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| **Services Support Notice:**<br>9/14/2015 | **Secure Access Link (SAL) Gateway**<br>**all 1.x releases and associated material**<br>**codes** |

# End of Services Support Notice

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| **Product(s) moving to End of Services Support Status:** | In accordance with Avaya's product lifecycle policy, all SAL Gateway 1.x releases and associated material codes are moving to End-of-Services-Support. |
| **End of New Contract & Renewals - Effective Date:** | N/A as SAL Gateways are not under a paid support contract |
| **End Of Service Support - Effective Date:** | October 1, 2016* |
| **Steps To Be Taken As a Result of this EOSS Notification :** | **Actions:**<br><br>• Customers receiving this notification are directed to follow the instructions in PSN004539u.<br>• Software deployments of SAL Gateway 1.x require a multi-step upgrade to SAL Gateway 2.5.<br>• System Platform deployments of SAL Gateway 1.x require an upgrade of the whole System Platform template, OR a deployment of a standalone SAL Gateway independent of System Platform.  The latter option is recommended for customers who have multiple deployments of System Platform with multiple SAL Gateways in operation, and for customers who cannot upgrade the whole System Platform template.<br><br>*\* Avaya Services may revise the 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 on **https://support.avaya.com** for final information on product supportability.* |

| **Comments / Summary:** | Avaya has previously announced the End of Sale for these products. Now, Avaya is taking these products to End of Services Support effective October 1, 2016. SAL Gateway 1.x will be supported through the above EOSS effective date.

After the EOSS effective date, SAL Gateway 1.x will not be an Avaya-approved standard remote connectivity method for the delivery of an Avaya Support Agreement. It is important for customers to take action to upgrade their gateways to avoid a disruption of support. If not upgraded, Avaya is excused from any liability and contractual performance standards when using non-standard connectivity methods. If using non-standard connectivity methods, Avaya may not be able to provide support and Avaya may charge time and material charges using Avaya's then current Per Incident Maintenance rates if there is additional cost to Avaya in providing support to the End Customer. |
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| **Product Migration Path:** | As stated in PSN004539u, existing customers using SAL Gateway 1.x should upgrade to SAL Gateway 2.5. |
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| **List of Impacted Product Material Codes** | **Material Codes** | **Description** |
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| | 227272 | SAL STDALN GATEWAY LIC R1.5+ DWNLD<br>This is the material code for the standalone SAL Gateway software that customers installed on their own server and that was bundled with an Avaya Common Server. Both deployment types are included in this EoSS. |
| | N/A | SAL Gateway 1.x that was bundled as part of System Platform 1.x and 6.0.x does not have its own individual material code apart from System Platform. Those SAL Gateway deployments are also included in this EoSS. |

| **For More Information on Product Status:** | **Lifecycle Summary Matrix** |
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**Summary of Extended Support Status – Effective until End of Services Support Date:**

Avaya may discontinue or limit the scope of Maintenance Services for Supported Products that Avaya or a third party manufacturer has declared "end of life," "end of service," "end of support," "manufacture discontinue" or similar designation ("End of Support") effective as of the effective date of the manufacturer's End of Support notice.  Following the effective date, Avaya Maintenance Services for manufacturer End of Support Products will be under the terms of "Extended Support." Extended Support will continue to provide the same maintenance services with the following exceptions: At the end of manufacturer support, Tier IV R&D product developer support and going-forward maintenance updates (e.g., Product Correction Notices ("PCN's"), "bug fixes," interoperability / usability solutions) are no longer provided by the manufacturer.

Therefore, certain complex faults or functionality issues may not be resolvable without the Customer upgrading the system to a version currently supported by the manufacturer.  In addition, as replacement parts* are manufacture discontinued, some products or components may become increasingly scarce or require replacement with substitute parts. This may result in delays in response or repair intervals, or may require upgrades to other components or the entire product itself replaced with manufacturer supported technology at Customer's expense in order to ensure compatibility and preserve Supported Product functionality.

*Does not apply to Remote-Only Maintenance Service.

All active PCNs currently issued against these products will be honored until such time they are deemed inactive and no longer available.
For more information on Avaya Extended Support click here

Product Life Cycle Policy