

Services Support Notice:
9/18/2015

Secure Services Gateway (SSG) –
all releases and associated material
codes

End of Services Support Notice

**Product(s) moving to End
of Services Support Status:**

In accordance with Avaya's product lifecycle policy, all SSG releases and associated material codes are moving to End-of-Services-Support.

**End of New Contract &
Renewals - Effective Date:**

N/A as SSGs 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:

- Customers receiving this notification are directed to follow the instructions in [PSN004577u](#).
- All SSG deployments must be migrated to SAL Gateway 2.5.

* 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. SSG will be supported through the above EOSS effective date.

After the EOSS effective date, SSG 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.

Product Migration Path:

As stated in [PSN004577u](#), existing customers using SSG should migrate to SAL Gateway 2.5.

List of Impacted Product Material Codes	Material Codes	Description
	700383607	CUST SOL SAC PREM SFTW FOR SSG LIC:DS CUST SOL SAC 3.1 PREMIUM SFTW FOR SECURE SVCS GATEWAY LIC:DS
	Others	As this is an old product, other SSG material codes may exist that are no longer being tracked, and all such SSG material codes are also included in this EoSS.

For More Information on Product Status:**Summary of Extended Support Status – Effective until End of Services Support Date:****[Lifecycle Summary Matrix](#)**

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](#)