



# End of Sale Notice

**Notification Date:** 22-Jan-2016

**Revision Date:** 22-Jan-2016\*

**Effective Date:** 22-Jan-2010

**Subject:** End of Sale for IQ 4.x

**Theatre/Region:** All

## Revision History

Revision Date	Reason for change
06-JAN-2016 *22-JAN-2016	First Draft Added minor changes after core team review.

## Summary

Given the current availability of IQ 5.2.6, new sales of IQ 4.x will no longer be supported as of **22-Jan-2010**

## Discontinued Order Codes and Migration Strategy

### Discontinued Codes

Material Code	Material Description
197707	IQ R4 NEW PER AGT LIC 1-5
197708	IQ R4 NEW PER AGT LIC 6-10
197709	IQ R4 NEW PER AGT LIC 11-25
197710	IQ R4 NEW PER AGT LIC 26-50
197711	IQ R4 NEW PER AGT LIC 51-100
197712	IQ R4 NEW PER AGT LIC 101-250
197713	IQ R4 NEW PER AGT LIC 251-500
197714	IQ R4 NEW PER AGT LIC 501-1000
197715	IQ R4 NEW PER AGT LIC 1001+
197716	IQ R4 ADD PER AGT LIC 1-5
197717	IQ R4 ADD PER AGT LIC 6-10
197718	IQ R4 ADD PER AGT LIC 11-25
197719	IQ R4 ADD PER AGT LIC 26-50
197720	IQ R4 ADD PER AGT LIC 51-100
197721	IQ R4 ADD PER AGT LIC 101-250
197722	IQ R4 ADD PER AGT LIC 251-500
197723	IQ R4 ADD PER AGT LIC 501-1000



Material Code	Material Description
197724	IQ R4 ADD PER AGT LIC 1001+
197725	IQ R4 MG PER AGT CRNT CMS 1-5
197726	IQ R4 MG PER AGT CRNT CMS 6-10
197727	IQ R4 MG PER AGT CRNT CMS 11-25
197728	IQ R4 MG PER AGT CRNT CMS 26-50
197729	IQ R4 MG PER AGT CRNT CMS 51-100
197730	IQ R4 MG PER AGT CRNT CMS 101-250
197731	IQ R4 MG PER AGT CRNT CMS 251-500
197732	IQ R4 MG PER AGT CRNT CMS 501-1000
197733	IQ R4 MG PER AGT CRNT CMS 1001+
197734	IQ R4 MG PER AGT NON CRNT CMS 1-5
197735	IQ R4 MG PER AGT NON CRNT CMS 6-10
197736	IQ R4 MG PER AGT NON CRNT CMS 11-25
197737	IQ R4 MG PER AGT NON CRNT CMS 26-50
197738	IQ R4 MG PER AGT NON CRNT CMS 51-100
197739	IQ R4 MG PER AGT NON CRNT CMS 101-250
197740	IQ R4 MG PER AGT NON CRNT CMS 251-500
197741	IQ R4 MG PER AGT NON CRNT CMS 501-1000
197742	IQ R4 MG PER AGT NON CRNT CMS 1001+
197779	IQ R4 RPT USR LIC 1-5
197780	IQ R4 RPT USR LIC 6-10
197781	IQ R4 RPT USR LIC 11-25
197782	IQ R4 RPT USR LIC 26-50
197783	IQ R4 RPT USR LIC 51-100
197784	IQ R4 RPT USR LIC 101-250
197785	IQ R4 RPT USR LIC 251-500
197786	IQ R4 RPT USR LIC 501-1000
197787	IQ R4 RPT USR LIC 1000+
197799	IQ R4 DATA PROCESSING HOSTS
197802	IQ R4 ALL FUNCTIONS HOSTS
200770	IQ R4 DATA COLLECTION HOSTS
200771	IQ R4 ADMIN HOSTS
200772	IQ R4 RPTG APPL HOSTS
197800	IQ R4 RELEASE INDICATOR
215300	IQ R4 EXISTING CMS SUPV LIC 1-5
215301	IQ R4 EXISTING CMS SUPV LIC 6-10
215302	IQ R4 EXISTING CMS SUPV LIC 11-25
215303	IQ R4 EXISTING CMS SUPV LIC 26-50
215304	IQ R4 EXISTING CMS SUPV LIC 51-100

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Material Code	Material Description
215305	IQ R4 EXISTING CMS SUPV LIC 101-250
215306	IQ R4 EXISTING CMS SUPV LIC 251-500
216030	IQ R4 EXISTING CMS SUPV LIC 501-1000
216031	IQ R4 EXISTING CMS SUPV LIC 1001+
197801	IQ R4 CONN CM LIC
200777	IQ R4 CONN PROACTIVE CONTACT LIC
197810	IQ R4 DATA IMPORT
200778	IQ R4 DATA EXPORT LIMITED MEASURES
200780	IQ R4 DATA EXPORT FULL MEASURES
200781	IQ R4 HIST DATA EXPORT
182381	IQ R4 CONFIGURED QUOTE ONLY
213162	IQ R4 TURNKEY SRVR TRACKING TOTAL
200775	IQ R4 ADV RPT RTR
197806	IQ R4 DATA MODEL ADMINISTRATOR
197797	IQ 4.0 FULL SFTW PKG SFTW ONLY
212031	IQ 4 TURNKEY UTILITIES
212032	IQ DATA MIGRATION SOFTWARE TOOL
213130	IQ R4 LAB LICENSE 25 AGTS 5 RPT RTR
215492	IQ 4.1 FULL SFTW PKG SFTW ONLY
212031	IQ 4.1 TURNKEY UTILITIES
213130	IQ R4 LAB LICENSE 25 AGTS 5 RPT RTR
700457120	IQ 4.2 FULL APPL SFTW PKG
700457138	IQ 4.2 TURNKEY UTILITIES
700457146	IQ DATA MIGRATION SOFTWARE TOOL
700457179	HIGH END APP SRVR X3650 IQ APPL
700457187	HIGH END APP SRVR X3650 IQ DB
197805	IQ LINUX OS
197807	IQ ORACLE DATABASE
200776	IQ R5 WITH CMS SIDE BY SIDE
700463144	IQ 4.2 FULL SFTW PKG FOR DATA COLL HOST

### System Expansion post-End of Sale

New system sales will end on the date indicated, however, for some products, the capacity of installed systems may be increased based on the continued availability of order codes for any System Expansions.

### Migration Strategy

Avaya now offers the following alternative solution(s).

The latest Generally Available release of IQ at the time of this notice is IQ 5.2.6 with the following features:

- Dell R620, RHEL 5.8 OS
- Oracle 12c

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- Data Partition, performance improvement for historical reports
- Increased reliability of pump-up, admin activities
- Lower security vulnerability by updating ActiveMQ, Apache Tomcat and JDK
- Simplified Direct Access Module
- CM 6.3 ongoing SP Support
- Enhance AACC and CC Elite interaction with IQ

Customers interested in upgrading to 5.2.6 will have to go through a multi-step upgrade to 5.0, 5.1 and then 5.2.

## Schedule

End of Sale Date (last day to order new systems)	22-Jan-2010
End of Manufacturer Support for SOFTWARE *	22-Jan-2011
End of Manufacturer Support for HARDWARE *	22-Jan-2013
Last day to purchase system expansions	22-Jan-2013
Targeted End of Services Support	22-Dec-2016**

*\* 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