



End of Sale notice

Notification Date: October 8, 2014

Effective Date: December 8, 2014

Subject: End of Sale of BCMRD

Theatre/Region: All

Revision History

Revision Date	Reason for change
October 7, 2014	Initial Release of this notice

Summary

BCMR Desktop (BCMRD) product will reach End of Sale on **December 8, 2014**.

Effective **December 8, 2014**, Avaya will no longer support new designs for Product. Existing quotes as of December 8, 2014 can be converted into orders for a period of 60 days after end of sale.

For Elite Contact Center reporting, customers should opt for Avaya CMS Release 17. Existing customers using BCMRD should upgrade to CMS 17 well before End of Manufacture Support date indicated in this bulleting. Avaya is offering upgrades to CMS 17 for BCMRD customers at standard CMS upgrade prices.

Please note that BCMS data in Communication Manager (CM and Elite) continues to be available; the BCMR-Desktop is the desktop reporting for BCMS data that is now end of sale.

Discontinued Order Codes and Migration Options

Discontinued Codes

107824	BCMR DESKTOP MIG CCC FIVE USER R1 TO R2
108943	BCMR DESKTOP MIG CCC SINGLE USER R1/R2
183316	BCMR DESKTOP R2 USB SNGL USER
183317	BCMR DESKTOP R2 USB FIVE USER
183318	BCMR DESKTOP R2 USB TEN USER



183319	BCMR DESKTOP R1 TO R2 MIG USB SNGL USER
183320	BCMR DESKTOP R1 TO R2 MIG USB FIVE USER
183321	BCMR DESKTOP R1 TO R2 MIG USB 10 USER
108219155	BCMSVU SFTW APPL R2 LIC:DS

Migration Options

For Elite Contact Center reporting functionality, customers should opt for Avaya CMS Release 17. Existing customers using BCMRD should upgrade to CMS 17 well before End of Manufacture Support date indicated in this bulleting. Avaya is offering upgrades to CMS 17 for BCMRD customers at standard upgrade prices.

More details on CMS product is available at

<http://www.avaya.com/usa/products/customer-experience-management>

For CMS 17 Ordering information, please see Product Offer Definition document at

<https://sales.avaya.com/documents/1399549451281>

Schedule

End of Sale Date (last day to order)	December 8, 2014
End of Manufacturer Support for SOFTWARE *	December 8, 2015
End of Manufacturer Support for HARDWARE *	NA
Targeted End of Services Support *	December 8, 2020

* 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.

*** Dependent on your maintenance contract terms.



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> >> More Resources >> More >> Avaya Product Lifecycle Policy