



Manufacture Discontinue and End of Life Notice for Media Processing Server release 3.0

BULLETIN ID: 2009009703, Rev 1
PUBLISHED: 2009-09-02
STATUS: Active
REGION: APAC
CALA
EMEA
GC
NA
PRIORITY: Major
TYPE: Bulletin

Background:

This bulletin provides the Customer Notification of the decision of Nortel to Manufacture Discontinue (MD) and/or End of Life (EOL) of Media Processing Server (MPS) 3.0.

Introduction

Effective December 31, 2009, Nortel will MD MPS 3.0 for new orders for MPS 500.

Expansions for MPS 500 3.0 as well as MPS 1000 3.0 new orders/upgrades/expansions continue to be available until August 31, 2010 when the status of MPS 3.0 changes to MD.

End-of-Life (EOL) for MPS 3.0 is December 31, 2012 globally.

Details regarding the lifecycle dates for MPS 3.0 are contained in the Analysis Section later in this document.

The replacement product is MPS 3.5, which is generally available.

Definitions

Manufacture Discontinue (MD) - This notice serves as formal communication of Nortel Networks' intent to MD the product(s) noted. No further orders will be accepted as of the Last Time Order Date shown above and no further shipments made after the product has been discontinued. The MD of these products should not be interpreted as the discontinuance of any Nortel Networks agreements to support the existing field population. Services to the existing product base will continue to be provided until the End of Life (EOL) date shown above.

End-Of-Life (EOL) - This notice serves as formal communication of Nortel Networks' intent to end the life of the product(s) noted. No further support will be provided after the EOL date shown above. Emergency recovery and/or upgrades may be performed in accordance with customer specific service plans or upgrade agreements as negotiated prior to EOL.

NOTE:

To determine whether this product qualifies for Nortel's End of Life (EOL) Customer Support Plan, please call 1800-4NORTEL, ERC code 1141, and ask to speak to a Self Service IVR Support Manager.

Attached are the MPS 3.0 product items to be Manufacture Discontinued and their replacements (if applicable).

Software Dependencies

For MPS 3.5 software dependencies, refer to the MPS v3.5 Product release bulletin (P-2009-0118-NA).

Related Product and Sales & Marketing Bulletins

Please refer to the following bulletins located at <<http://www.nortel.com/prd/picinfo/index.html>> for further additional details:

P-2007-0264-Global-Rev3: Multimedia Applications Software Support Policies including Contact Center, Self Service & Messaging Lifecycle Information

R-2007-0119-EMEA - Rev1: End of Life Notice - Self-Service: CTX 1.0, 1.1, 2.0; MPS1000 1.0.1; MPS 500 and MPS 1000 2.1

R-2007-0120-Global-Rev 1: End of Life Notice - Self-Service: CTX 1.0, 1.1, 2.0; MPS1000 1.0.1; MPS 500 and MPS 1000 2.1

P-2009-0118-NA: Media Processing Server v3.5 General Availability

Analysis:

Last Time Order date

MPS 500 v3.0 new orders: Dec 15, 2009

MPS 500 v3.0 upgrades/expansions: Aug 15, 2010

MPS 1000 v3.0 new orders: Aug 15, 2010

MPS 1000 v3.0 upgrades/expansions: Aug 15, 2010

Last Ship date

MPS 500 v3.0 new orders: Dec 31, 2009

MPS 500 v3.0 upgrades/expansions: Aug 31, 2010

MPS 1000 v3.0 new orders: Aug 31, 2010

MPS 1000 v3.0 upgrades/expansions: Aug 31, 2010

Manufacture Discontinue (MD) Date :

MPS 500 v3.0 new orders: Dec 31, 2009

MPS 500 v3.0 upgrades/expansions: Aug 31, 2010

MPS 1000 v3.0 new orders: Aug 31, 2010

MPS 1000 v3.0 upgrades/expansions: Aug 31, 2010

EOL date:

MPS v3.0 (All regions): Dec 31, 2012

Last Supported Software Release:

MPS v3.5

Market Regions Affected:

Global: NA, CALA, EMEA and AP (All regions)

Recommendations:

MPS system software version 3.5 is the replacement product for MPS 3.0.

Required Actions:

Customer sites currently on MPS 3.0 should make plans to upgrade to MPS 3.5.

Attachments:

[Click here to access attachments \(1 attachments\)](#)

Products and Releases:

The information in this bulletin is intended to be used with the following products and associated releases:

PRODUCT	RELEASE
Self-Service-Media Processing Svr-Media Processing Svr 1000	3.0
Self-Service-Media Processing Svr-Media Processing Svr 1000	3.0SOLARIS
Self-Service-Media Processing Svr-Media Processing Svr 1000	
Self-Service-Media Processing Svr-Media Processing Svr 500	3.0
Self-Service-Media Processing Svr-Media Processing Svr 500	3.0SOLARIS
Self-Service-Media Processing Svr-Media Processing Svr 500	3.0WINDOWS
Self-Service-Media Processing Svr-Media Processing Svr 500	

To view the most recent version of this bulletin, access technical documentation, search our knowledge base, or to contact a Technical Support Representative, please visit Nortel Technical Support on the web at: <http://support.nortel.com/>. You may also sign up to receive automatic email alerts when new bulletins are published.

**REFERENCE:
PRE-REQUIRED PATCH:
PATCH ID:**

Copyright 2009 Nortel Networks. All rights reserved. Information in this document is subject to change without notice. Nortel assumes no responsibility for any errors that may appear in this document. The information in this document is proprietary to Nortel Networks.

Nortel recommends any maintenance activities, such as those outlined in this bulletin, be completed during a local maintenance window.

Nortel, the Nortel logo, and the Globemark design are trademarks of Nortel Networks. All other trademarks are the property of their respective owners.