

# End-of-Sales Announcement for the Cisco VCO/4K Product Line



This product bulletin announces the end-of-sales date, the end-of-engineering support dates, the end-of-Cisco Technical Assistance Center (TAC) support dates, and other key dates of the Cisco VCO/4K product line.

This announcement is applicable to all except select customers and partners.

The end-of-engineering and end-of-TAC support dates published in this product bulletin complete the matrix already published in Product Bulletin 1405 at the following location:

[http://www.cisco.com/warp/public/cc/so/neso/voso/ps/1405\\_pp.htm](http://www.cisco.com/warp/public/cc/so/neso/voso/ps/1405_pp.htm)

Please refer to Tables 1, 2, 3, and 4, and to the FAQ contained in this bulletin for complete details. If you have further questions, contact your Cisco account executive.

Table 1 Summary of Key End-of-Sales Dates

Chassis Category	End-of-Sales Announcement Date	End-of-Sales Date (last date of orderability)	Last Date of New System Shipments (end-of-production date)
<b>VCO4K-NEBS</b>	9/4/2001	3/1/2002	4/1/2002
<b>VCO4K</b>	This milestone date has already occurred.	This milestone date has already occurred.	This milestone date has already occurred.
<b>VCO20-4K</b>	This milestone date has already occurred.	This milestone date has already occurred.	This milestone date has already occurred.
<b>VCO20</b>	This milestone date has already occurred.	This milestone date has already occurred.	This milestone date has already occurred.

Table 2 Summary of Key End-of-Support Dates

Chassis Category	End-of-Engineering Hardware Maintenance Support Date	End-of-Engineering Software Maintenance Support Date	End-of- Service Contract Renewal Date	End-of-Return Material Authorization (RMA) and TAC Support (product obsolete date)
VCO4K-NEBS	Not to exceed 3/1/2004 <sup>3</sup>	Not to exceed 3/1/2005 <sup>3</sup>	3/1/2006	3/1/2007
VCO4K	Not to exceed 3/1/2004 <sup>3</sup>	Not to exceed 3/1/2005 <sup>3</sup>	3/1/2006	3/1/2007
VCO20-4K <sup>1</sup>	Not to exceed 3/1/2004 <sup>3</sup>	Not to exceed 3/1/2005 <sup>3</sup>	3/1/2006	3/1/2007
VCO20 <sup>2</sup>	Not to exceed 3/30/2002 <sup>3</sup>	Not to exceed 3/30/2003 <sup>3</sup>	3/30/2003	3/30/2004

1. Retrofitting a VCO20 chassis to make it “VCO4K chassis compliant” requires the purchase of a certain set of hardware and requires Cisco onsite service to perform the retrofit and testing. This retrofit also requires transfer of the system serial number from a Cisco VCO/20 service contract to a Cisco VCO/4K service contract. Cisco onsite service is invoiced on a time and material basis.

2. The VCO20 chassis is shown here for reference purposes only. For more details about the various end dates for the VCO20 chassis, see: [http://www.cisco.com/warp/public/cc/so/neso/voso/ps/1405\\_pp.htm](http://www.cisco.com/warp/public/cc/so/neso/voso/ps/1405_pp.htm)

3. The dates shown in Table 4 vary per operating system software (Generic, Signaling System 7 [SS7]) installed on the system, but will not exceed the maximum date shown (here in Table 2) for the given chassis category.

Table 3 Milestone Date Definitions

Date:	Definition:
<b>End-of-Sales/Announcement Date:</b>	The date that the “End-of-Sales Announcement” was released to the public; for the actual “End-of-Sales Announcement date,” refer to Table 1.
<b>End-of-Sales/Orderability Date:</b>	The date that Cisco.com Network Market-Place Tool “Orderability” will be deactivated; for the actual “End-of-Sales/Orderability date,” refer to Table 1.
<b>End-of-Production/ Shipment Date:</b>	The date that Manufacturing will finish honoring/fulfilling purchase orders for new equipment; for the actual “End-of-Production/Shipment date,” refer to Table 1.
<b>End-of-Engineering Hardware Maintenance Support Date:</b>	The date that Engineering ceased/will cease considering the repair of confirmed hardware defects related to components within this system configuration. Note: “Hardware” means the physical card and its physical components. The software download file of a card, if any, is classified as “software.” Firmware of a card is classified as “hardware.” For the actual “End-of-Engineering Hardware Maintenance Support dates,” please refer to Table 4 of this product bulletin.
<b>End-of-Engineering Software Maintenance Support Date:</b>	The date that Engineering ceased/will cease considering repair of confirmed Operating System (OS) software defects or card download software defects within this system configuration. Note: There are six OSs: Generic_OS, SS7_CKTINT-ANSI_OS (ISUP ANSI), SS7_CKTINT -ITU_OS (ISUP ITU), SS7_SEPT-ANSI_OS (TCAP ANSI), SS7_SEPT-ITU_OS (TCAP ITU), and SS7_CHINA-TUP (CHINA TUP). Note: All cards that use software download files are cards that operate only against the Generic_OS. For the actual “End-of-Engineering Software Maintenance Support dates,” refer to Table 4 of this product bulletin.
<b>End-of-Service Contract Renewal Date:</b>	The last date on which a partner/customer can extend/renew a service contract for this system. Note: Four chassis categories are listed in this product bulletin: VCO20, VCO20-4K, VCO4K, and VCO4K-NEBS. For the actual “End-of-Service Contract Renewal dates,” please refer to Table 4 of this product bulletin.



<b>Date:</b>	<b>Definition:</b>
<b>Product Obsolete Date:</b>	The date that Cisco Logistics (in conjunction with Manufacturing) will cease honoring its commitment to process RMA orders for components within this system configuration; it is also the date that TAC will cease honoring its commitment to assist customers with any issues related to components within this system configuration (such as identifying the root cause of the reported issue, suggesting workarounds, and so on); for the actual "Product Obsolete dates," refer to Table 4 of this product bulletin.

Table 4 Key End of Life Milestones by Chassis Category in Details

System Configuration					Milestone Dates						
Chassis Category	CBUS Physically Installed?	CBUS Enabled?	Version of "Generic" software present	Version of "SS7" software present	Product Obsolete Date	End-of-Service Contract Renewal Date	End-of-Engineering Software Maintenance Support Date for the VCO-subsystem	End-of-Engineering Hardware Maintenance Support Date for the VCO-subsystem	End-of-Engineering Software Maintenance Support Date for the SS7-subsystem	End-of-Engineering Hardware Maintenance Support Date for the SS7-subsystem	Notes:
					What is the date that TAC support and RMA support for this system configuration expired/will expire?	What is the last date to renew a service contract for this system configuration ?	What is the date that VCO-subsystem Software Engineering Maintenance support for this system configuration expired/will expire?	What is the date that VCO-subsystem Hardware Engineering Maintenance support for this system configuration expired/will expire?	What is the date that SS7-subsystem Software Engineering Maintenance support for this system configuration expired/will expire?	What is the date that SS7-subsystem Hardware Engineering Maintenance support for this system configuration expired/will expire?	
VCO20	No	N/A	V3.3	None	N/A	N/A	N/A	N/A	N/A	N/A	Not a supported configuration.
VCO20	No	N/A	V4.0	None	3/30/04	3/30/03	6/30/99	6/30/98	N/A	N/A	
VCO20	No	N/A	V4.1	None	3/30/04	3/30/03	6/30/99	6/30/98	N/A	N/A	
VCO20	No	N/A	V4.2	None	3/30/04	3/30/03	6/30/99	6/30/98	N/A	N/A	
VCO20	No	N/A	V5.0	None	3/30/04	3/30/03	4/20/01	4/20/00	N/A	N/A	
VCO20	No	N/A	V5.1	None	3/30/04	3/30/03	4/20/02	4/20/01	N/A	N/A	
VCO20	No	N/A	V5.2	None	3/30/04	3/30/03	3/30/03	3/30/02	N/A	N/A	
VCO20	No	N/A	Any Version	V3.0 ANSI ISUP	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	6/30/00	6/30/99	
VCO20	No	N/A	Any Version	V5.0 ANSI ISUP	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	11/1/02	11/1/01	
VCO20	No	N/A	Any Version	V5.2 ANSI ISUP	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	3/30/03	3/30/02	
VCO20	No	N/A	Any Version	V3.0 ITU ISUP	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	6/30/00	6/30/00	
VCO20	No	N/A	Any Version	V5.0 ITU ISUP	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	8/1/01	8/1/00	
VCO20	No	N/A	Any Version	V5.1 ITU ISUP	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	11/1/02	11/1/01	
VCO20	No	N/A	Any Version	V5.2 ITU ISUP	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	3/30/03	3/30/02	

System Configuration					Milestone Dates						
VCO20	No	N/A	Any Version	V3.0 ANSI TCAP	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	3/30/03	3/30/02	
VCO20	No	N/A	Any Version	V3.0 ITU TCAP	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	6/30/00	6/30/99	
VCO20	No	N/A	Any Version	V5.1 ITU TCAP	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	3/30/03	3/30/02	
VCO20	No	N/A	Any Version	CHINA TUP V5.1	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	3/30/03	3/30/02	
VCO20-4K	Yes	No	V3.3	None	N/A	N/A	N/A	N/A	N/A	N/A	Not a supported configuration.
VCO20-4K	Yes	No	V4.0	None	N/A	N/A	N/A	N/A	N/A	N/A	Not a supported configuration.
VCO20-4K	Yes	No	V4.1	None	N/A	N/A	N/A	N/A	N/A	N/A	Not a supported configuration.
VCO20-4K	Yes	No	V4.2	None	N/A	N/A	N/A	N/A	N/A	N/A	Not a supported configuration.
VCO20-4K	Yes	No	V5.0	None	3/30/04	3/30/03	4/20/01	4/20/00	N/A	N/A	If you believe that your system is already a "VCO4K compliant" VCO20 system, then your system may be eligible to be extended to the VCO/4K dates, shown in the next section (below). This is subject to verification by an on-site Cisco audit which is invoiced on a time and material basis. May also involve customer purchasing a certain set of hardware.
VCO20-4K	Yes	No	V5.1	None	3/30/04	3/30/03	4/20/02	4/20/01	N/A	N/A	If you believe that your system is already a "VCO4K compliant" VCO20 system, then your system may be eligible to be extended to the VCO/4K dates, shown in the next section (below). This is subject to verification by an on-site Cisco audit which is invoiced on a time and material basis. May also involve customer purchasing a certain set of hardware.



System Configuration				Milestone Dates							
VCO20-4K	Yes	No	V5.2	None	3/30/04	3/30/03	3/30/03	3/30/02	N/A	N/A	If you believe that your system is already a "VCO4K compliant" VCO20 system, then your system may be eligible to be extended to the VCO/4K dates, shown in the next section (below). This is subject to verification by an on-site Cisco audit which is invoiced on a time and material basis. May also involve customer purchasing a certain set of hardware.
VCO20-4K	Yes	No	Any Version	V3.0 ANSI ISUP	N/A	N/A	N/A	N/A	N/A	N/A	Not a supported configuration.
VCO20-4K	Yes	No	Any Version	V5.0 ANSI ISUP	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	11/1/02	11/1/01	If you believe that your system is already a "VCO4K compliant" VCO20 system, then your system may be eligible to be extended to the VCO/4K dates, shown in the next section (below). This is subject to verification by an on-site Cisco audit which is invoiced on a time and material basis. May also involve customer purchasing a certain set of hardware.
VCO20-4K	Yes	No	Any Version	V5.2 ANSI ISUP	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	3/30/03	3/30/02	If you believe that your system is already a "VCO4K compliant" VCO20 system, then your system may be eligible to be extended to the VCO/4K dates, shown in the next section (below). This is subject to verification by an on-site Cisco audit which is invoiced on a time and material basis. May also involve customer purchasing a certain set of hardware.
VCO20-4K	Yes	No	Any Version	V3.0 ITU ISUP	N/A	N/A	N/A	N/A	N/A	N/A	Not a supported configuration.

System Configuration				Milestone Dates							
VCO20-4K	Yes	No	Any Version	V5.0 ITU ISUP	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	8/1/01	8/1/00	If you believe that your system is already a "VCO4K compliant" VCO20 system, then your system may be eligible to be extended to the VCO/4K dates, shown in the next section (below). This is subject to verification by an on-site Cisco audit which is invoiced on a time and material basis. May also involve customer purchasing a certain set of hardware.
VCO20-4K	Yes	No	Any Version	V5.1 ITU ISUP	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	11/1/02	11/1/01	If you believe that your system is already a "VCO4K compliant" VCO20 system, then your system may be eligible to be extended to the VCO/4K dates, shown in the next section (below). This is subject to verification by an on-site Cisco audit which is invoiced on a time and material basis. May also involve customer purchasing a certain set of hardware.
VCO20-4K	Yes	No	Any Version	V5.2 ITU ISUP	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	3/30/03	3/30/02	If you believe that your system is already a "VCO4K compliant" VCO20 system, then your system may be eligible to be extended to the VCO/4K dates, shown in the next section (below). This is subject to verification by an on-site Cisco audit which is invoiced on a time and material basis. May also involve customer purchasing a certain set of hardware.



System Configuration				Milestone Dates							
VCO20-4K	Yes	No	Any Version	V3.0 ANSI TCAP	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	3/30/03	3/30/02	If you believe that your system is already a "VCO4K compliant" VCO20 system, then your system may be eligible to be extended to the VCO/4K dates, shown in the next section (below). This is subject to verification by an on-site Cisco audit which is invoiced on a time and material basis. May also involve customer purchasing a certain set of hardware.
VCO20-4K	Yes	No	Any Version	V3.0 ITU TCAP	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	6/30/00	6/30/99	If you believe that your system is already a "VCO4K compliant" VCO20 system, then your system may be eligible to be extended to the VCO/4K dates, shown in the next section (below). This is subject to verification by an on-site Cisco audit which is invoiced on a time and material basis. May also involve customer purchasing a certain set of hardware.
VCO20-4K	Yes	No	Any Version	V5.1 ITU TCAP	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	3/30/03	3/30/02	If you believe that your system is already a "VCO4K compliant" VCO20 system, then your system may be eligible to be extended to the VCO/4K dates, shown in the next section (below). This is subject to verification by an on-site Cisco audit which is invoiced on a time and material basis. May also involve customer purchasing a certain set of hardware.

System Configuration				Milestone Dates							
VCO20-4K	Yes	No	Any Version	CHINA TUP V5.1	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	3/30/03	3/30/02	If you believe that your system is already a "VCO4K compliant" VCO20 system, then your system may be eligible to be extended to the VCO/4K dates, shown in the next section (below). This is subject to verification by an on-site Cisco audit which is invoiced on a time and material basis. May also involve customer purchasing a certain set of hardware.
VCO20-4K	Yes	Yes	V3.3	None	N/A	N/A	N/A	N/A	N/A	N/A	Not a supported configuration.
VCO20-4K	Yes	Yes	V4.0	None	N/A	N/A	N/A	N/A	N/A	N/A	Not a supported configuration.
VCO20-4K	Yes	Yes	V4.1	None	N/A	N/A	N/A	N/A	N/A	N/A	Not a supported configuration.
VCO20-4K	Yes	Yes	V4.2	None	N/A	N/A	N/A	N/A	N/A	N/A	Not a supported configuration.
VCO20-4K	Yes	Yes	V5.0	None	3/30/04	3/30/03	4/20/01	4/20/00	N/A	N/A	If you believe that your system is already a "VCO4K compliant" VCO20 system, then your system may be eligible to be extended to the VCO/4K dates, shown in the next section (below). This is subject to verification by an on-site Cisco audit which is invoiced on a time and material basis. May also involve customer purchasing a certain set of hardware.
VCO20-4K	Yes	Yes	V5.1	None	3/30/04	3/30/03	4/20/02	4/20/01	N/A	N/A	If you believe that your system is already a "VCO4K compliant" VCO20 system, then your system may be eligible to be extended to the VCO/4K dates, shown in the next section (below). This is subject to verification by an on-site Cisco audit which is invoiced on a time and material basis. May also involve customer purchasing a certain set of hardware.



System Configuration				Milestone Dates							
VCO20-4K	Yes	Yes	V5.2	None	3/30/04	3/30/03	3/30/03	3/30/02	N/A	N/A	If you believe that your system is already a "VCO4K compliant" VCO20 system, then your system may be eligible to be extended to the VCO/4K dates, shown in the next section (below). This is subject to verification by an on-site Cisco audit which is invoiced on a time and material basis. May also involve customer purchasing a certain set of hardware.
VCO20-4K	Yes	Yes	Any Version	V3.0 ANSI ISUP	N/A	N/A	N/A	N/A	N/A	N/A	Not a supported configuration.
VCO20-4K	Yes	Yes	Any Version	V5.0 ANSI ISUP	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	11/1/02	11/1/01	If you believe that your system is already a "VCO4K compliant" VCO20 system, then your system may be eligible to be extended to the VCO/4K dates, shown in the next section (below). This is subject to verification by an on-site Cisco audit which is invoiced on a time and material basis. May also involve customer purchasing a certain set of hardware.
VCO20-4K	Yes	Yes	Any Version	V5.2 ANSI ISUP	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	3/30/03	3/30/02	If you believe that your system is already a "VCO4K compliant" VCO20 system, then your system may be eligible to be extended to the VCO/4K dates, shown in the next section (below). This is subject to verification by an on-site Cisco audit which is invoiced on a time and material basis. May also involve customer purchasing a certain set of hardware.
VCO20-4K	Yes	Yes	Any Version	V3.0 ITU ISUP	N/A	N/A	N/A	N/A	N/A	N/A	Not a supported configuration.

System Configuration				Milestone Dates							
VCO20-4K	Yes	Yes	Any Version	V5.0 ITU ISUP	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	8/1/01	8/1/00	If you believe that your system is already a "VCO4K compliant" VCO20 system, then your system may be eligible to be extended to the VCO/4K dates, shown in the next section (below). This is subject to verification by an on-site Cisco audit which is invoiced on a time and material basis. May also involve customer purchasing a certain set of hardware.
VCO20-4K	Yes	Yes	Any Version	V5.1 ITU ISUP	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	11/1/02	11/1/01	If you believe that your system is already a "VCO4K compliant" VCO20 system, then your system may be eligible to be extended to the VCO/4K dates, shown in the next section (below). This is subject to verification by an on-site Cisco audit which is invoiced on a time and material basis. May also involve customer purchasing a certain set of hardware.
VCO20-4K	Yes	Yes	Any Version	V5.2 ITU ISUP	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	3/30/03	3/30/02	If you believe that your system is already a "VCO4K compliant" VCO20 system, then your system may be eligible to be extended to the VCO/4K dates, shown in the next section (below). This is subject to verification by an on-site Cisco audit which is invoiced on a time and material basis. May also involve customer purchasing a certain set of hardware.



System Configuration				Milestone Dates							
VCO20-4K	Yes	Yes	Any Version	V3.0 ANSI TCAP	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	3/30/03	3/30/02	If you believe that your system is already a "VCO4K compliant" VCO20 system, then your system may be eligible to be extended to the VCO/4K dates, shown in the next section (below). This is subject to verification by an on-site Cisco audit which is invoiced on a time and material basis. May also involve customer purchasing a certain set of hardware.
VCO20-4K	Yes	Yes	Any Version	V3.0 ITU TCAP	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	6/30/00	6/30/99	If you believe that your system is already a "VCO4K compliant" VCO20 system, then your system may be eligible to be extended to the VCO/4K dates, shown in the next section (below). This is subject to verification by an on-site Cisco audit which is invoiced on a time and material basis. May also involve customer purchasing a certain set of hardware.
VCO20-4K	Yes	Yes	Any Version	V5.1 ITU TCAP	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	3/30/03	3/30/02	If you believe that your system is already a "VCO4K compliant" VCO20 system, then your system may be eligible to be extended to the VCO/4K dates, shown in the next section (below). This is subject to verification by an on-site Cisco audit which is invoiced on a time and material basis. May also involve customer purchasing a certain set of hardware.

System Configuration				Milestone Dates							
VCO20-4K	Yes	Yes	Any Version	CHINA TUP V5.1	3/30/04	3/30/03	Generic dependent. See above.	Generic dependent. See above.	3/30/03	3/30/02	If you believe that your system is already a "VCO4K compliant" VCO20 system, then your system may be eligible to be extended to the VCO/4K dates, shown in the next section (below). This is subject to verification by an on-site Cisco audit which is invoiced on a time and material basis. May also involve customer purchasing a certain set of hardware.
VCO20-4K*	Yes	No	V3.3	None	N/A	N/A	N/A	N/A	N/A	N/A	Not a supported configuration.
VCO20-4K*	Yes	No	V4.0	None	N/A	N/A	N/A	N/A	N/A	N/A	Not a supported configuration.
VCO20-4K*	Yes	No	V4.1	None	N/A	N/A	N/A	N/A	N/A	N/A	Not a supported configuration.
VCO20-4K*	Yes	No	V4.2	None	N/A	N/A	N/A	N/A	N/A	N/A	Not a supported configuration.
VCO20-4K*	Yes	No	V5.0	None	3/1/07	3/1/06	4/20/01	4/20/00	N/A	N/A	Retrofitting a VCO20 to make it "VCO4K compliant" requires the purchase of a certain set of hardware and requires Cisco to perform the retrofit and testing. This retrofit also requires that the system serial number be transferred from a VCO20 service contract to a VCO4K service contract. Cisco on-site services invoiced on a time and material basis.
VCO20-4K*	Yes	No	V5.1	None	3/1/07	3/1/06	4/20/02	4/20/01	N/A	N/A	Retrofitting a VCO20 to make it "VCO4K compliant" requires the purchase of a certain set of hardware and requires Cisco to perform the retrofit and testing. This retrofit also requires that the system serial number be transferred from a VCO20 service contract to a VCO4K service contract. Cisco on-site services invoiced on a time and material basis.



System Configuration				Milestone Dates							
VCO20-4K*	Yes	No	V5.2	None	3/1/07	3/1/06	3/1/05	3/1/04	N/A	N/A	Retrofitting a VCO20 to make it "VCO4K compliant" requires the purchase of a certain set of hardware and requires Cisco to perform the retrofit and testing. This retrofit also requires that the system serial number be transferred from a VCO20 service contract to a VCO4K service contract. Cisco on-site services invoiced on a time and material basis.
VCO20-4K*	Yes	No	Any Version	V3.0 ANSI ISUP	N/A	N/A	N/A	N/A	N/A	N/A	Not a supported configuration.
VCO20-4K*	Yes	No	Any Version	V5.0 ANSI ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	11/1/02	11/1/01	Retrofitting a VCO20 to make it "VCO4K compliant" requires the purchase of a certain set of hardware and requires Cisco to perform the retrofit and testing. This retrofit also requires that the system serial number be transferred from a VCO20 service contract to a VCO4K service contract. Cisco on-site services invoiced on a time and material basis.
VCO20-4K*	Yes	No	Any Version	V5.2 ANSI ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	Retrofitting a VCO20 to make it "VCO4K compliant" requires the purchase of a certain set of hardware and requires Cisco to perform the retrofit and testing. This retrofit also requires that the system serial number be transferred from a VCO20 service contract to a VCO4K service contract. Cisco on-site services invoiced on a time and material basis.
VCO20-4K*	Yes	No	Any Version	V3.0 ITU ISUP	N/A	N/A	N/A	N/A	N/A	N/A	Not a supported configuration.

System Configuration				Milestone Dates							
VCO20-4K*	Yes	No	Any Version	V5.0 ITU ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	8/1/01	8/1/00	Retrofitting a VCO20 to make it "VCO4K compliant" requires the purchase of a certain set of hardware and requires Cisco to perform the retrofit and testing. This retrofit also requires that the system serial number be transferred from a VCO20 service contract to a VCO4K service contract. Cisco on-site services invoiced on a time and material basis.
VCO20-4K*	Yes	No	Any Version	V5.1 ITU ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	11/1/02	11/1/01	Retrofitting a VCO20 to make it "VCO4K compliant" requires the purchase of a certain set of hardware and requires Cisco to perform the retrofit and testing. This retrofit also requires that the system serial number be transferred from a VCO20 service contract to a VCO4K service contract. Cisco on-site services invoiced on a time and material basis.
VCO20-4K*	Yes	No	Any Version	V5.2 ITU ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	Retrofitting a VCO20 to make it "VCO4K compliant" requires the purchase of a certain set of hardware and requires Cisco to perform the retrofit and testing. This retrofit also requires that the system serial number be transferred from a VCO20 service contract to a VCO4K service contract. Cisco on-site services invoiced on a time and material basis.
VCO20-4K*	Yes	No	Any Version	V3.0 ANSI TCAP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	Retrofitting a VCO20 to make it "VCO4K compliant" requires the purchase of a certain set of hardware and requires Cisco to perform the retrofit and testing. This retrofit also requires that the system serial number be transferred from a VCO20 service contract to a VCO4K service contract. Cisco on-site services invoiced on a time and material basis.
VCO20-4K*	Yes	No	Any Version	V3.0 ITU TCAP	N/A	N/A	N/A	N/A	N/A	N/A	Not a supported configuration.



System Configuration					Milestone Dates						
VCO20-4K*	Yes	No	Any Version	V5.1 ITU TCAP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	Retrofitting a VCO20 to make it "VCO4K compliant" requires the purchase of a certain set of hardware and requires Cisco to perform the retrofit and testing. This retrofit also requires that the system serial number be transferred from a VCO20 service contract to a VCO4K service contract. Cisco on-site services invoiced on a time and material basis.
VCO20-4K*	Yes	No	Any Version	CHINA TUP V5.1	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	Retrofitting a VCO20 to make it "VCO4K compliant" requires the purchase of a certain set of hardware and requires Cisco to perform the retrofit and testing. This retrofit also requires that the system serial number be transferred from a VCO20 service contract to a VCO4K service contract. Cisco on-site services invoiced on a time and material basis.
VCO20-4K*	Yes	Yes	V3.3	None	N/A	N/A	N/A	N/A	N/A	N/A	Not a supported configuration.
VCO20-4K*	Yes	Yes	V4.0	None	N/A	N/A	N/A	N/A	N/A	N/A	Not a supported configuration.
VCO20-4K*	Yes	Yes	V4.1	None	N/A	N/A	N/A	N/A	N/A	N/A	Not a supported configuration.
VCO20-4K*	Yes	Yes	V4.2	None	N/A	N/A	N/A	N/A	N/A	N/A	Not a supported configuration.
VCO20-4K*	Yes	Yes	V5.0	None	3/1/07	3/1/06	4/20/01	4/20/00	N/A	N/A	Retrofitting a VCO20 to make it "VCO4K compliant" requires the purchase of a certain set of hardware and requires Cisco to perform the retrofit and testing. This retrofit also requires that the system serial number be transferred from a VCO20 service contract to a VCO4K service contract. Cisco on-site services invoiced on a time and material basis.

System Configuration				Milestone Dates							
VCO20-4K*	Yes	Yes	V5.1	None	3/1/07	3/1/06	4/20/02	4/20/01	N/A	N/A	Retrofitting a VCO20 to make it "VCO4K compliant" requires the purchase of a certain set of hardware and requires Cisco to perform the retrofit and testing. This retrofit also requires that the system serial number be transferred from a VCO20 service contract to a VCO4K service contract. Cisco on-site services invoiced on a time and material basis.
VCO20-4K*	Yes	Yes	V5.2	None	3/1/07	3/1/06	3/1/05	3/1/04	N/A	N/A	Retrofitting a VCO20 to make it "VCO4K compliant" requires the purchase of a certain set of hardware and requires Cisco to perform the retrofit and testing. This retrofit also requires that the system serial number be transferred from a VCO20 service contract to a VCO4K service contract. Cisco on-site services invoiced on a time and material basis.
VCO20-4K*	Yes	Yes	Any Version	V3.0 ANSI ISUP	N/A	N/A	N/A	N/A	N/A	N/A	Not a supported configuration.
VCO20-4K*	Yes	Yes	Any Version	V5.0 ANSI ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	11/1/02	11/1/01	Retrofitting a VCO20 to make it "VCO4K compliant" requires the purchase of a certain set of hardware and requires Cisco to perform the retrofit and testing. This retrofit also requires that the system serial number be transferred from a VCO20 service contract to a VCO4K service contract. Cisco on-site services invoiced on a time and material basis.



System Configuration				Milestone Dates							
VCO20-4K*	Yes	Yes	Any Version	V5.2 ANSI ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	Retrofitting a VCO20 to make it "VCO4K compliant" requires the purchase of a certain set of hardware and requires Cisco to perform the retrofit and testing. This retrofit also requires that the system serial number be transferred from a VCO20 service contract to a VCO4K service contract. Cisco on-site services invoiced on a time and material basis.
VCO20-4K*	Yes	Yes	Any Version	V3.0 ITU ISUP	N/A	N/A	N/A	N/A	N/A	N/A	Not a supported configuration.
VCO20-4K*	Yes	Yes	Any Version	V5.0 ITU ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	8/1/01	8/1/00	Retrofitting a VCO20 to make it "VCO4K compliant" requires the purchase of a certain set of hardware and requires Cisco to perform the retrofit and testing. This retrofit also requires that the system serial number be transferred from a VCO20 service contract to a VCO4K service contract. Cisco on-site services invoiced on a time and material basis.
VCO20-4K*	Yes	Yes	Any Version	V5.1 ITU ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	11/1/02	11/1/01	Retrofitting a VCO20 to make it "VCO4K compliant" requires the purchase of a certain set of hardware and requires Cisco to perform the retrofit and testing. This retrofit also requires that the system serial number be transferred from a VCO20 service contract to a VCO4K service contract. Cisco on-site services invoiced on a time and material basis.
VCO20-4K*	Yes	Yes	Any Version	V5.2 ITU ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	*This configuration is equivalent to a VCO4K. The "extended dates (in green)" apply to this configuration only if this VCO20-4K is under an L3TAC-xxx-VCO4K service contract, not an L3TAC-xxx-VCO20 service contract. System subject to Cisco audit at Customer expense.

System Configuration				Milestone Dates							
VCO20-4K*	Yes	Yes	Any Version	V3.0 ANSI TCAP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	Retrofitting a VCO20 to make it "VCO4K compliant" requires the purchase of a certain set of hardware and requires Cisco to perform the retrofit and testing. This retrofit also requires that the system serial number be transferred from a VCO20 service contract to a VCO4K service contract. Cisco on-site services invoiced on a time and material basis.
VCO20-4K*	Yes	Yes	Any Version	V3.0 ITU TCAP	N/A	N/A	N/A	N/A	N/A	N/A	Not a supported configuration.
VCO20-4K*	Yes	Yes	Any Version	V5.1 ITU TCAP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	Retrofitting a VCO20 to make it "VCO4K compliant" requires the purchase of a certain set of hardware and requires Cisco to perform the retrofit and testing. This retrofit also requires that the system serial number be transferred from a VCO20 service contract to a VCO4K service contract. Cisco on-site services invoiced on a time and material basis.
VCO20-4K*	Yes	Yes	Any Version	CHINATUP V5.1	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	Retrofitting a VCO20 to make it "VCO4K compliant" requires the purchase of a certain set of hardware and requires Cisco to perform the retrofit and testing. This retrofit also requires that the system serial number be transferred from a VCO20 service contract to a VCO4K service contract. Cisco on-site services invoiced on a time and material basis.
VCO4K	Yes	No	V5.0	None	3/1/07	3/1/06	4/20/01	4/20/00	N/A	N/A	
VCO4K	Yes	No	V5.1	None	3/1/07	3/1/06	4/20/02	4/20/01	N/A	N/A	
VCO4K	Yes	No	V5.2	None	3/1/07	3/1/06	3/1/05	3/1/04	N/A	N/A	
VCO4K	Yes	No	Any Version	V5.0 ANSI ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	11/1/02	11/1/01	
VCO4K	Yes	No	Any Version	V5.2 ANSI ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	
VCO4K	Yes	No	Any Version	V5.0 ITU ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	8/1/01	8/1/00	



System Configuration				Milestone Dates							
VCO4K	Yes	No	Any Version	V5.1 ITU ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	11/1/02	11/1/01	
VCO4K	Yes	No	Any Version	V5.2 ITU ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	
VCO4K	Yes	No	Any Version	V3.0 ANSI TCAP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	
VCO4K	Yes	No	Any Version	V5.1 ITU TCAP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	
VCO4K	Yes	No	Any Version	CHINA TUP V5.1	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	
VCO4K	Yes	Yes	V5.0	None	3/1/07	3/1/06	4/20/01	4/20/00	N/A	N/A	
VCO4K	Yes	Yes	V5.1	None	3/1/07	3/1/06	4/20/02	4/20/01	N/A	N/A	
VCO4K	Yes	Yes	V5.2	None	3/1/07	3/1/06	3/1/05	3/1/04	N/A	N/A	
VCO4K	Yes	Yes	Any Version	V5.0 ANSI ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	11/1/02	11/1/01	
VCO4K	Yes	Yes	Any Version	V5.2 ANSI ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	
VCO4K	Yes	Yes	Any Version	V5.0 ITU ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	8/1/01	8/1/00	
VCO4K	Yes	Yes	Any Version	V5.1 ITU ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	11/1/02	11/1/01	
VCO4K	Yes	Yes	Any Version	V5.2 ITU ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	
VCO4K	Yes	Yes	Any Version	V3.0 ANSI TCAP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	
VCO4K	Yes	Yes	Any Version	V5.1 ITU TCAP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	
VCO4K	Yes	Yes	Any Version	CHINA TUP V5.1	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	
VCO4K-NEBS	Yes	No	V5.0	None	3/1/07	3/1/06	4/20/01	4/20/00	N/A	N/A	
VCO4K-NEBS	Yes	No	V5.1	None	3/1/07	3/1/06	4/20/02	4/20/01	N/A	N/A	
VCO4K-NEBS	Yes	No	V5.2	None	3/1/07	3/1/06	3/1/05	3/1/04	N/A	N/A	
VCO4K-NEBS	Yes	No	Any Version	V5.0 ANSI ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	11/1/02	11/1/01	
VCO4K-NEBS	Yes	No	Any Version	V5.2 ANSI ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	
VCO4K-NEBS	Yes	No	Any Version	V5.0 ITU ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	8/1/01	8/1/00	
VCO4K-NEBS	Yes	No	Any Version	V5.1 ITU ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	11/1/02	11/1/01	

System Configuration				Milestone Dates							
VCO4K-NEBS	Yes	No	Any Version	V5.2 ITU ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	
VCO4K-NEBS	Yes	No	Any Version	V3.0 ANSI TCAP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	
VCO4K-NEBS	Yes	No	Any Version	V5.1 ITU TCAP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	
VCO4K-NEBS	Yes	No	Any Version	CHINA TUP V5.1	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	
VCO4K-NEBS	Yes	Yes	V5.0	None	3/1/07	3/1/06	4/20/01	4/20/00	N/A	N/A	
VCO4K-NEBS	Yes	Yes	V5.1	None	3/1/07	3/1/06	4/20/02	4/20/01	N/A	N/A	
VCO4K-NEBS	Yes	Yes	V5.2	None	3/1/07	3/1/06	3/1/05	3/1/04	N/A	N/A	
VCO4K-NEBS	Yes	Yes	Any Version	V5.0 ANSI ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	11/1/02	11/1/01	
VCO4K-NEBS	Yes	Yes	Any Version	V5.2 ANSI ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	
VCO4K-NEBS	Yes	Yes	Any Version	V5.0 ITU ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	8/1/01	8/1/00	
VCO4K-NEBS	Yes	Yes	Any Version	V5.1 ITU ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	11/1/02	11/1/01	
VCO4K-NEBS	Yes	Yes	Any Version	V5.2 ITU ISUP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	
VCO4K-NEBS	Yes	Yes	Any Version	V3.0 ANSI TCAP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	
VCO4K-NEBS	Yes	Yes	Any Version	V5.1 ITU TCAP	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	
VCO4K-NEBS	Yes	Yes	Any Version	CHINA TUP V5.1	3/1/07	3/1/06	Generic dependent. See above.	Generic dependent. See above.	3/1/05	3/1/04	

## Frequently Asked Questions

Q. When will the VCO subsystem software (Generic and card downloads) and SS7 subsystem software (CKTINT, SEPT, CHINA-TUP) transition to “sustaining mode?” When will feature-enhancement requests be considered only on a business-case basis? What are the VCO and SS7 subsystem software road maps?

A. The latest versions of Generic software (VCO subsystem software), SS7 CKTINT ISUP software (both ANSI and ITU), SS7 SEPT TCAP software (both ANSI and ITU), and SS7 CHINA TUP software transitioned to “sustaining mode” on March 1, 2001, shortly after the debut of the Generic release train called “V5.2.”

Therefore, feature enhancements will be considered on a business-case basis.

The current road map at the time of publishing of this bulletin follows:

### Generic Software Roadmap (includes download software for cards):

- Generic software transitioned to “Sustaining” mode on March 1, 2001.



Generic Release 5.2.1 became available in August 2001.

- Patch support of these software releases to be targeted on an as-needed basis
- Currently, no planned feature enhancements; defect correction only
- Feature enhancements to be considered on business-case basis
- No change to existing Sales, Support, Training, or Documentation programs

**SS7 CHINA TUP Software Road Map:**

- SS7 CHINA TUP software transitioned to “Sustaining” mode on March 1, 2001.
  - Patch support of these software releases to be targeted on an as-needed basis
  - Currently, no planned feature enhancements; defect correction only
  - Feature enhancements considered on business-case basis
  - No change to existing Sales, Support, Training, or Documentation programs

**SS7 CKTINT ISUP Software Road Map:**

- SS7 CKTINT ISUP software transitioned to “Sustaining” mode on March 1, 2001.
  - Patch support of these software releases to be targeted on an as-needed basis
  - Currently, no planned feature enhancements; defect correction only
  - Feature enhancements considered on business-case basis
  - No change to existing Sales, Support, Training, or Documentation programs

**SS7 SEPT TCAP Software Road Map:**

- SS7 SEPT TCAP software transitioned to “Sustaining” mode on March 1, 2001.
  - Patch support of these software releases to be targeted on an as-needed basis
  - Currently, no planned feature enhancements; defect correction only
  - Feature enhancements considered on business-case basis
  - No change to existing Sales, Support, Training, or Documentation programs

Please contact your Cisco account executive to confirm current status of the software road maps.

Q. How long will the VCO and SS7 subsystem software be open for bug fixes after the “sustaining mode” date of March 1, 2001 listed above? If an outstanding issue (bug) is identified that still needs to be resolved, what should be expected as far as addressing the issue?

A. Engineering Bug Fix Support, known as Software Engineering Maintenance Support, continues and then expires according to the system configuration that has been purchased.

For the given system configuration, refer in Table 4 to the column entitled “End-of-Engineering Software Maintenance Support Date for the VCO subsystem” and the column entitled “End-of-Engineering Software Maintenance Support Date for the SS7 subsystem.”

Following are two examples:

**Example 1:**

The system configuration follows:

Chassis category = VCO20

CBUS installed? = No

CBUS enabled? = Not Applicable

GENERIC = V5.1

SS7 = None

The VCO Subsystem Software Engineering Maintenance team will consider any confirmed Generic bugs for fix if reported to Cisco by April 20, 2002.

**Example 2:**

The system configuration follows:

Chassis category = VCO4K

CBUS installed? = Yes

CBUS enabled? = Yes

GENERIC = V5.2

SS7 = V5.1 ITU ISUP.

The VCO Subsystem Software Engineering Maintenance team will consider any confirmed Generic bugs for fix if reported to Cisco by March 1, 2005.

The SS7 Subsystem Software Engineering Maintenance team will consider any confirmed SS7 bugs for fix if reported to Cisco by November 1, 2002.

Notice that in the above examples the End-of-Engineering Software Maintenance date varies per system configuration.

Q. How long will RMA support on the Field Replaceable Unit (FRU) components be available for my system configuration?

A. RMA support continues and then expires according to the system configuration that was purchased.

For a given system configuration, refer in Table 4 to the column entitled "Product Obsolete Date."

Q. How long will we be able to obtain TAC support?

A. TAC support continues and then expires according to the system configuration that you have purchased.

For a given system configuration, refer in Table 4 to the column entitled "Product Obsolete Date."

Q. Our system configuration has card(s) that require a software download file in order to operate (for example, the Interface Controller Card (ICC) card requires the software download file called "icc.dwn," and the Drop & Insert (D+I) card requires the software download file called "dni.dwn"). With respect to reading the columns of the detailed matrix, does Cisco classify these software download files as hardware or as software? How do I determine the End-of-Engineering Maintenance Support Date for these software download files?

A. Cisco classifies these software download files as software.

In order to determine the End-of-Engineering Maintenance Support Date for these software download files, use the column entitled "End-of-Engineering Software Maintenance Support Date for the VCO subsystem."

For example, a suspected bug has been reproduced and confirmed and is located in the prin.dwn file of the Primary Rate Interface (PRI/N) card.

Furthermore, assume that the system configuration is as follows:

Chassis category = VCO20

CBUS installed? = No

CBUS enabled? = Not Applicable

GENERIC = V5.1



SS7 = None

Then, in accordance with Table 4, “End-of-Engineering Software Maintenance Support Date for the VCO subsystem,” the bug must be reported to Cisco Engineering by April 20, 2002, in order for Cisco Engineering to consider it for fix.

Q. The detailed End-of-Life matrix (Table 4) does not explicitly document when Cisco will stop processing upgrade requests for the system configuration that I have purchased. What is the last day to order an upgrade kit for my system?

A. The last date to order software or firmware *media kits* (that is, physical software floppy diskettes, hard-copy documentation, or firmware chips) is December 31, 2001. However, software will be available, via download, through September 1, 2006. A detailed explanation follows:

#### **Obtaining Software:**

To order a software media kit, go to the Product Upgrade tool at:

[www.cisco.com/upgrade](http://www.cisco.com/upgrade)

Note: All software media kits are no-change items, but they do require an active service contract and a Cisco.com login account.

If the software that you need is not available at the Product Upgrade tool, it may be available at “Cisco VCO/4K Software” for downloading. Go to:

[www.cisco.com/kobayashi/sw-center/telephony/vco/vco-planner.shtml](http://www.cisco.com/kobayashi/sw-center/telephony/vco/vco-planner.shtml)

Note: All software downloads are no-change items, but they do require an active service contract and a Cisco.com login account.

If the software that you need is not available at the Product Upgrade tool or “Cisco VCO/4K Software,” then open a case with the Technical Assistance Center. Go to:

[www.cisco.com/kobayashi/support/case\\_open.shtml](http://www.cisco.com/kobayashi/support/case_open.shtml)

Note: All software downloads obtained from TAC are no-change items, but they do require an active service contract.

#### **Obtaining Firmware:**

To order a firmware, go to the Networking Products MarketPlace at:

[www.cisco.com/cgi-bin/order/order\\_root.pl](http://www.cisco.com/cgi-bin/order/order_root.pl)

Note: Orders must be submitted on or before December 31, 2001, and they must have appropriate approval from Cisco TAC (see the Q and A below).

#### **Summary**

If the hardware, firmware, and software version levels of your system are current per the Cisco VCO/4K Release Notes, then your system will require a software-only upgrade. Software-only upgrades are supported through September 1, 2006. Cisco VCO/4K Release Notes are located at:

[www.cisco.com/univercd/cc/td/doc/product/tel\\_pswt/info.htm](http://www.cisco.com/univercd/cc/td/doc/product/tel_pswt/info.htm)

The last date to download VCO subsystem or SS7 subsystem software from the Web or to obtain it from TAC is September 1, 2006.

*Cisco strongly encourages you to perform a software-only system upgrade no later than September 1, 2006, six months before the product obsolete date, March 1, 2007.*

*Cisco strongly encourages you to perform a system upgrade involving firmware no later than December 31, 2001.*

*Cisco strongly encourages you to perform a system upgrade involving new circuit cards (hardware) no later than March 1, 2002.*

*Disclaimer:* All upgrade media kits are subject to availability of parts. This statement applies to upgrade media kits that require new circuit cards for which the “last date of sale” is March 1, 2002, or that require firmware for which the “last date to order media kits” is December 31, 2001. Software can be downloaded from the Web or obtained from TAC with availability through September 1, 2006 (see above).

Q. Do all upgrade requests require approval by Cisco? Who performs the upgrades?

A. System configuration determines whether or not Cisco approval for your upgrade request is required and whether or not you are required to have Cisco perform the upgrade.

If your request requires Cisco approval, then please initiate the approval process with your Cisco account executive.

**Generic Software:**

**Configuration Set #A:** This range of configurations is exempt from Cisco upgrade request approval, and the customer or partner is permitted to perform the Generic software upgrade of these system configurations.

**A.1:**

Chassis category: VCO4K-NEBS, VCO4K, or VCO20-4K

CBUS physically installed? Yes

CBUS enabled? Either Yes or No allowed

Version of “Generic” software present: V5.1 or higher

**A.2:**

Chassis category: VCO20

CBUS physically installed? No

CBUS enabled? Not Applicable

Version of “Generic” software present: V5.1 or higher

**Configuration Set #B:** This range of configurations requires Cisco upgrade request approval via onsite audit\*, and Cisco must perform the Generic software upgrade of these system configurations—if the system passes the onsite technical audit.

Chassis category: Either VCO4K or VCO20-4K

CBUS physically installed? Yes

CBUS enabled? Either Yes or No allowed

Version of “Generic” software present: V5.0

\*Note: Onsite audits are billed on a time and material basis. The actual upgrade is performed by Cisco and billed on a time and material basis. If approved, the upgrade may require purchase of certain hardware.

**Configuration Set #C:** This range of configurations requires Cisco upgrade request approval via onsite audit\*, and Cisco must perform the Generic software upgrade of these system configurations—if the system passes the onsite technical audit.



Chassis category: VCO20

CBUS physically installed? No

CBUS enabled? Not applicable

Version of “Generic” software present: V5.0 or lower

\*Note: Onsite audits are billed on a time and material basis. The actual upgrade is performed by Cisco and billed on a time and material basis. If approved, the upgrade may require purchase of certain hardware.

**SS7 Software:**

**Configuration Set #D:** This range of configurations is exempt from Cisco upgrade request approval, and the customer or partner can perform the SS7 software upgrade of these system configurations.

**D.1:**

Chassis category: VCO4K-NEBS, VCO4K, or VCO20-4K

CBUS physically installed? Yes

CBUS enabled? Either Yes or No allowed

Version of “SS7” software present: V5.0 or higher

**D.2:**

Chassis category: VCO20

CBUS physically installed? No

CBUS enabled? Not applicable

Version of “SS7” software present: V5.0

**Configuration Set #E:** This range of configurations requires Cisco upgrade request approval via onsite audit\*, and Cisco must perform the SS7 software upgrade of these system configurations—if the system passes the onsite technical audit.

Chassis category: VCO20

CBUS physically installed? No

CBUS enabled? Not applicable

Version of “SS7” software present: Lower than V5.0

\*Note: Onsite audits are billed on a time and material basis. The actual upgrade is performed by Cisco and billed on a time and material basis. If approved, the upgrade may require purchase of certain hardware.

Q. From an engineering software maintenance support perspective (bug fix support perspective), my system is running a “retired version of Generic software (for example, Generic V5.0) or SS7 Software.” Also, the system is in production and running smoothly (no problems related to bugs). Having received this product bulletin, should I consider upgrading to the latest Generic or SS7 operating system software? Does doing so extend “the life of my system configuration?” In other words, does doing so effectively “push out” the product obsolete date?

A. If your system is in production and running smoothly, even if on a retired version of operating system software, then *Cisco strongly discourages* you from upgrading to a later release. You will not be granted any extension in the product obsolete date if you upgrade your system configuration\* because the product obsolete date for your chassis category is a fixed date, whether you are running retired operating system software or non-retired operating system software.

Note\*: The only legacy chassis category that can be granted a product obsolete date extension is the VCO20 chassis. See the strict guidelines in the Q&A below. This product obsolete date extension for the VCO20 chassis requires a chassis retrofit, not an upgrade (a retrofit is more extensive than an upgrade).

General upgrade guidelines follow:

- If a software or hardware bug is discovered, then Cisco TAC (in coordination with Cisco Engineering) will advise which software or hardware to migrate to for addressing the problem. There is no need to proactively upgrade—based merely on the release of this product bulletin.
- If you regularly deploy host software feature/maintenance releases that regularly incorporate new VCO software releases, then continue to upgrade your VCO system configuration accordingly. *Note*: Please consider the key milestone dates, such as the product obsolete date, when planning upgrades.
- All upgrades are subject to the Cisco upgrade policy detailed in the Q&A above.

Q. The service support contract for my system has expired. Can I still take full advantage of the milestone dates documented in this bulletin without a service contract? Should I renew my service support contract?

A. It is in your best interest to *always* have a service contract in effect. It is in your best interest to *always* renew your service contract *one month before it expires*. Contact your Cisco account executive for putting your systems under a service support contract.

Service contracts that have expired (without being renewed one month before expiring) *and* are within 12 months of the product obsolete date are not eligible for renewal.

Without a service support contract, your system is not entitled to TAC support, RMA support, or engineering support without submitting, in advance, a purchase order for such services (these services are billed on an hourly basis).

Q. What is the “VCO20-4K chassis”?

A. The VCO20-4K chassis category is an alternative option offered to customers with a VCO20 chassis in lieu of trading in their VCO20 chassis toward the purchase of a VCO4K-NEBS chassis.



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Retrofitting a Cisco VCO/20 or Cisco VCO/20 with SS7 subsystem to turn it into a Cisco VCO/4K requires swapping out *all* components in the VCO20 chassis except for the fan tray, power supplies, and power entry module and installing a C-BUS hardware kit. In addition, the retrofit requires swapping out *all* components in the SS7 subsystem except for the power supplies in the SS7 shelf and the components in the SS7 fallback switch.

Note: All hardware must be purchased on or before March 1, 2002. Cisco must perform an onsite audit to determine if the VCO20 chassis retrofit is feasible. Furthermore, Cisco must perform the VCO20 chassis retrofit and test—if the system passes the onsite technical audit. Under this alternative option, trade-in credit is given to those components traded in toward the new components required to complete the retrofit. This retrofit also requires transferal of the system serial number from a Cisco VCO/20 service contract to a Cisco VCO/4K service contract. Cisco onsite services are invoiced on a time and material basis.

Because of the amount of downtime needed to accomplish the retrofit, this alternative option is well-suited for the VCO20 chassis in a lab environment.

In order to employ this alternative option in a production network while minimizing downtime, the following strategy is proposed:

Assume there are five VCO20 chassis in your network. Replace the first VCO20 chassis with a new VCO4K-NEBS chassis and do a hot cable cutover. Retrofit the removed VCO20 chassis with the new VCO20-4K chassis components and verify operation of the system. Install the retrofitted VCO20 chassis and perform a hot cable cutover. Repeat the process for all the VCO20 chassis in your network.

Q. How long will VCO and VCO-SS7 subsystem training be offered?

A. VCO and VCO-SS7 subsystem training will be offered until March 1, 2006.