End-of-Sale and End-of-Life Announcement for the Cisco MCS H2, I2, H3, and I3 Media Convergence Servers with Unified Communications Manager

EOL6744 - Amended

Cisco announces the end-of-sale and end-of life dates for the Cisco® MCS H2, I2, H3, and I3 Media Convergence Servers with Unified Communications Manager. The last day to order the affected product(s) is October 30, 2009. 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 until the termination date of the contract, even if this date exceeds the Last Date of Support shown in Table 1.

Table 1. End-of-Life Milestones and Dates for the Cisco MCS H2, I2, H3, and I3 Media Convergence Servers with Unified Communications Manager

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.	May 1, 2009
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.	October 30, 2009
Last Ship Date: HW	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	January 28, 2010
End of Routine Failure Analysis Date: HW	The last-possible date a routine failure analysis may be performed to determine the cause of product failure or defect.	October 30, 2010
End of New Service Attachment Date: HW	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.	October 30, 2010
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	January 25, 2014
Last Date of Support: HW	The last date to receive service and support for the product. After this date, all support services for the product are unavailable, and the product becomes obsolete.	October 29, 2014

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
MCS-7825-I3-S31	HW Only MCS-7825-I3 with 2GB RAM and Two 160GB SATA HD
MCS7816H3-K9-CMB1	Unified CM 6.0 7816-H3 Appliance, 0 Seats
MCS7816H3-K9-CMB2	Unified CM 6.1 7816-H3 Appliance, 0 Seats
MCS7816H3-K9-CMC1	HW/SW MCS 7816-H3 Unified CM 7.0 Appliance
MCS7816I3-K9-CMB1	Unified CM 6.0 7816-I3 Appliance, 0 Seats
MCS7816I3-K9-CMB2	Unified CM 6.1 7816-I3 Appliance, 0 Seats
MCS7816I3-K9-CMC1	HW/SW MCS 7816-I3 Unified CM 7.0 Appliance
MCS7825H3-K9-CMB1	Unified CM 6.0 7825-H3 Appliance, 0 Seats

MCS7825H3-K9-CMB2	Unified CM 6.1 7825-H3 Appliance, 0 Seats
MCS7825H3-K9-CMC1	HW/SW MCS 7825-H3 Unified CM 7.0 Appliance
MCS7825I3-K9-CMB1	Unified CM 6.0 7825-I3 Appliance, 0 Seats
MCS7825I3-K9-CMB2	Unified CM 6.1 7825-I3 Appliance, 0 Seats
MCS7825I3-K9-CMC1	HW/SW MCS 7825-I3 Unified CM 7.0 Appliance
MCS7828H3-K9/BE	Unified CM BE, 7828-H3 appliance, 50 seats
MCS7828H3-K9/BE7	Unified CM BE 7.X, 7828-H3 appliance, 50 seats
MCS7828H3-SS1	Cisco MCS 7828-H3 HW Only Service Spare
MCS7828I3-K9/BE	Unified CM BE, 7828-I3 appliance, 50 seats
MCS7828I3-K9/BE7	Unified CM BE 7.X, 7828-I3 appliance, 50 seats
MCS7828I3-SS1	Cisco MCS 7828-I3 HW Only Service Spare

Product Migration Options

There is no replacement available for the Cisco MCS H2, I2, H3, and I3 Media Convergence Servers with Unified Communications Manager at this time.

Customers will be able to migrate to upgraded models of the Cisco MCS H3,I3,H4,and I4 Media Convergence Servers as they become available. The Cisco MCS 7835-H3,7835-I3,7845-H3,and 7845-I3 replacement products are scheduled to be available around October 2009. The Cisco MCS 7816-H4,7816-I4,7825-H4,and 7825-I4 replacement products are scheduled to be available around June 2009. Information about these products can be found at: http://www.cisco.com/en/US/products/sw/voicesw/ps556/index.html. Cisco announces the end-of-sale and end-of life dates for selected models of the Cisco MCS Media Convergence Servers. This announcement does not apply to Cisco application software releases that run on the MCS Media Convergence Servers.

Customers can use the Cisco Technology Migration Plan (TMP) to trade in products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, go to: http://www.cisco.com/go/tradein/. The Cisco TMP application requires all users to have a Cisco.com user ID.

Customers may be able to continue to purchase the Cisco MCS H2, I2, H3, and I3 Media Convergence Servers with Unified Communications Manager 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.

For More Information

For more information about the Cisco MCS H3,I3,H4,and I4 Media Convergence Servers, visit http://www.cisco.com/en/US/products/sw/voicesw/ps556/index.html, or contact your local account representative.

To request information about the Cisco MCS H3,I3,H4,and I4 Media Convergence Servers, send an e-mail to ucmanager-pm-team@cisco.com.

For more information about the Cisco End-of-Life Policy, go to: http://www.cisco.com/en/US/products/prod_end_of_life.html.

To subscribe to receive end-of-life/end-of-sale information, go to: http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice.

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