

Product Bulletin

Bulletin Number: P-2010-0029-Global

Date: 30 April 2010

NES Lifecycle Management (LCM) Update (CS1000, AS5300, CallPilot, HMS400, NMC, MCS)

Revision History		
Date	Revision #	Summary of Changes
30 April 2010	Original bulletin	This is the original publication
4 May 2010	Revised	Minor corrections.

Introduction

This bulletin provides an update to the previously communicated NES Software LCM Plan of Record for the CS1000 related products¹. The update is to align with the new [Avaya Product Lifecycle Policy](#) which is posted on the [Avaya Support](#) website. This document should be referenced to understand the new lifecycle and related support policy offered by Avaya.

On older software releases the NES LCM policy will be followed as noted in the accompanying Software table below. This applies to the following software releases: CS1000 (4.0 and 4.5), with there being no changes to previously announced LCM dates¹. For CS1000 Release 3.0 the End of Services Support (EoSS) date has been extended one additional year. Note there will be no Software License expansions allowed on Release 3.0 during this extended support period.

The Survivable Remote Gateway 50 and Survivable Remote Gateway 200/400 are BCM based solutions. Any updated LCM guidance will be provided by the SME Portfolio Management team.

Expansions

System expansions and configuration changes for CS1000 software releases will be as follows:

¹ NN700007-001_2_Ent_SW_LCM_POR_Nov09

End of New Sales (EoNS) to End of Manufacturer Support (EoMFS)

- All expansions² (System and Software License) and configuration changes²

EoMFS to EoSS

- Only Software License expansions³

The EoNS notification for a specific software release will announce the EoMFS, End of Software License Expansions and EoSS dates.

The following are the dates for announcing End of Sale of Software License Expansions for the following CS1000 software releases:

Release 4.0 and 4.5 July 2010 (Manufactured Discontinued as per the NES LCM Policy)

² Expansion and configuration changes requiring CS1000 system or application software (example: Survivable Media Gateway, CS1000 applications (i.e. NRS, TPS, SLG, etc), call server configuration changes (i.e. CoRes to SA/HA, SA to HA, etc)

³ Software License expansions for User and System levels (i.e. TDM, IP, SIP Access Ports, etc.)

Definitions

The following reference list of Lifecycle terminology used by NES is mapped to new terms used by the Avaya Lifecycle policy.

Lifecycle Terminology NES vs. Avaya terminology translation map	Nortel LCM Phase	Nortel Acronym	Avaya LCM Phase	Avaya Acronym	Defined as:
	General Availability (a.k.a Post-ChR)	GA	General Availability	GA	Product commercially available. Normal business processes apply. Full product sales & support offered.
	Generally Available - End of New Sales	GA-EoNS	Manufacturer Support	MFS	The support provided to customers with a valid Avaya Services contract between the End of Sale Date and the End of Manufacturer Support date. (Includes Tier IV** support).
	Manufacture Discontinued	MD	Extended Services Support	ESS	The support period between the end of Manufacturer Support and the End of Services Support. (No Tier IV** support)
	End of Life	EoL	End of Services Support	EoSS	Avaya will cease to provide any type of support

***Note: Avaya "Tier IV" support = Nortel's "Design Support"*

Software

(MFS = Manufacturer Support; ESS = Extended Services Support; EoSS = End of Extended Services Support)

LCM update for NES Products (CS1000, AS5300, Call Pilot, HMS400, NMC, MCS)						
Product	Major Software Stream	Current Lifecycle Status	End of Sale Date	End of Manufacturer Support Date	End of Services Support Date	Notes
CS1000	7.0	July, 2010 Release				Note: Refer to NTP NN43001-140 for further details on LCM and product compatibility Will follow Nortel Lifecycle Policy (No ISM exp.) Will follow Nortel Lifecycle Policy (No ISM exp.) (No ISM expansions)
	6.0	GA	Nov-10	Nov-11	Nov-16	
	5.5	MFS		Nov-10	Nov-15	
	5.0	MFS		Nov-10	Nov-15	
	4.5	MFS		Jul-10	Jul-12	
	4.0	MFS		Jul-10	Jul-12	
	3.0	ESS		Jul-08	Jul-11	
	2.0	EoSS				
1.x	EoSS					
CS1000 DSN only	5.0	GA	Jan-12	Jan-13	Jan-18	Will follow Nortel Lifecycle Policy (No ISM expansions)
	4.5	MFS		Jul-10	Jul-12	
	3.0	ESS		Jul-08	Jul-11	
Meridian 1	25.47	EoSS			Feb-10	
	25.xx	EoSS			Feb-10	
Meridian 1	24 & Lower	EoSS				
	CallPilot	5.0	GA			For further information on Messaging products LCM planning information, please refer to Product Bulletin P-2009-0156-Global
		4.0	ESS			
3.0 & ↓		EoSS				
CallPilot - JITC only	4.0	GA				For further information on Messaging products LCM planning information, please refer to Product Bulletin P-2009-0156-Global
CallPilot Mini	1.6a	GA				For further information on Messaging products LCM planning information, please refer to Product Bulletin P-2009-0156-Global
	1.5, 1.5a, 1.5b	EoSS				
Meridian Mail	13 & Lower	EoSS				For further information on Messaging products LCM planning information, please refer to Product Bulletin P-2009-0156-Global
Hospitality Messaging Server 400	2.0	GA				For further information on Messaging products LCM planning information, please refer to Product Bulletin P-2009-0156-Global
	1.0	MFS		Nov-10	Nov-12	
Unified Messaging 2000	3.4	MFS		Jan-12	Jan-16	For further information on Messaging products LCM planning information, please refer to Product Bulletin P-2009-0156-Global
	3.3	ESS		Nov-10	Nov-13	
Multimedia Communication Server 5100	4.0	GA	Jun-10	Jun-11	Jun-16	Please refer to the MCS5100 End of Sale Notice
	3.5	EoSS				
	3.0 & Lower	EoSS				
Application Server 5300	1.0	GA				
Nortel Multimedia Conferencing	6.0 & Lower	GA	Jun-10	Jun-11	Jun-16	Please refer to the NMC End of Sale Notice