



**Title: Product Transition from Witness ContactStore for Communication Manager (CSCM) 7.1, 7.2, and 7.3 to Witness CSCM 7.7**

**Notification Date:** 02-Feb-2007

Witness CSCM 7.1, 7.2, and 7.3 are being replaced by Witness CSCM 7.7. The CSCM 7.7 product offers enhanced features, increased reliability, and support for the currently supported versions of Communication Manager.

Effective 02-Apr-2007, Avaya will no longer sell (make commercially available) Witness CSCM 7.1, 7.2, and 7.3.

**Discontinued SAP/PEC Codes**

SAP Code	Description	End of Sale Date
192116	WITNESS 7.3 CONTACTSTORE BUS SVR SFTW	02-Apr-2007
192117	WITNESS 7.3 CONTACTSTORE ENT SVR SFTW	02-Apr-2007
181724	WITNESS CONTACT STORE 7.1 - BUS SRVR	02-Apr-2007
184055	WITNESS 7.2 CONTACTSTORE BUS SVR SFTW	02-Apr-2007
184056	WITNESS 7.2 CONTACTSTORE ENT SVR SFTW	02-Apr-2007

**Migration Strategy**

Avaya now offers Witness CSCM 7.7

SAP Code	Description	Effective Date
198836	WITNESS 7.7 COMP RECORD PKG	06-Nov-2006

If you have questions or would like more information about these products, contact your authorized Avaya Representative.

**Schedule**

End of Sale (EoS) - 7.1, 7.2, and 7.3	02-Apr-2007
End of Manufacturer's Support - 7.1 and 7.2	01-Oct-2007
End of Manufacturer's Support - 7.3	01-Oct-2008

**End of Manufacturer's Support**

The End of Manufacturer's Support availability represents the final date that Avaya will provide manufacturer's support for the product per the CSAG Manufacturer Support Commitment. Support may be extended past that period at the discretion of Avaya Services, BusinessPartners or other service providers. For additional information concerning long term support please contact your Service Provider.

**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 BusinessPartners or other service providers. Additional information concerning Avaya Services can be found on the [Services Offer Information](#) Web site.