

End-of-Sale and End-of-Life Announcement for the Cisco IPIVR 10.x

EOL12640

Cisco announces the end-of-sale and end-of-life dates for the Cisco IPIVR 10.x. The last day to order the affected product(s) is January 7, 2019. 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.

Table 1. End-of-Life Milestones and Dates for the Cisco IPIVR 10.x

Milestone	Definition	Date
End-of-Life Announcement Date	The date the document that announces the end-of-sale and end-of-life of a product is distributed to the general public.	July 9, 2018
End-of-Sale Date License	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	January 7, 2019
Last Ship Date License	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	April 7, 2019

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
IVR-10-ADD-K9	IVR 10.0 Add on licenses	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-10-HA-LIC	IVR 10.0 IP IVR HA Qty 1 License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-10-HA-UPG	IVR 10.0 Upgrade IP IVR HA License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-10-NFR=	IVR 10.0 Not for Resale kit	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-10-PAK	IVR 10.0 autoexpanded Delivery PAK	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-10-PORT-UPG	IVR 10.0 Upgrade Port	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
IVR-10-PORT1	IVR 10.0 Port Quantity 1	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-10-PORT1=	IVR 10.0 Port Quantity 1	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-10-SS-LIC	IVR 10.0 IP IVR Single Server License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-10-SS-UPG	IVR 10.0 Upgrade IP IVR Single Server License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-10-SYS-K9	IPIVR 10 System	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-10-UPG-K9	IVR 10.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-10MEDIKIT-K9	IVR 10.0 Media Kit	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-3X-10K9=	IVR 3.X to 10.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-4X-10K9=	IVR 4.X to 10.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-50-10K9=	IVR 5.0 to 10.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-60-10K9=	IVR 6.0 to 10.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-70-10K9=	IVR 7.0 to 10.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-80-10K9=	IVR 8.0 to 10.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-85-10K9=	IVR 8.5 to 10.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-90-10K9=	IVR 9.0 to 10.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product Migration Options

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

The Cisco Takeback and Recycle program helps businesses properly dispose 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:

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

For More Information

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

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

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

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

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

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

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https://www.cisco.com/web/feeds/products/end_of_life_rss.xml.

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