



Product Bulletin No. EOL4038

End-of-Sale and End-of-Life Announcement for the Cisco Remote Monitoring Suite Option

Cisco Systems® announces the end-of-sale and end-of life dates for the Cisco Remote Monitoring Suite Option. The last day to order the affected product is November 20, 2006. Customers with active service contracts will continue to receive support from the Cisco Technical Assistance Center (TAC) until November 19, 2009. Table 1 describes the end-of-life milestones, definitions, and dates for the affected product. Table 2 lists the product part numbers affected by this announcement.

Table 1. End-of-Life Milestones and Dates for the Cisco Remote Monitoring Suite Option.

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.	May 22, 2006
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.	November 20, 2006
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.	February 18, 2007
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.	November 20, 2007
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.	November 20, 2007
End of Service Contract Renewal Date	The last date to extend or renew a service contract for the product.	February 15, 2009
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.	November 19, 2009

Table 2. Product Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description
ICMH-RMSAT-L	ICM hosted Remote Monitoring Suite - Alarm Tracker
ICMH-RMSSVR(=)	ICM hosted Remote Monitoring Suite - Server

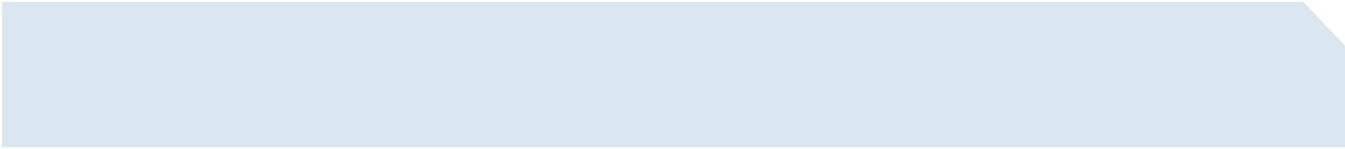
PRODUCT MIGRATION OPTIONS

There is no replacement for the Cisco Remote Monitoring Suite Option at this time.

There is no direct product replacement for the Cisco Remote Monitoring Suite Option. Customers can take advantage of the existing, industry-standard Simple Network Management Protocol (SNMP) in Cisco Unified ICM Enterprise Version 7.0 to monitor their Cisco Intelligent Contact Management (ICM) processes. The SNMP works in conjunction with a network management product, such as Cisco Unified Operations Manager, that supports receiving SNMP traps.

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 Cisco's Authorized 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://www.cisco.com/en/US/ordering/or6/or17/order_refurbished_equipment_program_description.html.

FOR MORE INFORMATION

For more information about the Cisco Remote Monitoring Suite Option, visit

<http://www.cisco.com/en/US/products/sw/custcosw/ps2068/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>.



Corporate Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100

European Headquarters
Cisco Systems International BV
Haarlerbergpark
Haarlerbergweg 13-19
1101 CH Amsterdam
The Netherlands
www-europe.cisco.com
Tel: 31 0 20 357 1000
Fax: 31 0 20 357 1100

Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-7660
Fax: 408 527-0883

Asia Pacific Headquarters
Cisco Systems, Inc.
168 Robinson Road
#28-01 Capital Tower
Singapore 068912
www.cisco.com
Tel: +65 6317 7777
Fax: +65 6317 7799

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