Nov-2024	TBD	TBD

Notes:

1. Avaya Oceana Solution 3.10 with Avaya Analytics 4.3 is available for existing customers.
2. Avaya extended support for Avaya Oceana 3.7.x till 31st January 2022. Avaya Analytics 4.0.x support ended 29th September 2021
3. Avaya Oceana Solution 3.9 with Avaya Analytics 3.7.0.2 is only available for existing customers to facilitate the Avaya Analytics migration to Avaya Analytics 4.2 before they upgrade to Avaya Oceana 3.10 with Analytics 4.3. Avaya Oceana 3.9 with Avaya Analytics 3.7.0.2 cannot be put into production
4. Post End of Sale, no expansion and addition of channels supported needing Avaya Breeze platform.
5. End of Support Sales for Software are Target Dates and Remote Support only. Avaya Services may revise the Target End of Support Sales date based on the availability of technical support expertise.
6. Customers should always consult any available product Services Support Notices for final information on product supportability.
7. Manufacturer Support continues for Avaya Oceana Solution 3.10 with Avaya Analytics 4.3 per the schedule above.

** 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.*

© 2025 Avaya LLC. All Rights Reserved. All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

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 Avaya Services Offer Information web site.

Renewals of existing Avaya service contracts covering this solution 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

Avaya Oceana 3.7.x with Avaya Analytics 4.0.x End-of-Sale-Notice:
https://downloads.avaya.com/css/P8/documents/101073832

Avaya Oceana 3.8 with Avaya Analytics 4.1 End-of-Sale-Notice:
https://support.avaya.com/css/P8/documents/101074262

Avaya Oceana 3.8.x with Avaya Analytics 4.1.x End-of-Sale-Notice:
https://download.avaya.com/css/public/documents/101082097

Avaya Oceana End-of-Sale-Notice Perpetual Offer:
https://support.avaya.com/css/P8/documents/101082780

© 2025 Avaya LLC. All Rights Reserved. All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.