



End of Sale Notice

Original Notification Date: June 6, 2023

Revision Date: May 21, 2024

Effective Date: July 23, 2024

Subject: End of Sale CMS Release 19.x

Theatre/Region: ALL

Revision History

Revision Date	Reason for change
June 6, 2023	Initial Notification
December 9, 2023	Updated with lifecycle dates for customer requiring JITC Support
May 21, 2024	Updated with end of expansions for HA systems and CMS Connectors

Summary

Effective August 6, 2023, Avaya will no longer sell (make commercially available) new or upgrade designs for CMS R19.2 and all dot release of Release 19, and CMS R19 Connectors. CMS R19.2 is End of Sale as of August 6, 2023.

Effective **July 23, 2024**, Avaya will no longer sell additions of High Availability systems and Connector sessions to existing CMS 19.x systems.

Capacity expansions to existing R19.x systems (such as additional CMS Supervisor licenses, Agents, and ACD Licenses) will continue to be available until further notice.

Existing quotes as of **July 23, 2024** can be converted into orders for a period of 60 days after end of sale.

Customers wishing to purchase new CMS systems are encouraged to buy CMS R21 as that will be the Generally Available product.



Discontinued Order Codes and Migration Strategy

Material Code	Description
AGENT LICENSES NEW – R19	
392708	CMS R19 NEW AGT LIC 1-250
392709	CMS R19 NEW AGT LIC 251+
AGENT LICENSE UPGRADE – R19	
392712	CMS R17+ TO R19 UPG AGT LIC
392714	CMS PRE-17 TO R19 AGT UPG LIC
392765	BCMR-D TO CMS R19 AGENT MIG LIC
AGENT LICENSE UPGRADE ENTITLEMENT – R19	
392713	CMS R17+ TO R19 UPG AGT ENTL
CMS SUPERVISOR LICENSE	
392715	CMS R19 SUPV LIC NEW/ADD
372716	CMS R19 SUPV NEW 5 FREE LIC
392717	CMS R17+ TO R19 SUPV UPG LIC
392718	CMS PRE-R17 TO R19 SUPV UPG LIC
392719	BCMRD TO CMS R19 SUPV MIG LIC
194466	CMS SURVIVABLE SUPV
ADDITIONAL ACD	
392720	CMS R19 INITIAL ACD
392722	CMS R17+ TO R19 INITIAL ACD UPG LIC
392723	CMS PRE-17 TO R19 INITIAL ACD UPG
392724	CMS R17+ TO R19 ACD 2 - 8 UPG LIC
392725	CMS PRE-17 TO R19 ACD 2 - 8 UPG LIC
392766	BCMRD TO CMS R19 INITIAL ACD MIG LIC
ODBC	
392741	CMS R19 ODBC/JDBC NEW/ADD LIC
392742	CMS R17+ TO R19 ODBC/JDBC UPG LIC
392743	CMS PRE-17 TO R19 ODBC/JDBC UPG LIC
CLInt (COMMAND LINE INTERFACE)	
392744	CMS R19 CLINT EXTL NEW/ADD LIC
392745	CMS R19 CLINT PROPRIETARY INT LIC



Material Code	Description
392757	CMS R19 CLINT UPGRADE LIC

SMC	DESCRIPTION
HA/SURV AGENT LICENSE NEW – R19	
392726	CMS R19 NEW AGT HA/SURV LIC 1-250
392727	CMS R19 NEW AGT HA/SURV LIC 251+
HA/SURV AGENT LICENSE UPGRADE – R19	
392730	CMS R17+ TO R19 HA/SRV AGT UPG LIC
392732	CMS PRE-17 TO R19 HA/SRV AGT UPG LIC
HA/SURV AGENT LICENSE UPGRADE ENTITLEMENT – R19	
392731	CMS R17+ TO R19 HA/SRV AGT UPG LIC ENTL
HA CMS SUPERVISOR – R19	
392733	CMS R19 HA SUPV NEW/ADD LIC
392734	CMS R19 HA SUPV NEW 5 FREE LIC
392736	CMS R19 HA SUPV UPG LIC
SMC	DESCRIPTION
HA ACD LICENSES – R19	
392737	CMS R19 HA INITIAL ACD
392740	CMS R19 HA INITIAL ACD UPG LIC
392767	CMS R19 HA ACD 2 – 8 UPG LIC
SURVIVABLE CMS SUPERVISOR LICENSES – R19	
392735	CMS R19 SURV SUP NEW/ADD LIC
392755	CMS R19 SURV SUP UPG LIC
SURVIVABLE ACD LICENSES – R19	
392739	CMS R19 SURV ACD NEW/ADD LIC
392756	CMS R19 SURV ACD UPG LIC
VIRTUAL LICENSES	
407146	CMS R19.1 VE VAPP FOR LINUX
AWS DEPLOYMENT CODE	
407147	CMS R19.2 AWS AMI LIC



SMC	DESCRIPTION
UPLIFT/UPGRADE MAIN/PRIMARY TO HA OR SURVIVABLE CMS	
401473	CMS R19 HA/SURV AGT UPL 1-250 LIC
401474	CMS R19 HA/SURV AGT UPL 251+ LIC
401475	CMS R19 HA SUPERVISOR UPL LIC
401476	CMS R19 HA INITIAL ACD UPL LIC
401477	CMS R19 HA 2-8 ACD UPL LIC
401478	CMS R19 SURV SUPERVISOR UPL LIC
401479	CMS R19 SURV INITIAL ACD UPL LIC
401950	CMS R17+ TO R19 HA SUPR CNV LIC
401951	CMS R17+ TO R19 HA ACD+ CNV LIC
401952	CMS R17+ TO R19 HA INIT ACD CNV LIC
402450	CMS R17+ TO R19 SRV SUPR CNV LIC
402451	CMS R17+ TO R19 SRV ACD+ CNV LIC
402452	CMS R17+ TO R19 SRV INIT ACD CNV LIC
CMS R19 SYSTEM TRACKING CODES	
292747	CMS R19 VIRTUAL PLTFRM NEW SYS TRK
392748	CMS R19 VIRTUAL PLTFRM UPG SYS TRK
392749	CMS R19 ACP PLTFRM NEW SYS TRK
392750	CMS R19 ACP PLTFRM UPG SYS TRK
392758	CMS R19 AWS NEW SYS TRK
392759	CMS R19 AWS UPG SYS TRK
392751	CMS R19 ACP PLTFRM CHG TRK
392752	CMS R19 VM PLTFRM CHG TRK
392768	CMS R19 AWS PLTFRM CHG TRK
392754	CMS R19 LX TO LX CUE UPG TRACKING



SMC	DESCRIPTION
	CMS TRACKING CODE
193110	CMS SMALL SYS TO LARGE SYS TRACKING
184846	CMS MODEL
184856	CMS UPG MODEL
192572	CMS SURVIVABLE CONV
192573	CMS HA CONVERSION
197396	CMS ADDITIONS MODEL
184826	BCMR DESKTOP UPGRADE MODEL

	APS ADMIN SYCH/SURVIVABLE
392487	CMS R19 ADMIN SYNC NEW LIC
392488	CMS R19 ADMIN SYNC UPG LIC
392489	CMS R18 TO R19 ADMIN SYNC UPG ENT
401572	CMS R19 ADMIN SYNC UPG PRE R17 LIC
392535	CMS R19 HA/SURV DUAL ROLE NEW LIC
392536	CMS R19 HA/SURV DUAL ROLE UPG LIC
392537	CMS R18 TOR19 HA/SURV DUAL ROLE UPG ENT
401582	CMS R19 HA/SURV D ROL UPG PRE R17 LIC
392568	CMS R19 SURV ADDNS NEW LIC
392569	CMS R19 SURV ADDNS UPG LIC
392570	CMS R18 TO R19 SURV ADDNS UPG ENT
401589	CMS R19 SURV ADDNS UPG PRE R17 LIC

CMS Connector Codes

	WFO RTA & HISTORICAL
392591	CMS R19 WFO RTA NEW LIC
392592	CMS R19 WFO RTA UPG LIC
392594	CMS R18 TO R19 WFO RTA UPG ENT
401594	CMS R19 WFO RTA UPG PRE R17 LIC
392586	CMS R19 WFO HIST NEW LIC
392587	CMS R19 WFO HIST UPG LIC



392589	CMS R18 TO R19 WFO HIST UPG ENT
401593	CMS R19 WFO HIST UPG PRE R17 LIC
	AVAYA PROPRIETARY RTA
392596	CMS R19 AV PTY RTA NEW LIC
392597	CMS R19 AV PTY RTA UPG LIC
393150	CMS R18 TO R19 AV PTY RTA UPG ENT
401595	CMS R19 AV PTY RTA UPG PRE R17 LIC
	AVAYA PROPRIETARY RT SOCKET
392599	CMS R19 AV PTY RT SKT NEW LIC
392600	CMS R19 AV PTY RT SKT UPG LIC
393152	CMS R18 TO R19 AV PTY RT SKT UPG ENT
401596	CMS R19 AV PTY RTSKT UPG PRE R17 LIC



SMC	DESCRIPTION
	BLUE PUMPKIN RT & HISTORICAL
392500	CMS R19 BL PK RTA NEW LIC
392501	CMS R19 BL PK RTA UPG LIC
392503	CMS R18 TO R19 BL PK RTA UPG ENT
401575	CMS R19 BL PK RTA UPG PRE R17 LIC
392495	CMS R19 BL PK HIST NEW LIC
392496	CMS R19 BL PK HIST UPG LIC
392498	CMS R18 TO R19 BL PK HIST UPG ENT
401574	CMS R19 BL PK HIST UPG PRE R17 LIC
	IEX REAL TIME & HISTORICAL
392543	CMS R19 IEX RTA NEW LIC
392544	CMS R19 IEX RTA UPG LIC
392546	CMS R18 TO R19 IEX RTA UPG ENT
401584	CMS R19 IEX RTA UPG PRE R17 LIC
392538	CMS R19 IEX HIST NEW LIC
392539	CMS R19 IEX HIST UPG LIC
392541	CMS R18 TO R19 IEX HIST UPG ENT
401583	CMS R19 IEX HIST UPG PRE R17 LIC



SMC	DESCRIPTION
	TCS RTA & HISTORICAL
392576	CMS R19 TCS RTA NEW LIC
392577	CMS R19 TCS RTA UPG LIC
392579	CMS R18 TO R19 TCS RTA UPG ENT
401591	CMS R19 TCS RTA UPG PRE R17 LIC
392571	CMS R19 TCS HIST NEW LIC
392572	CMS R19 TCS HIST UPG LIC
392574	CMS R18 TO R19 TCS HIST UPG ENT
401590	CMS R19 TCS HIST UPG PRE R17 LIC
	CALIBRIO RT & HISTORICAL
392510	CMS R19 CLBRIO RTA NEW LIC
392511	CMS R19 CLBRIO RTA UPG LIC
392513	CMS R18 TO R19 CLBRIO RTA UPG ENT
401577	CMS R19 CLBRIO RTA UPG PRE R17 LIC
392514	CMS R18 TO R19 CLBRIO RTA AD SES ENT
392505	CMS R19 CLBRIO HIST NEW LIC
392506	CMS R19 CLBRIO HIST UPG LIC
392508	CMS R18 TO R19 CLBRIO HIST UPG ENT
401576	CMS R19 CLBRIO HIST UPG PRE R17 LIC
392509	CMS R18 TO R19 CLBRIO HIST AD SES ENT



SMC	DESCRIPTION
	PIPKINS RT & HISTORICAL
392558	CMS R19 PIPKINS RTA NEW LIC
392559	CMS R19 PIPKINS RTA UPG LIC
392561	CMSR18 TO R19 PIPKINS RTA UPG ENT
401587	CMS R19 PIPKINS RTA UPG PRE R17 LIC
392562	CMS R18 TO R19 PIPKINS RTA AD SES ENT
392553	CMS R19 PIPKINS HIST NEW LIC
392554	CMS R19 PIPKINS HIST UPG LIC
392556	CMS R18 TO R19 PIPKINS HIST UPG ENT
401586	CMS R19 PIPKINS HIST UPG PRE R17 LIC
	GENERIC RTA
392525	CMS R19 GENERIC RTA NEW LIC
392526	CMS R19 GENERIC RTA UPG LIC
392528	CMS R18 TO R19 GENERIC RTA UPG ENT
401580	CMS R19 GENERIC RTA UPG PRE R17 LIC
	3rd PARTY RT SOCKET
392057	CMS R19 3PTY RT SKT NEW LIC
392058	CMS R19 3PTY RT SKT UPG LIC
392480	CMS R18 TO R19 3PTY RT SKT UPG ENT
401570	CMS R19 3PTY RT SKT UPG PRE R17 LIC
392481	CMS R18 TO R19 3PTY RT SKT AD SE ENT



SMC	DESCRIPTION
	GEOTEL/ICM REAL TIME
392530	CMS R19 GEO ICM RT NEW LIC
392531	CMS R19 GEO ICM RT UPG LIC
392533	CMS R18 TO R19 GEO ICM RT UPG ENT
401581	CMS R19 GEO ICM RT UPG PRE R17 LIC
	ECH HANDLER
392520	CMS R19 ECH HNDLER NEW LIC
392521	CMS R19 ECH HNDLER UPG LIC
392523	CMS R18 TO R19 ECH HNDLER UPG ENT
401579	CMS R19 ECH HNDLER UPG PRE R17 LIC
	ADMIN PAGING
392482	CMS R19 ADMIN PAGING NEW LIC
392483	CMS R19 ADMIN PAGING UPG LIC
392485	CMS R19 ADMIN PGING UPG LIC ENT
401571	CMS R19 ADMIN PAGING UPG PRE R17 LIC
401597	CMS R19 AUX LOG MERG UPG PRE R17 LIC
392846	CMS R19 ADMIN PAGING AD SE ENT
	SUPERVISOR PAGING
392563	CMS R19 SUPV PAG NEW LIC
392564	CMS R19 SUPV PAG UPG LIC
392566	CMS R18 TO R19 SUPV PAG UPG ENT
401588	CMS R19 SUPV PAG UPG PRE R17 LIC



SMC	DESCRIPTION
	PAYROLL HISTORICAL
392548	CMS R19 PAYRLL HIST NEW LIC
392549	CMS R19 PAYRLL HIST UPG LIC
392551	CMS R18 TO R19 PAYRLL HIST UPG ENT
401585	CMS R19 PAYRLL HIST UPG PRE R17 LIC
	UNLOAD HISTORICAL
392581	CMS R19 UNLD HIST NEW LIC
392582	CMS R19 UNLD HIST UPG LIC
392584	CMS R18 TO R19 UNLD HIST UPG ENT
401592	CMS R19 UNLD HIST UPG PRE R17 LIC
	AUX LOGGING
392490	CMS R19 AUX LOGGING NEW LIC
392491	CMS R19 AUX LOGGING UPG LIC
392493	CMS R18 TO R19 AUX LOGGING UPG ENT
401573	CMS R19 AUX LOGGING UPG PRE R17 LIC
	AUX LOGGING MERGE
393154	CMS R19 AUX LOGGING MERGE NEW LIC
393155	CMS R19 AUX LOGGING MERGE UPG LIC
393156	CMS R18 TO R19 AUX LOG MERGE LIC ENT
401597	CMS R19 AUX LOG MERGE UPG PRE R17 LIC



SMC	DESCRIPTION
	COMBO HISTORICAL / REAL TIME
392515	CMS R19 CMB HIST RT NEW LIC
392516	CMS R19 CMB HIST RT UPG LIC
392518	CMS R18 TO R19 CMB HIST RT UPG ENT
401578	CMS R19 CMB HIST RT UPG PRE R17 LIC
392519	CMS R18 TO R19 CMB HIST RT AD SES ENT

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, except new HA systems or CMS Connectors.

Migration Strategy

Avaya now offers Avaya Call Management System (CMS) Release 21 as a replacement solution to CMS Release 19.

Schedule

End of Sale Date (last day to order new systems)	August 6, 2023
End of Sale Date for customers requiring JITC certified CMS	December 12, 2023
End of Manufacturer Support for SOFTWARE *	August 6, 2024
End of Manufacturer Support customers requiring JITC certified CMS *	August 6, 2024
End of Manufacturer Support for HARDWARE *	NA
Last day to purchase HA systems and Connectors	July 23, 2024
Last day to purchase system expansions (Agents and Supervisor licenses)	To be announced
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