



End-of-Life Notice, No. 2940

End-of-Sale and End-of-Life Announcement for the Cisco Info Center 3.4.1

Cisco Systems® announces the end-of-sale and end-of-life dates of the Cisco® Info Center 3.4.1. The last day to order the Cisco Info Center 3.4.1 is May 31, 2002. Customers will continue to receive support from the Cisco Technical Assistance Center (TAC) until May 31, 2005. Table 1 describes the end-of-life milestones, definitions, and dates for the Cisco Info Center. Table 2 lists the product numbers affected by this announcement.

Customers are encouraged to migrate to the Cisco Info Center 3.5. Information about this product can be found at: <http://www.cisco.com/go/cic>.

Table 1. End-of-Life Milestones and Dates for the Cisco Info Center 3.4.1

Milestone	Definition	Date
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 31, 2002
Last Ship Date	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 31, 2002
End of SW Maintenance Releases Date	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 31, 2003
End of New Service Attachment Date	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 31, 2003
End of Service Contract Renewal Date	The last date to extend or renew a service contract for the product. The extension or renewal period cannot extend beyond the last date of support.	November 31, 2004
Last Date of Support	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 31, 2005

Table 2. Product Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description
CIC-3.4.1-BASE	Cisco Info Center 3.4.1, Base Configuration	CIC-3.5-BASE	Cisco Info Center 3.5, Base Configuration

Product Migration Options

The recommended replacement for the Cisco Info Center 3.4.1 is the Cisco Info Center 3.5.

For More Information

For more information about the Cisco Info Center, visit <http://www.cisco.com/go/cic> 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, please go to: <http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice>.

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