



End-of-Sale and End-of-Life Announcement for the Cisco Unified Contact Center and Cisco Unified Intelligent Contact Management Enterprise and Hosted Editions 8.0 and 8.5

EOL8850 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Contact Center and Cisco Unified Intelligent Contact Management Enterprise and Hosted Editions 8.0 and 8.5. The last day to order the affected product(s) is April 17, 2013. 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 under the terms and conditions of customers' service contract.

Table 1. End-of-Life Milestones and Dates for the Cisco Unified Contact Center and Cisco Unified Intelligent Contact Management Enterprise and Hosted Editions 8.0 and 8.5

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.	October 17, 2012
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.	April 17, 2013
Last Ship Date: App. 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.	July 16, 2013
End of SW Maintenance Releases Date: App. 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.	April 17, 2014
End of New Service Attachment Date: App. 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.	April 17, 2014
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	July 14, 2015
Last Date of Support: App. SW	The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions. After this date, all support services for the product are unavailable, and the product becomes obsolete.	April 30, 2016

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

Note: Please review the [Cisco Unified Contact Center Enterprise Maintenance Release Support Matrix at http://docwiki.cisco.com/wiki/Maintenance_Release_Support_Matrix](http://docwiki.cisco.com/wiki/Maintenance_Release_Support_Matrix) for information on which specific maintenance releases are eligible for critical fixes.

Table 2. Product Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CC-SQL-2005-STD	OEM SQL 2005 Standard Edition	There is currently no replacement product available for this product.	-	-
CC-WIN2K3-STD-1COA	OEM Windows Server 2003 Std Ed 1 COA Kit, 0 CAL, non-VM and VM	There is currently no replacement product available for this product.	-	-
CC-WIN2K3-STD-2COA	OEM Windows Server 2003 Standard Edition 2 COA Kit, 0 CAL	There is currently no replacement product available for this product.	-	-
CCEH-CADKIT80-K9	Media Kit for Cisco Agent Desktop 8.0	CCEH-CADKIT90-K9	Media Kit for Cisco Agent Desktop 9.0	-
CCEH-CADKIT85-K9	Media Kit for Cisco Agent Desktop 8.5	CCEH-CADKIT90-K9	Media Kit for Cisco Agent Desktop 9.0	-
CCEH-CUIC8-7835	Media for bundled platform and CUIC software	There is currently no replacement product available for this product.	-	-
CCEH-CUIC8-7845	Media for bundled platform and CUIC software	There is currently no replacement product available for this product.	-	-
CCEH-CUIC8-PREM	License for Premium version of CUIC	CCEH-CUIC-PREM	License for Cisco Unified Intelligence Center Premium	-
CCEH-CUIC8-PREM-U=	CUIC Premium - available with CUIS 7.5 upgrade via UCSS	CCEH-CUIC-PREM	License for Cisco Unified Intelligence Center Premium	-
CCEH-CUIC8-STD	License for Standard version of CUIC, included with CCE/CCH	CCEH-CUIC-STD	License for Cisco Unified Intelligence Center Standard	-
CCEH-CUIC8-STD-U=	CUIC Standard - available with UCCE/ICM 8 upgrade via UCSS	CCEH-CUIC-STD	License for Cisco Unified Intelligence Center Standard	-
CCEH-CUIC8-TRIAL	License for trial version of CUIC	CCEH-CUIC-TRIAL	License for Cisco Unified Intelligence Center Trial (Temporary)	-
CCEH-FINESSE85-K9	Cisco Finesse 8.5(x) Media for CCE	CCEH-FINESSE90-K9	Cisco Finesse 9.x Media for CCE	-
CCEH-MEDIA80-K9	Media Kit for Unified CC Enterprise and Hosted 8.0	CCEH-MEDIA90-K9	Media Kit for Unified CC Enterprise and Hosted 9.0	-
CCEH-MEDIA85-K9	Media Kit: Unified CC Enterprise/Hosted 8.5 (includes 8.0)	CCEH-MEDIA90-K9	Media Kit for Unified CC Enterprise and Hosted 9.0	-
CCEH-NPRPT8-CUIC	License for customer lab version of CUIC	CCEH-CUIC-LAB	License for Cisco Unified Intelligence Center Customer Lab	-
ICME-PG-13	ICM ENTERPRISE ROCKWELL SPECTRUM PG	There is currently no replacement product available for this product.	-	-
ICME-PG-ARS-13	ICM ENTERPRISE INTERACTIVE INTELLIGENCE ARS PG	There is currently no replacement product available for this product.	-	-
ICMEH-MEDIA80-K9	Media Kit for Unified ICM Enterprise and Hosted 8.0	ICMEH-MEDIA90-K9	Media Kit for Unified ICM Enterprise and Hosted 9.0	-
ICMEH-MEDIA85-K9	Media Kit: Unified ICM Enterprise/Hosted 8.5 (includes 8.0)	ICMEH-MEDIA90-K9	Media Kit for Unified ICM Enterprise and Hosted 9.0	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
ICMH-ARIAVAYA	AVAYA ARI	There is currently no replacement product available for this product.	-	-
ICMH-PG-13	ICM HOSTED ROCKWELL SPECTRUM PG	There is currently no replacement product available for this product.	-	-

Product Migration Options

Customers are encouraged to migrate to version 9.0 of the Cisco Unified Contact Center and Cisco Unified Intelligent Contact Management Enterprise and Hosted editions. Information about this product can be found at: <http://www.cisco.com/en/US/products/sw/custcosw/ps1844/>.

Customers may be able to use the Cisco Technology Migration Program (TMP) where applicable to trade-in eligible products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, customers should work with their Cisco Partner or Cisco account team. Cisco Partners can find additional TMP information on Partner Central at http://www.cisco.com/web/partners/incentives_and_promotions/tmp.html.

Customers may be able to continue to purchase the Cisco Unified Contact Center and Cisco Unified Intelligent Contact Management Enterprise and Hosted Editions 8.0 and 8.5 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.

The Cisco Takeback and Recycle program helps businesses dispose properly of surplus products that have reached their end of useful life. The program is open to all business users of Cisco equipment and its associated brands and subsidiaries. For more information, go to: http://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html.

For More Information

For more information about the Cisco Unified Contact Center and Cisco Unified Intelligent Contact Management Enterprise and Hosted Edition 9.0, visit <http://www.cisco.com/en/US/products/sw/custcosw/ps1844/>, 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/products_end-of-life_policy.html.

For more information about the Cisco Product Warranties, go to: http://www.cisco.com/en/US/products/prod_warranties_listing.html.

To subscribe to receive end-of-life/end-of-sale information, go to: <http://www.cisco.com/cisco/support/notifications.html>.

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