

**Additional Details - Engagement Solutions**

Updated April 2018

Avaya has stopped using a specific piece of embedded software contained within certain product versions.

Therefore, effective **May 31, 2018**, Avaya will no longer distribute patches or specific versions of certain legacy products.

Please see the affected product versions and recommended actions below.

If affected products are in use in your production environment --

Upgrade to a release or product line that is not affected, as recommended below.

Or download all software from PLDS necessary to restore your production system before **May 31, 2018**.

Or plan to upgrade after any failure that requires a re-install. Expect extended outage periods.

**Communication Manager (Including CC Elite)**

Release	Release Lifecycle Phase	Action
6.3.17 and 6.3.117	Current Release Levels	No action required
6.3.11 through 6.3.16	Limited Patch Support	No action required
6.3.100 through 6.3.116	Limited Patch Support	No action required
6.3 through 6.3.10	Limited Patch Support	<a href="#">Patch to 6.3.11 or greater or upgrade to 7.x</a>
6.2.0	End of Patch Support	<a href="#">Upgrade to 6.3.111 or greater or 7.x</a>
6.0.1	End of Patch Support	<a href="#">Upgrade to 6.3.111 or greater or 7.x</a>
6.0.0	End of Patch Support	<a href="#">Upgrade to 6.3.111 or greater or 7.x</a>
5.2.1	End of Manufacturer Support	<a href="#">Upgrade to 6.3.111 or greater or 7.x</a>
5.2.0	End of Manufacturer Support	<a href="#">Upgrade to 6.3.111 or greater or 7.x</a>
5.1.2	End of Manufacturer Support	<a href="#">Upgrade to 6.3.111 or greater or 7.x</a>
5.1.1	End of Manufacturer Support	<a href="#">Upgrade to 6.3.111 or greater or 7.x</a>
5.1.0	End of Manufacturer Support	<a href="#">Upgrade to 6.3.111 or greater or 7.x</a>
5.0.0	End of Manufacturer Support	<a href="#">Upgrade to 6.3.111 or greater or 7.x</a>
R4	End of Manufacturer Support	<a href="#">Upgrade to 6.3.111 or greater or 7.x</a>
R3	End of Manufacturer Support	<a href="#">Upgrade to 6.3.111 or greater or 7.x</a>
R2 and lower	End of Manufacturer Support	<a href="#">Upgrade to 6.3.111 or greater or 7.x</a>

**Avaya Aura Messaging**

Release	Release Lifecycle Phase	Action
Older than 6.3.3	End of Manufacturer Support	<a href="#">Upgrade to AAM 7.0 (current) or AAM 6.3.3 SP7</a>

**Communication Manager Messaging including Federal Market edition**

Release	Release Lifecycle Phase	Action
Older than 6.3.100	End of Manufacturer Support	<a href="#">Upgrade to 6.3.111 or greater or 7.x</a>

**Meeting Exchange**

Release	Release Lifecycle Phase	Action
5.2 and older	End of Manufacturer Support	<a href="#">Upgrade to Meeting Exchange 6.2.x</a>

**Media Gateway**

Release	Release Lifecycle Phase	Action
G700	End of Manufacturer Support	<a href="#">Move to a current product line</a>
G250	End of Manufacturer Support	<a href="#">Move to a current product line</a>
G350	End of Manufacturer Support	<a href="#">Move to a current product line</a>
G430	Currently Shipping	<a href="#">Use the latest FW version available on Avaya Support that is compatible with your CM Release (6.x or 7.x)</a>
G450	Currently Shipping	<a href="#">Use the latest FW version available on Avaya Support that is compatible with your CM Release (6.x or 7.x)</a>
TGM 550	End of Manufacturer Support	<a href="#">Move to a current product line</a>

**Boards**

Release		Action
TN799	Currently Shipping	<a href="#">Upgrade to 5/4/2014 release of: TN799DP HV0-10, FW44 OR TN799DP HV13+, FW44</a>
TN2501	Currently Shipping	<a href="#">Upgrade to 5/4/2014 release of: TN2501AP HW V0-3, FW23 OR TN2501AP HW V13+, FW23</a>

**Media Processing Server (MPS)**

Release		Action
3.x Older than Release 3.5 Patch Bundle 6	End of Manufacturer Support	<a href="#">Upgrade to 4.1 Patch Bundle 4</a>
4.x Older than Release 4.1 Patch Bundle 1	End of Manufacturer Support	<a href="#">Upgrade to 4.1 Patch Bundle 4</a>

**Business Communication Manager**

Release		Action
BCM 1000	End of Manufacturer Support	Move to a current product line
BCM 200/400	End of Manufacturer Support	Move to a current product line
BCM 50/450 (aka SRG50)	End of Manufacturer Support	Move to a current product line

**Avaya product lifecycle summary:**

<https://support.avaya.com/css/P8/documents/100172510>

**Avaya product lifecycle policy document:**

<https://downloads.avaya.com/css/P8/documents/100081098>

**Additional Details - Extreme Networking**

Updated April 2018

For the latest product releases, please contact Extreme Networks:

<https://www.extremenetworks.com/avaya-support-transition/>

**ERS 2500**

Release	Release Lifecycle Phase	Action
4.4.3	Extended Services Support	Refresh network using ERS 3500
All prior versions	End of Services Support/EOL	Refresh network using ERS 3500

**ERS 3500**

Release	Release Lifecycle Phase	Action
5.3.x and greater	GA	No action required
5.2.x	Extended Services Support	<a href="#">Upgrade to latest 5.3.x version</a>
All prior versions	End of Services Support/EOL	<a href="#">Upgrade to latest 5.3.x version</a>

**ERS 4500**

Release	Release Lifecycle Phase	Action
5.7.x	Extended Services Support	Refresh network using ERS 4900
All prior versions	End of Services Support/EOL	Refresh network using ERS 4900

**ERS 4800**

Release	Release Lifecycle Phase	Action
5.9.x and greater	GA	No action required
5.8.x	Extended Services Support	<a href="#">Upgrade to latest 5.9.x version</a>
5.7.x	Extended Services Support	<a href="#">Upgrade to latest 5.9.x version</a>
All prior versions	End of Services Support/EOL	<a href="#">Upgrade to latest 5.9.x version</a>

**ERS 5500**

Release	Release Lifecycle Phase	Action
6.3.x	Extended Services Support	Refresh network using ERS 5900
All prior versions	End of Services Support/EOL	Refresh network using ERS 5900

**ERS 5600**

Release	Release Lifecycle Phase	Action
6.6.x	Extended Services Support	Refresh network using ERS 5900
6.3.x	Extended Services Support	Refresh network using ERS 5900
All prior versions	End of Services Support/EOL	Refresh network using ERS 5900

**VSP 7024**

Release	Release Lifecycle Phase	Action
10.4.x	GA	No action required
10.3.x	Extended Services Support	<a href="#">Upgrade to latest 10.4.x version</a>
All prior versions	End of Services Support/EOL	<a href="#">Upgrade to latest 10.4.x version</a>

**WLAN 8100 Controller**

Release	Release Lifecycle Phase	Action
3.0.x	Extended Services Support	Refresh network using WLAN 9100
All prior versions	End of Services Support/EOL	Refresh network using WLAN 9100