

End-of-Sale and End-of-Life Announcement for the Cisco Unified Contact Center Enterprise, Cisco Packaged Contact Center Enterprise, Cisco Unified Intelligent Contact Management Enterprise, and Hosted Editions 9.0

EOL9951

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Contact Center Enterprise, Cisco Packaged Contact Center Enterprise, Cisco Unified Intelligent Contact Management Enterprise, and Hosted Editions 9.0. The last day to order the affected product(s) is March 29, 2015. Customers with active service contracts will continue to receive support from the Cisco Technical Assistance Center (TAC) as shown in Table 1 of the EoL bulletin. Table 1 describes the end-of-life milestones, definitions, and dates for the affected product(s). Table 2 lists the product part numbers affected by this announcement. For customers with active and paid service and support contracts, support will be available under the terms and conditions of customers' service contract.

This end-of-life announcement covers the 9.0 components bundled with the products whose part numbers are CCEH-MEDIA90-K9, CCEH-V90-K9-UPG=, ICMEH-MEDIA90-K9 and ICMEH-V90-K9-UPG=. These components are:

- Cisco Computer Telephony Integration Object Server (CTIOS) 9.0
- Cisco Agent Desktop 9.0
- Cisco Unified Intelligence Center 9.0
- Cisco Unified Contact Center Management Portal 9.0
- Cisco Remote Silent Monitor 9.0
- Cisco SocialMiner 9.0
- Cisco Finesse 9.0

Table 1. End-of-Life Milestones and Dates for the Cisco Unified Contact Center Enterprise, Cisco Packaged Contact Center Enterprise, Cisco Unified Intelligent Contact Management Enterprise, and Hosted Editions 9.0

Milestone	Definition	Date
End-of-Life Announcement Date App. SW	The date the document that announces the end-of-sale and end-of-life of a product is distributed to the general public.	September 28, 2014
End-of-Sale Date	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	March 29, 2015
Last Ship Date: App. SW	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	June 27, 2015
End of SW Maintenance Releases Date: App. SW	The last date that Cisco Engineering may release any final software maintenance releases or bug fixes. After this date, Cisco Engineering will no longer develop, repair, maintain, or test the product software.	March 28, 2016
End of New Service Attachment Date: App. SW	For equipment and software that is not covered by a service-and-support contract, this is the last date to order a new service-and-support contract or add the equipment and/or software to an existing service-and-support contract.	March 28, 2016
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	June 24, 2017
Last Date of Support: App. SW	The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions. After this date, all support services for the product are unavailable, and the product becomes obsolete.	March 31, 2018

HW = Hardware OS SW = Operating System Software App. SW = Application Software

Table 2. Product Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCE-PAC-M1-V9.X	Packaged CCE Version 9.x	See Product Migration Options section for details.	Packaged CCE ordering automatically maps to 10.x version	-
CCEH-CADKIT90-K9	Media Kit for Cisco Agent Desktop 9.0	CCEH-CADKIT100-K9	Media Kit for Cisco Agent Desktop 10.0	-
CCEH-MEDIA90-K9	Media Kit for Unified CC Enterprise and Hosted 9.0	CCEH-MEDIA100-K9	Media Kit for Unified CC Enterprise and Hosted 10.0	-
CCEH-V90-K9-UPG=	UCCE SW Upgrade to 9.0 for UCSS Customers	CCEH-V100-K9-UPG=	UCCE SW Upgrade to 10.0 for UCSS Customers	-
ICME-ARIAGT-M	MIGRATION FROM REGULAR OR ERI TO ARI	There is currently no replacement product available for this product.	-	-
ICME-ARIAGT-T1	ARI Agent Licenses - Tier 1	ICME-REGAGT-T1	Regular ICM Agent Licenses - Tier 1	-
ICME-ARIAGT-T2	ARI Agent Licenses - Tier 2	ICME-REGAGT-T2	Regular ICM Agent Licenses - Tier 2	-
ICME-ARIAGT-T3	ARI Agent Licenses - Tier 3	ICME-REGAGT-T3	Regular ICM Agent Licenses - Tier 3	-
ICME-ARIAGT-T4	ARI Agent Licenses - Tier 4	ICME-REGAGT-T4	Regular ICM Agent Licenses - Tier 4	-
ICME-ERIAGT-T1	ERI Agent Licenses - Tier 1	ICME-REGAGT-T1	Regular ICM Agent Licenses - Tier 1	-
ICME-PG-IPCCEX	IPCC GATEWAY FOR IPCC EXPRESS	ICME-PG-IPCCEE	IPCC GATEWAY FOR IPCC ENTERPRISE	-
ICME-PG-IPCCEX=	IPCC GATEWAY FOR IPCC EXPRESS	ICME-PG-IPCCEE	IPCC GATEWAY FOR IPCC ENTERPRISE	-
ICME-PG-IPCCEXP	IPCC GATEWAY FOR IPCC EXPRESS	ICME-PG-IPCCEE	IPCC GATEWAY FOR IPCC ENTERPRISE	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
ICMEH-MEDIA90-K9	Media Kit for Unified ICM Enterprise and Hosted 9.0	ICMEH-MEDIA100-K9	Media Kit for Unified ICM Enterprise and Hosted 10.0	-
ICMEH-V90-K9-UPG=	ICM SW Upgrade to 9.0 for UCSS Customers	ICMEH-V100-K9-UPG=	ICM SW Upgrade to 10.0 for UCSS Customers	-
SQL20082005-STD	OEM SQL Server 2005/2008 Standard Edition	See Product Migration Options section for details.	MS SQL Server retail edition	-

Product Migration Options

Customers are encouraged to migrate to latest versions of Cisco Unified Contact Center Enterprise and Cisco Unified Intelligent Contact Management. Information about this product can be found at:

<http://www.cisco.com/c/en/us/products/customer-collaboration/unified-contact-center-enterprise/index.html>.

Customers may be able to use the Cisco Technology Migration Program (TMP) where applicable to trade-in eligible products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, customers should work with their Cisco Partner or Cisco account team. Cisco Partners can find additional TMP information on Partner Central at

http://www.cisco.com/web/partners/incentives_and_promotions/tmp.html.

Customers may be able to continue to purchase Cisco Unified Contact Center Enterprise, Cisco Packaged Contact Center Enterprise, Cisco Unified Intelligent Contact Management Enterprise, and Hosted Editions 9.0 through the Cisco Certified Refurbished Equipment program. Refurbished units may be available in limited supply for sale in certain countries on a first-come, first-served basis until the Last Date of Support has been reached. For information about the Cisco Certified Refurbished Equipment program, go to: <http://www.cisco.com/go/eos>.

Service prices for Cisco products are subject to change after the product End-of-Sale date.

The Cisco Takeback and Recycle program helps businesses dispose properly of surplus products that have reached their end of useful life. The program is open to all business users of Cisco equipment and its associated brands and subsidiaries. For more information, go to:

http://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html.

For More Information

For more information about the Cisco Unified Contact Center and Cisco Unified Intelligent Contact Management Enterprise and Hosted Editions 10.0, visit <http://www.cisco.com/go/cc>, or contact your local account representative.

For more information about the Cisco End-of-Life Policy, go to:

http://www.cisco.com/en/US/products/products_end-of-life_policy.html.

For more information about the Cisco Product Warranties, go to:

http://www.cisco.com/en/US/products/prod_warranties_listing.html.

To subscribe to receive end-of-life/end-of-sale information, go to:

<http://www.cisco.com/cisco/support/notifications.html>.

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