



End-of-Sale and End-of-Life Announcement for the Cisco Unified Expert Advisor

EOL9263

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Expert Advisor. The last day to order the affected product(s) is November 29, 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 Expert Advisor

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 31, 2013
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 29, 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.	February 27, 2014
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.	November 29, 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.	November 29, 2014
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	February 25, 2016
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.	November 30, 2016

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

Table 2. Product Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description
EA-OD-USR-LIC	EA Single On-Demand Seat (Presence Lic ordered separately)
EA-OD-USR-LIC=	EA Single On-Demand Seat (Presence Lic ordered separately)
EA-PAK	EA Product Authorization Key
EA-USER-LC	EA User License Options
EA-USR-LIC	EA Single Seat (Presence Lic ordered separately)
EA-USR-LIC=	EA Single Seat (Presence Lic ordered separately)
EA7.X-HAS-LIC-K9=	EA7.x HA Srv License (Presence Lic ordered separately)

End-of-Sale Product Part Number	Product Description
EA7.X-K9-EVAL=	EA7.x Customer Evaluation System (5 seats included)
EA7.X-K9-NFR-DART=	EA7.x Not-For-Resale for DART (5 seats included)
EA7.X-K9-NFR=	EA7.x Not-For-Resale for DISTI (5 seats included)
EA7.X-K9-NPS=	EA7.x Not-For-Production System (5 seats included)
EA7.X-REP-LIC-K9=	EA7.x Reporting Srv License (Does not require Presence Lic)
EA7.X-RTS-LIC-K9=	EA7.x Runtime Srv License (Presence Lic ordered separately)
EA8.0-HAS-LIC-K9=	EA 8.0 HA Srv License (Presence Lic ordered separately)
EA8.0-HAS-UPG=	Upgrade EA High Avail Srv from 7.x to 8.0
EA8.0-K9-EVAL=	EA 8.0 Customer Evaluation System (5 seats included)
EA8.0-K9-NPS=	EA 8.0 Not-For-Production System (5 seats included)
EA8.0-REP-LIC-K9=	EA 8.0 Reporting Srv License (Does not require Presence Lic)
EA8.0-REP-UPG=	Upgrade EA Reporting Srv from 7.x to 8.0
EA8.0-RTS-LIC-K9=	EA 8.0 Runtime Srv License (Presence Lic ordered separately)
EA8.0-RTS-UPG=	Upgrade EA Runtime Srv from 7.x to 8.0
EA8.0-USR-UPG=	Upgrade EA User from 7.X to 8.0

Product Migration Options

There is no replacement available for the Cisco Unified Expert Advisor at this time.

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 Expert Advisor 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 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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http://www.cisco.com/web/feeds/products/end_of_life_rss.xml.

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