

End-of-Sale and End-of-Life Announcement for the Unified Contact Center Non-OEM Windows Server 2003 Standard and Enterprise Editions

EOL6718

Cisco® announces the end-of-sale and end-of life dates for the Unified Contact Center Non-OEM Windows Server 2003 Standard and Enterprise Editions. Microsoft has discontinued the sale of these Windows Server 2003 operating systems and therefore, it is no longer obtainable from Cisco for use with Unified Contact Center. 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 Non-OEM Windows Server 2003 Standard and Enterprise Editions*

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.	February 26, 2009
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.	August 27, 2009*
Last Ship Date: OS SW	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	November 25, 2009*
End of SW Maintenance Releases Date: OS SW	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.	August 27, 2010*
End of New Service Attachment Date: OS SW	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.	August 27, 2010*
End of Service Contract Renewal Date: OS SW	The last date to extend or renew a service contract for the product.	November 22, 2013*
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.	August 26, 2014*

HW = Hardware OS SW = Operating System Software App. SW = Application Software

*Microsoft has discontinued the sale of these Windows Server 2003 operating systems and therefore, it is no longer obtainable from Cisco for use with Unified Contact Center.

Table 2. Product Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description
WIN2003-ENT-ENG	Non-OEM Windows Server 2003 -Enterprise Edition (25 CALs)
WIN2003-STD-ENG	Non-OEM Windows Server 2003 -Standard Edition (10 CALs)

Product Migration Options

There is no replacement available for the Non-OEM Windows Server 2003 Standard and Enterprise Editions at this time.

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 Non-OEM Windows Server 2003 Standard and Enterprise Editions 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 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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