



End-of-Life and End-of-Availability Announcement for Cisco IOS Software-Based TCL IVR 1.0

Cisco Systems® announces the end of availability, on November 15, 2003, of Cisco IOS® Software-based TCL (Tool Command Language) IVR 1.0. Customers will continue to receive support from the Cisco® Technical Assistance Center (TAC) for issues relating to Cisco IOS Software-based TCL IVR 1.0 until November 15, 2005. All new development ceased on Cisco IOS Software-based TCL IVR 1.0 effective November 2001, with all new features, verbs, and enhancements being limited to Cisco IOS Software-based TCL IVR 2.0. Table 1 describes the end-of-availability milestones, definitions, and dates for Cisco IOS Software-based TCL IVR 1.0.

Cisco IOS Software-based TCL IVR 1.0 provided the original scripting infrastructure for enhanced calling application creation, particularly those involving interactive voice response (IVR). Cisco IOS Software-based TCL IVR 2.0 will replace Cisco IOS Software-based TCL IVR 1.0. Customers are encouraged to migrate to Cisco IOS Software-based TCL IVR 2.0, which has all the features of TCL IVR 1.0 and more. Information about TCL IVR 2.0 can be found at: http://www.cisco.com/univercd/cc/td/doc/product/access/acs_serv/vapp_dev/tclivr2/index.htm.

Table 1 End-of-Availability Milestones and Dates for Cisco IOS Software-Based TCL IVR 1.0

Milestone	Definition	Date
End-of-availability announcement date	The date the document that announces the end of availability of a software feature is distributed to the general public.	May 15, 2003
End of availability	The last date to obtain the software feature through Cisco IOS releases. The software feature is no longer available.	Available through the end of Cisco IOS releases 12.2 Mainline and 12.2T or November 15, 2003 whichever is later
Last date of support	The last date to receive service and support for the software feature. After this date, all support services for the software feature are unavailable, and the software feature becomes obsolete.	November 15, 2005 or Cisco IOS releases earlier than 12.3 mainline

All Cisco IOS Software-based voice-enabled gateways are affected by this change.

Migration Options

The recommended replacement for Cisco IOS Software-based TCL IVR 1.0 is Cisco IOS-based TCL IVR 2.0. Cisco IOS Software-based TCL IVR 2.0 has all the features of Cisco IOS Software-based TCL IVR 1.0 and more. Information about Cisco IOS Software-based TCL IVR 2.0 can be found at: http://www.cisco.com/univercd/cc/td/doc/product/access/acs_serv/vapp_dev/tclivr2/index.htm.

Customers currently using a standard Cisco IOS Software-based TCL IVR 1.0 application may download an equivalent Cisco IOS Software-based TCL IVR 2.0 application from <http://www.cisco.com/cgi-bin/tablebuild.pl/tclware>.

Customers that have modified a standard Cisco IOS Software-based TCL IVR 1.0 application, or who have written their own custom Cisco IOS Software-based TCL IVR 1.0 application, can reference the TCL IVR API Version 2.0 Programming Guide, http://www.cisco.com/univercd/cc/td/doc/product/access/acs_serv/vapp_dev/tclivr2/index.htm. This guide can be downloaded from Cisco.com.

Customers that need support in converting their applications can join the Cisco Developer Support program. This program provides a central resource for all development needs. Members of the program gain access to all available product and documentation downloads, bug reports, sample scripts, and frequently asked questions to facilitate development efforts.

The Developer Support engineers have subject matter expertise in Cisco interfaces and protocols. This team is dedicated to helping customers and Cisco AVVID Partner Program and other ecosystem members to use Cisco application programming interfaces (APIs) in their development projects. In addition to the benefits accessed from Cisco.com, the program provides an easy process to open, update and track issues through Cisco.com. The Developer Support Agreement which defines the support commitments, fees, and available options can be obtained from the Cisco Developer Support Web site at <http://www.cisco.com/warp/public/570/>.

For more information about this announcement, please send an e-mail message to tcl-ivr-10-eol@cisco.com. For more information about Cisco products, please contact your Cisco account manager and/or Cisco Channel Partner.

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