

End-of-Sale and End-of-Life Announcement for the Cisco Unified IP Interactive Voice Response 3.5 and Cisco Unified IP Queue Manager 3.5

EOL6183

Cisco® announces the end-of-sale and end-of life dates for the Cisco Unified IP Interactive Voice Response 3.5 and Cisco Unified IP Queue Manager 3.5. The last day to order the affected product(s) is February 18, 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 IP Interactive Voice Response 3.5 and Cisco Unified IP Queue Manager 3.5

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.	August 20, 2007
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.	February 18, 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.	May 18, 2008
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.	February 17, 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.	February 17, 2009
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	May 16, 2010
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.	February 17, 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
CON-BC10-IPQM-3.X	BCS10 SAU IP Queue Manager 3.x	There is currently no replacement product available for this product.	
CON-BC10-IPQM3X	BCS10 SAU IP Queue Manager 3.x	There is currently no replacement product available for this product.	

CON-BCS9-IPQM-CLD	BCS9 SAS IP Queue Manager Col	There is currently no replacement product available for this product.	
CON-BCS9-IPQM3X	BCS9 SAS IP Queue Manager 3.x	There is currently no replacement product available for this product.	
CON-BE10-IPQM-3.X	BES10 SAU IP Queue Manager 3.x	There is currently no replacement product available for this product.	
CON-BE10-IPQM-CLD	BES10 SAU IP Queue Manager Col	There is currently no replacement product available for this product.	
CON-BE10-IPQM3X	BES10 SAU IP Queue Manager 3.x	There is currently no replacement product available for this product.	
CON-BES9-IPQM-CLD	BES9 SAS IP Queue Manager Col	There is currently no replacement product available for this product.	
CON-BES9-IPQM3X	BES9 SAS IP Queue Manager 3.x	There is currently no replacement product available for this product.	
CON-NSAS-IPQM-CLD	NOS SAS IP Queue Manager Col	There is currently no replacement product available for this product.	
CON-NSAS-IPQM3X	NOS SAS IP Queue Manager 3.x	There is currently no replacement product available for this product.	
CON-NSAU-IPQM-3.X	NOS SAU IP Queue Manager 3.x	There is currently no replacement product available for this product.	
CON-NSAU-IPQM-CLD	NOS SAU IP Queue Manager Col	There is currently no replacement product available for this product.	
CON-NSAU-IPQM3X	NOS SAU IP Queue Manager 3.x	There is currently no replacement product available for this product.	
CON-P1S-IPQM-CLD	PM1, SAS IP Queue Manager Col	There is currently no replacement product available for this product.	
CON-P1U-IPQM-3.X	PM1, SAU IP Queue Manager 3.x	There is currently no replacement product available for this product.	
CON-P1U-IPQM-CLD	PM1, SAU IP Queue Manager Col	There is currently no replacement product available for this product.	
CON-P2S-IPQM-CLD	PM2, SAS IP Queue Manager Col	There is currently no replacement product available for this product.	
CON-P2U-IPQM-3.X	PM2, SAU IP Queue Manager 3.x	There is currently no replacement product available for this product.	
CON-P2U-IPQM-CLD	PM2, SAU IP Queue Manager Col	There is currently no replacement product available for this product.	
CON-PSAU-IPQM-3.X	PARTNER ICSG SAU IP Queue Manager 3.x	There is currently no replacement product available for this product.	
CON-PSAU-IPQM-CLD	PARTNER ICSG SAU IP Queue Manager Col	There is currently no replacement product available for this product.	
CON-PSAU-IPQM3X	PARTNER ICSG SAU IP Queue Manager 3.x	There is currently no replacement product available for this product.	
CON-SAS-IPQM-CLD	SW APP SUPP IP Queue Manager Col	There is currently no replacement product available for this product.	

CON-SAS-IPQM3X	SW APP SUPP IP Queue Manager 3.x	There is currently no replacement product available for this product.	
CON-SAU-IPQM-3.X	SW APP SUPP + UPGR IP Queue Manager 3.x	There is currently no replacement product available for this product.	
CON-SAU-IPQM-CLD	SW APP SUPP + UPGR IP Queue Manager Col	There is currently no replacement product available for this product.	
CON-SAU-IPQM3X	SW APP SUPP + UPGR IP Queue Manager 3.x	There is currently no replacement product available for this product.	
IPIVR-2.X-3.X-UPG	IP IVR Upgrade From 2.X Version to 3.X Version	See Product Migration Options section for details.	Cisco IP IVR 4.0/4.1 and 4.5/5.0
IPIVR-3.5=	IP IVR 3.x Software. Includes 5 IP IVR Ports	See Product Migration Options section for details.	Cisco IP IVR 4.0/4.1 and 4.5/5.0
IPIVR-3.X	IP IVR 3.x Software. Includes 5 IP IVR Ports	See Product Migration Options section for details.	Cisco IP IVR 4.0/4.1 and 4.5/5.0
IPIVR-3.X-3.Y-UPG	IP IVR Upgrade From 3.X Version to 3.Y Version	See Product Migration Options section for details.	Cisco IP IVR 4.0/4.1 and 4.5/5.0
IPIVR-3.X-PORTS	IP IVR Add-on Port Licenses	See Product Migration Options section for details.	Cisco IP IVR 4.0/4.1 and 4.5/5.0
IPIVR-3.X=	IP IVR 3.x Software. Includes 5 IP IVR Ports	See Product Migration Options section for details.	Cisco IP IVR 4.0/4.1 and 4.5/5.0
IPIVR-CLDSTBY-SVR	IP IVR Cold Standby Server	See Product Migration Options section for details.	Cisco IP IVR 4.0/4.1 and 4.5/5.0
IPIVR-IPQM-CP=	IP IVR and IP Queue Manager Not For Resale Kit	See Product Migration Options section for details.	Cisco IP IVR 4.0/4.1 and 4.5/5.0
IPIVR-IPQM-CS-3.5=	IP IVR or IP QM Cold Standby Server	See Product Migration Options section for details.	Cisco IP IVR 4.0/4.1 and 4.5/5.0
IPIVR-IPQM-VER-3.5	Media Kit For IP IVR And Queue Manager Version 3.5	See Product Migration Options section for details.	Cisco IP IVR 4.0/4.1 and 4.5/5.0
IPIVR-SASU-2X-3.0=	SAU Upgrade IP IVR 2.X to 3.0	See Product Migration Options section for details.	Cisco IP IVR 4.0/4.1 and 4.5/5.0
IPIVR-SASU-2X-3.1=	SAU Upgrade IP IVR 2.X to 3.1	See Product Migration Options section for details.	Cisco IP IVR 4.0/4.1 and 4.5/5.0
IPIVR-SASU-2X-3.5=	SAU Upgrade IP IVR 2.X to 3.5	See Product Migration Options section for details.	Cisco IP IVR 4.0/4.1 and 4.5/5.0
IPIVRSAS/U-3X-3.1=	SAS/SAU Upgrade IP IVR 3.X to 3.1	See Product Migration Options section for details.	Cisco IP IVR 4.0/4.1 and 4.5/5.0
IPIVRSAS/U-3X-3.5=	SAS/SAU Upgrade IP IVR 3.X to 3.5	See Product Migration Options section for details.	Cisco IP IVR 4.0/4.1 and 4.5/5.0
IPQM-2.X-3.X-UPG	IP Queue Manager Upgrade From 2.X Version to 3.X Version	There is currently no replacement product available for this product.	
IPQM-3.5=	IP Queue Manager 3.x Software. Includes 12 IP QM Ports	There is currently no replacement product available for this product.	
IPQM-3.X	IP Queue Manager 3.x Software. Includes 12 IP QM Ports	There is currently no replacement product available for this product.	
IPQM-3.X-3.Y-UPG	IP Queue Manager Upgrade From 3.X Version to 3.Y Version	There is currently no replacement product available for this product.	
IPQM-3.X-PORTS	IP Queue Manager Add-on Port Licenses	There is currently no replacement product available for this product.	
IPQM-3.X=	IP Queue Manager 3.x Software. Includes 12 IP QM Ports	There is currently no replacement product available for this product.	
IPQM-CLDSTBY-SVR	IP Queue Manager Cold Standby Server	There is currently no replacement product available for this product.	

IPQM-SASU-2X-3.0=	SAU Upgrade IPQM 2.X to 3.0	There is currently no replacement product available for this product.	
IPQM-SASU-2X-3.1=	SAU Upgrade IPQM 2.X to 3.1	There is currently no replacement product available for this product.	
IPQM-SASU-2X-3.5=	SAU Upgrade IPQM 2.X to 3.5	There is currently no replacement product available for this product.	
IPQMSAS/U-3X-3.1=	SAS/SAU Upgrade IPQM 3.X to 3.1	There is currently no replacement product available for this product.	
IPQMSAS/U-3X-3.5=	SAS/SAU Upgrade IPQM 3.X to 3.5	There is currently no replacement product available for this product.	
QMIVR-2.X-3.X-UPG	Upgrade IP Queue Manager 2.X Version to IP IVR 3.X Version	There is currently no replacement product available for this product.	
QMIVR-3.X-3.Y-UPG	Upgrade IP Queue Manager 3.X Version to IP IVR 3.Y Version	See Product Migration Options section for details.	Cisco IP IVR 4.0/4.1 and 4.5/5.0
SP-SAS-IPQM-CLD	SP SAS IP Queue Manager Col	There is currently no replacement product available for this product.	
SP-SAS-IPQM3X	SP SAS IP Queue Manager 3.x	There is currently no replacement product available for this product.	
SP-SAU-IPQM-3.X	SP SAU IP Queue Manager 3.x	There is currently no replacement product available for this product.	
SP-SAU-IPQM-CLD	SP SAU IP Queue Manager Col	There is currently no replacement product available for this product.	
SP-SAU-IPQM3X	SP SAU IP Queue Manager 3.x	There is currently no replacement product available for this product.	
SRV-IPQM-3.X	SUBSCRIPTION SERVICE IP Queue Manager 3.x	There is currently no replacement product available for this product.	
SRV-IPQM-CLD	SUBSCRIPTION SERVICE IP Queue Manager Col	There is currently no replacement product available for this product.	

Product Migration Options

Cisco Unified IP Interactive Voice Response and Unified IP Queue Manager customers are encouraged to migrate to Cisco Unified IP IVR 4.0/4.1 or 4.5/5.0. Before ordering, please verify IP IVR version compatibility with Cisco Unified Contact Center Enterprise versions. The Contact Center Enterprise compatibility matrix can be found at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/ipcc_enterprise/ipcc_enterprise7_2/design/guide/IPCC_Compatibility_MATRIX_6_6_07.pdf.

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 end-of-sale product through the Cisco Certified Refurbished Equipment program. Refurbished units of the end-of-sale product are available in limited supply for sale in certain countries on a first-come, first-served basis. For information about the refurbished equipment program, go to: <http://cisco.com/go/remarketing>.

For More Information

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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