



# End of Sale Notice

**Notification Date: 13-Dec-2022**

**Revision Date: 13-Dec-2022**

**Effective Date: 17-Jan-2023**

**Subject: Avaya Oceana 3.9.x and Avaya Analytics 4.2.x**

**Theatre/Region: All Regions**

## Revision History

Revision Date	Reason for change
13-Dec-2022	Initial Notice. Effective 17-Jan-2023, Avaya will End the Sale (EoS) of Avaya Oceana 3.9.x and Avaya Analytics 4.2.x for new opportunities as a newer version, Avaya Oceana Solution 3.10 and Avaya Analytics 4.3 shall be available 17-Jan-2023

## Summary

Effective **17-Jan-2023**, Avaya Oceana Solution 3.10 with Avaya Analytics 4.3 will be General Availability (GA) and therefore becomes the current version of the Avaya Oceana Solution. Consequently, Avaya will End the Sale (EoS) of Avaya Oceana Solution 3.9.x with Avaya Analytics 4.2.x systems for new Avaya Oceana sale opportunities on that date. To help clarify this for the field, Avaya are doing a formal End of Sale notification for the Avaya Oceana Solution 3.9.x with Avaya Analytics 4.2.x so that the field is notified of the updated lifecycle changes for Avaya Oceana Solution 3.9.x with Avaya Analytics 4.2.x with the General Availability of the Avaya Oceana Solution 3.10 with Avaya Analytics 4.3.

Avaya customers are strongly encouraged to upgrade to a supported release for bug fix support, and to the latest Service Pack and Generally Available patch lineup on that dot release. 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.

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

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.



## Discontinued Order Codes and Migration Strategy

Effective **17-Jan-2023** Avaya Oceana Solution 3.10 with Avaya Analytics 4.3 will be commercially available for new Avaya Oceana system opportunities and leverages the existing set of the Avaya Oceana 3.9.x Solution material codes meaning these material codes will be provisioned for any new Avaya Oceana system opportunities.

### System Expansion post-End of Sale

New Avaya Oceana 3.9.x with Avaya Analytics 4.2.x system sales will end 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

Existing Avaya Oceana 3.9.x with Avaya Analytics 4.2.x and any customers on older releases must upgrade to the current version Avaya Oceana Solution 3.10 with Avaya Analytics 4.3 upon General Availability. 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 major release.

## Schedule

Release	General Availability	End of Sale (New Sales Only)	End of Manufacturer Support (Ref Note 3 below)	End of Services Support for Software (Ref Note 4 below)
Avaya Oceana 3.9.x with Avaya Analytics 4.2.x	29-July-2022	17-Jan-2023	31-Dec-2023	12-July-2026

### Notes:

1. As of the, **17-Jan-2023**, Avaya Oceana 3.9.x with Avaya Analytics 4.2.x is not available for new opportunities.
2. Avaya Oceana Solution 3.10 with Avaya Analytics 4.3 is current version
3. Manufacturer Support continues for Avaya Oceana 3.9.x with Avaya Analytics 4.2.x per the schedule above
4. End of Services Support for Software are Target Dates and Remote Support Only. Avaya Services may revise the Target End of Services Support date based on the availability of quality repair parts and/or technical support expertise.
5. Customers should always consult any available product Services Support Notices for final information on product supportability.

End of Sale Date (last day to order new systems)	17-Jan-2023
End of Manufacturer Support for SOFTWARE *	31-Dec-2023
End of Manufacturer Support for HARDWARE *	NA
Last day to purchase system expansions	31-Dec-2023
Targeted End of Services Support **	12-July-2026

\* 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