

End-of-Sale and End-of-Life Announcement for the Cisco MCS 7845-H2 Unified Communications Manager 6.0 Appliance

EOL6623

Cisco® announces the end-of-sale and end-of life dates for the Cisco MCS 7845-H2 Unified Communications Manager 6.0 Appliance. The last day to order the affected product(s) is May 22, 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 7845-H2 Unified Communications Manager 6.0 Appliance

| 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 21, 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. | May 22, 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. | August 20, 2009 |
| 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. | May 22, 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. | May 22, 2010 |
| End of Service Contract Renewal Date: HW | The last date to extend or renew a service contract for the product. | August 17, 2013 |
| 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. | May 21, 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 | Replacement Product Part Number | Replacement Product Description |
|---------------------------------|---|---------------------------------|--|
| MCS7845H2-K9-CMB1 | Unified CM 6.0 7845-H2 Appliance, 0 Seats | MCS7845H2-K9-CMC1 | HW/SW MCS 7845-H2 Unified CM 7.0 Appliance |

Product Migration Options

Customers are encouraged to migrate to the Cisco MCS 7845-H2 Unified Communications Manager 7.0 Appliance. Information about this product can be found at:

<http://www.cisco.com/en/US/products/sw/voicesw/ps556/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 Cisco MCS 7845-H2 Unified Communications Manager 6.0 Appliance 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 7845-H2 Unified Communications Manager 7.0 Appliance, 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 7845-H2 Unified Communications Manager 7.0 Appliance, 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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