# End-of-Sale and End-of-Life Announcement for the Cisco Unified Attendant Console Business Edition 9.x

EOL10309

Cisco announces the end-of-sale and end-of life dates for the Cisco Unified Attendant Console Business Edition 9.x. The last day to order the affected product(s) is December 18, 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.

**Table 1.**     End-of-Life Milestones and Dates for the Cisco Unified Attendant Console Business Edition 9.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. | June 19, 2015 |
| **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. | December 18, 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. | March 17, 2016 |
| **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. | December 17, 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. | December 17, 2016 |
| **End of Service Contract Renewal Date: App. SW** | The last date to extend or renew a service contract for the product. | March 15, 2018 |
| **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. | December 31, 2018 |

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

IMPORTANT: Cisco Unified Attendant Console Advanced is the evolution of our Cisco Unified Attendant Console portfolio. It combines Cisco UAC Business Edition, Enterprise Edition, and Premium Edition into a single product (based on Premium Edition).

**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 |
|---|---|---|---|---|
| CUACB9X-AC-UPG | Cisco Unified Att Console Business Upgrade to 9.x | There is currently no replacement product available for this product. | - | - |
| CUACB9X-ATT-CON | Cisco Unified Attendant Console Business Edition 9.x | CUAC11X-ADV | Cisco Unified Attendant Console Advanced 11.x - 1 Lic | - |
| CUACB9X-U-AC= | Cisco Unified Att Console Business Upg to 9.x | CUAC11ADV-U-AC= | Cisco Unified Att Console Advanced Upg to 11.x | - |
| L-CUACB9X-ATT-CON | Cisco Unifed Attendant Console Business Edition 9.x | L-CUAC11X-ADV | Cisco Unified Attendant Console Advanced 11.x - 1 Lic | - |
| L-CUACB9X-U-AC= | Cisco Unified Att Console Business Upg to 9.x - eDelivery | L-CUAC11ADV-U-AC= | Cisco Unified Att Console Advanced Upg to 11.x - eDelivery | - |

## Product Migration Options

Customers are encouraged to migrate to Cisco Unified Attendant Console Advanced. Information about this product can be found at: http://www.cisco.com/c/en/us/products/unified-communications/unified-attendant-consoles/index.html.

**Table 3.**   Product Comparisons

| Feature | Cisco Unified Attendant Console Business Edition 9.x | Cisco Unified Attendant Console Advanced |
|---|---|---|
| Directory size | 500 contacts | 100,000 contacts |
| Sync contacts directly with Active Directory | No | Yes |
| Maximum number of queues | 3 | 100 |
| Maximum number of concurrent users | 12 | 50 |
| Send each queue overflow type to different destination | No | Yes |
| Option to add server high availability license | No | Yes |

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 Attendant Console Advanced, visit http://www.cisco.com/c/en/us/products/unified-communications/unified-attendant-consoles/index.html, 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:
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