



# End of Sale Notice

**Notification Date:** 04-Feb-2021

**Revision Date:** 29-Sept-2021

**Effective Date:** 29-Sept-2020

**Subject:** Avaya Oceana 3.7.x and Avaya Analytics 4.0.x

**Theatre/Region:** All Regions

## Revision History

Revision Date	Reason for change
04-Feb-2021	Initial version of End of Sale announcement.
29-Sep-2021	Extend 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

## Summary

This bulletin applies to the Avaya Oceana Solution 3.7.x with Avaya Analytics 4.0.x (Non-Oracle) and provides notification of the lifecycle changes for Avaya Oceana 3.7.x with Avaya Analytics 4.0.x. It's important to note that this bulletin provides recommendations to customers currently using the Avaya Oceana 3.7.x Solution with Avaya Analytics 4.0.x.

To ensure customers are always running the latest supported version, Avaya customers are strongly encouraged to upgrade to the latest dot release within the major release for bug fix support. Per the Avaya Product Lifecycle Policy, bug fixes are only applied to the latest dot release within a major release <https://downloads.avaya.com/css/P8/documents/100081098>.

Existing customers on Avaya Oceana 3.7.x with Avaya Analytics 4.0.x must upgrade to the current version, Avaya Oceana 3.8.1 with Avaya Analytics 4.1.1 available since April 2021.

As of September 29, 2020, Avaya no longer sells, makes commercially available and will no longer provide support for Avaya Oceana 3.7.x with Avaya Analytics 4.0.x per the schedule listed below.

Avaya has extended the Manufacturer Support for Avaya Oceana 3.7.x from September 29<sup>th</sup>, 2021 to January 31<sup>st</sup>, 2022 to give time for existing customers on Avaya Oceana 3.7.x to upgrade to the current version of the Avaya Oceana Solution. The lifecycle for Avaya Oceana 3.7.x with Avaya Analytics 4.0.x will not be extended – customers must upgrade to Avaya Analytics 4.1.x, which is supported with Avaya Oceana 3.7.x.

It's important for customers to understand the following during this extension period:

- Avaya is extending the Manufacturer support for Avaya Oceana 3.7.x only. Manufacturer support for Avaya Analytics 4.0.x ends as per initial schedule – 29<sup>th</sup> September-2021.
- Avaya Oceana 3.7.0.0 customers must upgrade to the latest Service Pack – Avaya Oceana 3.7.0.1 for continued support during this extension period.
- Customers must upgrade their Avaya Analytics 4.0.x to Avaya Analytics 4.1.0.1. Avaya Analytics 4.1.0.1 is compatible with Avaya Oceana 3.7.0.1 and brings robustness and security improvements over previous versions of Avaya Analytics.



- There shall be no further Service Packs on Avaya Oceana 3.7.x, but Avaya shall provide patches on Avaya Oceana 3.7.x if necessary, to address customer issues.
- Support for customers during this period shall be “best effort” as some embedded components may be out of support.
- There shall be no proactive security updates during this period. If a security update is required, customers may need to upgrade to Avaya Oceana Solution 3.8.x for continued support.

#### Discontinued Order Codes and Migration Strategy

Avaya Oceana 3.7.0.x with Avaya Analytics 4.0.x is no longer available for new sale opportunities. Current version of the Avaya Oceana Solution with Avaya Analytics is Avaya Oceana Solution 3.8.x which includes Avaya Analytics 4.1.x and leverages the existing set of material codes; these material codes are provisioned for new sale and expansion opportunities.

#### System Expansion post-End of Sale

New Avaya Oceana 3.7.x with Avaya Analytics 4.0.x system sales ended September 29, 2020. Although Avaya Oceana 3.7.x with Avaya Analytics 4.0.x is not available for new sale opportunities as of September 29, 2020, existing customers can still purchase additional Agent and Supervisor licenses up to the capacity their existing Avaya Oceana 3.7.x with Avaya Analytics 4.0.x system can support until the End of Manufacture Support date.

#### Migration/Upgrade Strategy

Avaya Oceana 3.7.x with Avaya Analytics 4.0.x customers must upgrade to the current version, Avaya Oceana Solution 3.8.1 with Avaya Analytics 4.1.1.

Per the Avaya Lifecycle Policy, customers must be on the latest service pack of a dot release as bug fixes are only applied to the latest dot release within a release.

#### Schedule

Release	General Availability	End of Sale (New Sales Only)	End of Manufacturer Support (Ref Note 2 below)	End of Services Support for Software (Ref Note 3 below)
Avaya Oceana 3.7.x with Avaya Analytics 4.0.x	23-Dec-2019	29-Sept-2020	<del>29-Sept-2021</del> 31-Jan-2022 (Oceana 3.7.x only)	29-Sept-2023
Avaya Oceana 3.8.x with Avaya Analytics 4.1.x	29-Sept-2020			

#### Notes:

1. As of September 2020, Avaya Oceana 3.7.x with Avaya Analytics 4.0.x is not available for new opportunities.
2. Avaya have extended support for Avaya Oceana 3.7.x till 31<sup>st</sup> January 2022. Avaya Analytics 4.0.x support ends 29<sup>th</sup> September 2021.
3. Avaya Oceana Solution 3.8.1 with Avaya Analytics 4.1.1 is current version as of April 2021
4. End of Service support for Software are Target Dates and Remote Support Only.

End of Sale Date (last day to order new systems)	See above table
End of Manufacturer Support for SOFTWARE *	See above table
End of Manufacturer Support for HARDWARE *	NA
Last day to purchase system expansions	See above table
Targeted End of Services Support	See above table

\* 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 release 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

Lifecycle Bulletin – Avaya Oceana Solution:

<https://support.avaya.com/css/P8/documents/101065003>