

End-of-Sale and End-of-Life Announcement for the Cisco Unified IP Interactive Voice Response (IP IVR) 4.0

EOL6280

Cisco[®] announces the end-of-sale and end-of life dates for the Cisco Unified IP Interactive Voice Response (IP IVR) 4.0. The last day to order the affected product(s) is May 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 IP Interactive Voice Response 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.	November 12, 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.	May 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.	August 10, 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.	May 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.	May 12, 2009
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	August 8, 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.	May 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
IPIVR-3X-40-SGL-RD	IPIVR 3.X To 4.x non redundant to HA option	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-3X-4X	IPIVR 3.X To 4.X Upgrade—Configurable	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-3X-4X-SAME	IPIVR 3.X-4.X UPGRADE—Configurable	See Product Migration Options section for details.	Unified IP Interactive Voice Response 6.0
IPIVR-3X40-U-1A	IPIVR 3.X to 4.0 7815 Server Software Upgrade	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0

IPIVR-3X40-U-1B	IPIVR 3.X to 4.0 7825 or 7835 Server Software Upgrade	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-3X40-U-1C	IPIVR 3.X to 4.0 7845 Server Software Upgrade	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-3X40-UHAE-1A	IPIVR 4.0 7815 CS-HA Server SW/OS Upg	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-3X40-UHAE-1B	IPIVR 4.0 7825 or 7835 CS-HA Server SW/OS Upg	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-3X40-UHAE-1C	IPIVR4.0 7845 CS-HA Server SW/OS Upg	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-3X40-UHAS-1A	IPIVR 7815 CS-HA Server SW/OS/SQL2K Upg	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-3X40-UHAS-1B	IPIVR 4.0 7825 or 7835 CS-HA Server SW/OS/SQL2K Upg	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-3X40-UHAS-1C	IPIVR 4.0 7845 CS-HA Server SW/OS/SQL2K Upg	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-3X40-UPRT-1	IPIVR 3.X to 4.X Seat Qty 1 SW Upgrade	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-3X40-UPRT-10	IPIVR 3.X to 4.X Seat Qty 10 SW Upgrade	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-3X40-UPRT-25	IPIVR 3.X to 4.X Seat Qty 25 SW Upgrade	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-3X40-UPRT-50	IPIVR 3.X to 4.X Seat Qty 50 SW Upgrade	See Product Migration Options section for details.	IPIVR 6.0Cisco Unified IP Interactive Voice Response 6.0
IPIVR-4.0-ADDON	ADD ONs to an EXISTING 4.0 IPIVR Deployment	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-4.0-NEW	NEW IPIVR 4.0 Deployment	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-4.X-ADDON	IPIVR 4.0 Configurable - ADD to an EXISTING deployment	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-4.X-NEW	IPIVR 4.0 Configurable Option for server, ports	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-40-1A	IPIVR 4.0 7815 Server SW, OS	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-40-1A=	IPIVR 4.0 7815 Server SW, OS	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-40-1B	IPIVR 4.0 7825 or 7835 Server SW OS	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-40-1B=	IPIVR 4.0 7825 or 7835 Server SW OS	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-40-1C	IPIVR 4.0 7845 Server SW, OS	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-40-1C=	IPIVR 4.0 7845 Server SW, OS	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-40-DART-NFR=	IPIVR 4.0 kit for DART with 5 ports - NO ASR/TTS	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-40-DISTI-NFR	IPIVR 4.0 NFR Kit for DISTI: with 5 ports-NO ASR/TTS	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-40-DSTI-NFR=	IPIVR 4.0 NFR Kit for DISTI-NO ASR/TTS	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-40-HAE-1A	IPIVR 4.0 7815 HA Active, Standby Server SW, OS	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-40-HAE-1A=	IPIVR 4.0 7815 HA Active, Standby Server SW, OS	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-40-HAE-1B	IPIVR 4.0 7825/7835 HA Active, Standby Server SW, OS	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-40-HAE-1B=	IPIVR 4.0 7825/7835 HA Active, Standby Server SW, OS	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0

IPIVR-40-HAE-1C	IPIVR 4.0 7845 HiA Active, Standby Server SW, OS	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-40-HAE-1C=	IPIVR 4.0 7845 HiA Active, Standby Server SW, OS	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-40-HAS-1A	IPIVR 4.0 7815 HA Active, Standby Server SW, OS, SQL2K	See Product Migration Options section for details.	Unified IP Interactive Voice Response 6.0
IPIVR-40-HAS-1A=	IPIVR 4.0 7815 HA Active, Standby Server SW, OS, SQL2K	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-40-HAS-1B	IPIVR 4.0 7825/7835 HA Act, Stdby Srvr SW, OS, SQL2K	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-40-HAS-1B=	IPIVR 4.0 7825/7835 HA Act, Stdby Srvr SW, OS, SQL2K	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-40-HAS-1C	IPIVR 4.0 7845 HA Active, Standby Server SW, OS, SQL2K	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-40-HAS-1C=	IPIVR 4.0 7845 HA Active, Standby Server SW, OS, SQL2K	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-40-PORT1	IPIVR 4.0 Port Qty1	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-40-PORT10	IPIVR 4.0 Port Qty 10	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-40-PORT25	IPIVR 4.0 Port Qty 25	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-40-PORT50	IPIVR 4.0 Port Qty 50	See Product Migration Options section for details.	Unified IP Interactive Voice Response 6.0
IPIVR-4040-UHAE-1A	IPIVR 4.0 7815 CS-HA Server SW/OS Upg	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-4040-UHAE-1B	IPIVR 4.0 7825 or 7835 CS-HA Server SW/OS Upg	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
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IPIVR-4040-UHAS-1A	IPIVR 7815 CS-HA Server SW/OS/SQL2K Upg	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-4040-UHAS-1B	IPIVR 4.0 7825 or 7835 CS-HA Server SW/OS/SQL2K Upg	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-4040-UHAS-1C	IPIVR 4.0 7845 CS-HA Server SW/OS/SQL2K Upg	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0
IPIVR-4X4Y-HA-UPG	IPIVR 4.X To 4.X High Availability Upgrade—Configurable	See Product Migration Options section for details.	Cisco Unified IP Interactive Voice Response 6.0

Product Migration Options

Customers are encouraged to migrate to the Cisco Unified IP Interactive Voice Response (IP IVR) 6.0. Information about this product can be found at:

<http://www.cisco.com/en/US/products/sw/custcosw/ps3651/index.html>

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 Unified IP Interactive Voice Response (IP IVR) 6.0, visit <http://www.cisco.com/en/US/products/sw/custcosw/ps3651/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/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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