



End-of-Sale and End-of-Life Announcement for the Cisco Unified Customer Voice Portal Release 4.0

EOL6396

Cisco® announces the end-of-sale and end-of life dates for the Cisco Unified Customer Voice Portal Release 4.0. The last day to order the affected product(s) is November 12, 2008. 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 Unified Customer Voice Portal Release 4.0

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 14, 2008
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.	November 12, 2008
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.	February 10, 2009
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.	November 12, 2009
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.	November 12, 2009
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	February 8, 2011
Last Date of Support: App. SW	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.	November 12, 2011

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
CVP-4.0-SERVER-SW	CVP 4.0 Server Software	CVP-41-SERVER-SW	CVP 4.1 Server Software
CVP-40-DART-NFR=	CVP 4.0 Not-For-Resale Dart System	CVP-41-DART-NFR=	CVP 4.1 Not-For-Resale DART
CVP-40-DISTI-NFR=	CVP 4.0 Not-For-Resale DISTI System	CVP-41-DIST-NFR=	CVP 4.1 Not-For-Resale DISTI
CVP-40-EVAL=	CVP 4.0 Evaluation License (60 Day Expir)	CVP-41-EVAL=	CVP 4.1 Evaluation License (90 Day Expir)
CVP-40-NPS=	CVP 4.0 Not-for-production system	CVP-41-NPS=	CVP 4.1 Not-for-production system
CVP-40-STUDIO=	CVP 4.0 Studio	CVP-STU-41-UE60=	CVP 4.1 And Universal Edition 6.0 Studio
CVP-40-TEST24=	CVP 4.0 24 Port non production lab system	CVP-41-NPS=	CVP 4.1 Not-for-production system

CVP-4X-CC	CVP Call Control license for Server	CVP-41-CC-150=	CVP 4.1 Call Director (includes Software) - 150 Ports
CVP-4X-CC	CVP Call Control license for Server	CVP-41-CC-300=	CVP 4.1 Call Director (includes Software) - 300 Ports
CVP-4X-CC	CVP Call Control license for Server	CVP-41-CC-600=	CVP 4.1 Call Director (includes Software) - 600 Ports

Product Migration Options

Customers are encouraged to migrate to Cisco Unified Customer Voice Portal Release 4.1.

Information about this product can be found at:

<http://www.cisco.com/en/US/products/sw/custcosw/ps1006/index.html>.

Table 3. Product Comparisons

Feature	Cisco Unified Customer Voice Portal Release 4.0	Cisco Unified Customer Voice Portal Release 4.1
Non-Production (Test) Server Software	24-ports on a machine for testing use	1000 ports of Call Server, 2000 ports of VXML Server on a machine for development, testing, quality assurance, load testing or other Non-Production Use
Visual Integrated Development Environment (IDE)	Unified Customer Voice Portal (VoiceXML) Studio Release 4.0	Unified Call Studio Release 4.1/6.0 -- works with both Customer Voice Portal Release 4.1 and Call Services Universal Edition Release 6.0
Voice Application Debugging in Development IDE	No	Yes
Web Services capabilities built-in	No	Yes
Standalone Application Builder	No	Yes
Multi-Language Support	Yes	Yes, enhanced, i18n
Application Management API	No, except through OA&M Panel	Yes, with OA&M Panel and JMX capabilities
Call Director Packaged Bundles	Yes	Yes, simplified, more options

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 Unified Customer Voice Portal Release 4.0 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: www.cisco.com/go/eos.

For More Information

For more information about the Cisco Unified Customer Voice Portal Release 4.1, visit <http://www.cisco.com/en/US/products/sw/custcosw/ps1006/index.html>, or contact your local account representative.

To request information about the Cisco Unified Customer Voice Portal Release 4.1, send an e-mail to cvp-pre-sales@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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