



Product Support Notice

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PSN # PSN004157u

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Name of problem Avaya Aura 5.2.1 End of Manufacturer Support (EOMS) Update

Products affected

- Communication Manager (CM): Release 5.2.1
- Session Manager (SM): Release 5.2
- Call Center Elite: Release 5.2.1
- G430/G450 Media Gateway (BGW): Release 5.2.1

Problem description

- We are announcing an updated EOMS date for Aura 5.2.1 as August 31, 2014. This change is due to limitations in our ability to receive support from 3rd parties that provide software components used inside the release. These limitations inhibit our ability to provide a quality product going forward.
- This updated EOMS notice is applicable to CM 5.2.1, SM 5.2, CC 5.2.1 and BGW 5.2.1.
- When CM 5.2.1 went Generally Available in November 2009, it was placed into the "EMSSP" - Extended Manufacture Service and Support Policy which provides customers with a commitment of at least 3 years of additional bug fixing and support – which committed support for the release to November 2012. Corrective content was continued after that date and remains in effect until August 31, 2014. After August 31, 2014, no additional corrective content will be provided to the 5.2.1 release.
- Aura 6.2 FP2 was placed into the Extended Manufacturing Service and Support policy at its release in May 2013 with its constituent supported components as detailed below :

Product Component	Avaya Aura® 6.2 Feature Pack 2 GA 6 May 2013	Avaya Aura® 6.2 Feature Pack 3 GA October 2013
Communication Manager (CM)	CM 6.3.0	CM 6.3.2
Session Manager (SM)	SM6.3.2	SM 6.3.4
System Manager (SMGR)	SMGR 6.3.2	SMGR 6.3.4
System Platform (SP)	System Platform 6.3.0	System Platform 6.3.1
Presence Services (PS)	Presence Services 6.2.0	Presence Services 6.2.2
G430/G450 Media Gateway (BGW)	BGW 6.3.0	BGW 6.3.1
Application Enablement Services (AES)	Appl. Enablement Services (AES) 6.3.0	Appl. Enablement Services (AES) 6.3.1

- Avaya has delivered additional functionality to our current EMSPP in Feature Pack 3 in October 2013, while maintaining our support for the EMSSP. Customers get the comfort of EMSSP, but gain the ability to add new features through the Feature Packs.
- A move to Aura 6.2 FP3 provides customers a broad range of new capabilities including Collaboration Environment, a rich SIP platform, and new mobility capabilities such as multiple device access.
- This is an exception to the N-1 policy and it is necessitated due to the age of 5.2.1 and enabled by the maturity of the Aura 6.2 platform.

Resolution

n/a

Workaround or alternative remediation

n/a

Remarks

References

- Avaya Aura End of Sale Notice : <https://downloads.avaya.com/css/P8/documents/100145128>
- Services Support Notice: <https://downloads.avaya.com/css/P8/documents/100178878>
- Avaya Product Lifecycle Policy: <https://downloads.avaya.com/css/P8/documents/100081098>
- Lifecycle Summary Matrix: <https://downloads.avaya.com/css/P8/documents/100133536>

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

n/a

Download

n/a

Patch install instructions

Service-interrupting?

n/a

No

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

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