



Product Transition Notice

Notification Date: 24-October-2018

Revision Date: 15-April-2019

Effective Date: 22-May-2017

Subject: Product Transition Notice for IQ 5.2.x and IQ 5.3

Theatre/Region: All

Revision History

Revision Date	Reason for change
21 March 2017	Initial Release
10 April 2017	Update End of Manufacturer Support for Software Date
24 October 2018	Update notice with current transition information
15 April 2019	Update compatibility table and hardware support information

Summary

Introduced in October 2016, Avaya Oceana™ is Avaya's next generation omnichannel contact center that helps organizations deliver a seamless customer experience across any channel of the customer's choosing, providing the right media at the right time, every time, applying all relevant information and context to deliver a unique, personalized, and enduring experience across the customer's entire journey. In addition, Oceana makes it easy to bring knowledge workers across the enterprise into call center routing strategies to improve customer service and sales outcomes. Along with Avaya Oceana, Avaya Analytics™ is the next generation, unified reporting and analytics solution. Developed on Avaya Breeze™, an open framework, Avaya Analytics provides cradle to grave reporting for end to end customer journey. Avaya Analytics focuses on the richness, availability and access to data within the enterprise to drive better intelligence, decision making and experiences.

<http://www.avaya.com/en/solution/avaya-oceana-solution/>

Effective May 22, 2017, Avaya no longer sells (makes commercially available) new or upgrade designs for Avaya IQ software and corresponding hardware, versions 5.2.x and 5.3. Order codes reached End of Sale on May 22, 2017.

Discontinued Order Codes and Migration Strategy

Discontinued Codes

Material Code	Description
226976	IQ R5 DATA COLLECTION HOSTS
227016	IQ R5 DATA PROCESSING HOSTS



227018	IQ R5 ALL FUNCTIONS HOSTS
227070	IQ R5 ADMIN HOSTS
227071	IQ R5 RPTG APPL HOSTS
264216	IQ R5.2 R610 SRVR APPL
264217	IQ R5.2 R610 SRVR DB
264218	IQ R5.2 MD1220 EXT DISK ARRAY
264934	IQ R5.2 ALL IN ONE SERVER
304200	R620 SRVR IQ APPL
304201	R620 SRVR IQ DB
304202	R620 ALL IQ IN ONE SRVR
387800	R620 SRVR IQ APPL TPM
387801	R620 SRVR IQ DB TPM
700501519	IQ R5.2 FULL APPL SFTW PKG
700501520	IQ R5.2 TURNKEY UTILITIES
700501521	IQ R5.2 RAID TOOL MEDIA
700501522	IQ R5.2 UPG MEDIA KIT TURNKEY SYS
700507023	IQ R5.2.5 FULL APPL SFTW PKG
700507024	IQ R5.2.5 TURNKEY UTILITIES
700507025	IQ R5.2.5 RAID TOOL MEDIA
700510613	IQ R5.2.6 FULL APPL SFTW PKG
700510614	IQ R5.2.6 TURNKEY UTILITIES
700510615	IQ R5.2.6 TOOL MEDIA KIT
700512716	IQ R5.3.0 FULL APPL SFTW PKG

System Expansion post-End of Sale

Although Avaya IQ software and hardware are discontinued for sales, software-only customers can purchase additional licenses, up to the capacity that their existing system can support, through the published End of Manufacturer Support for SOFTWARE date. Additionally, turnkey customers on Dell R610 and R620 hardware can purchase licenses up to the capacity that their existing hardware can support, through the published end of expansion date.

Migration Strategy

Avaya Analytics is the next generation, unified reporting and analytics solution and is the recommended product for IQ customers. While Avaya Analytics matures, Avaya has the following recommendations for customers. Account teams should contact product management to explore the best recommendation for their customer. There are two main recommendation for customers:

Recommendation 1: Adopt the latest GA version of Call Management System (CMS)	Recommendation 2: Keep IQ
<ul style="list-style-type: none"> - Customers with Upgrade Advantage get entitlement pricing - Customer with only Support Advantage get upgrade pricing - Adopt offers to round-out reporting capabilities <ul style="list-style-type: none"> - Contact Analyzer for cradle-to-grave capabilities - Agent trace information - Historical IQ access supported 	<ul style="list-style-type: none"> - Keep current IQ environment - System expansions supported at current capacity until End of Manufacturer Software Support - Adhere to published End of Support dates



- Keep IQ, disconnecting IQ from CM to access data	
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While Avaya Analytics matures, customers who choose to keep their IQ and wait for Analytics may want to upgrade to the current release of Avaya Aura Communication Manager 8.x or Avaya Aura Communication Manager 7.x, via the Buy to Current Offer. The following table outlines IQ compatibility with Communication Manager versions.

IQ Version	Communication Manager 6.x	Communication Manager 7.x	Communication Manager 8.x
IQ 5.2.5	- Supports CM 6.x	- Permissive Use Support CM 7.x with L23 with caveats	- Supports CM 6.x - Permissive Use Support for CM 8.0 using SPI L23 with caveats
IQ 5.2.6	- Supports CM 6.x	- Supports CM 7.x (IQ 5.2.6 patch 9 or higher is required)	- Supports CM 8.0 (IQ 5.2.6 patch 9 or higher is required)
IQ 5.3.0.x	- Supports CM 6.x	- Supports CM 7.x	- Supports CM 8.0

Schedule

End of Sale Date (last day to order systems)	22-May-2017
IQ 5.2.5 End of Manufacturer Support for SOFTWARE	1-July-2019
IQ 5.2.6 End of Manufacturer Support for SOFTWARE *	1-July-2020
IQ 5.3.0.x End of Manufacturer Support for SOFTWARE *	1-July-2021
End of Manufacturer Support for HARDWARE *	22-May-2020
IQ 5.2.5 Last day to purchase system expansions	1-July-2019
IQ 5.2.6 Last day to purchase system expansions	1-July-2020
IQ 5.3.0.x Last day to purchase system expansions	1-July-2021
End of Parts Support for IQ R5.2.x: R610 Svr APPL, R610 Svr DB, MD1220 Exr Disk Array, R610 All in One Svr	22-May-2023
End of Parts Support for IQ R5.2.x: R620 Svr IQ APPL, R620 Svr IQ DB, R620 All in One Svr, R620 Svr IQ APPL TPM, R620 Svr IQ DB TPM	22-May-2023
Targeted End of Services Support **	22-May-2024

* 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.

NOTE: Due to underlying system limitations, for both turnkey and software only systems – security vulnerabilities related to the operating system and other 3rd party software are supported with commercially reasonable efforts. Firmware updates must be directly obtained from PLDS with assistance from Avaya.



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