

# End-of-Sale and End-of-Life Announcement for the Cisco Unified Contact Center Enterprise, Cisco Packaged Contact Center Enterprise, and Cisco Unified Intelligent Contact Management Enterprise 10.0

EOL10962

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Contact Center Enterprise, Cisco Packaged Contact Center Enterprise, and Cisco Unified Intelligent Contact Management Enterprise 10.0. The last day to order the affected product(s) is November 30, 2016. 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.

This end-of-life announcement covers the 10.0 components bundled with the products whose part numbers are CCEH-MEDIA100-K9, CCEH-V100-K9-UPG=, ICMEH-MEDIA100-K9, and ICMEH-V100-K9-UPG=. These components are:

- Cisco Computer Telephony Integration Object Server (CTIOS) 10.0
- Cisco Agent Desktop (CAD) 10.0
- Cisco Unified Customer Voice Portal (CVP) 10.0
- Cisco Unified Intelligence Center (CUIC) 9.1.1
- Cisco Unified Intelligence Center (CUIC) 10.0
- Cisco Unified Contact Center Management Portal (CCMP) 10.0
- Cisco Remote Silent Monitor (RSM) 10.0
- Cisco SocialMiner 10.0
- Cisco Finesse 10.0

**Table 1.** End-of-Life Milestones and Dates for the Cisco Unified Contact Center Enterprise, Cisco Packaged Contact Center Enterprise, and Cisco Unified Intelligent Contact Management Enterprise 10.0

Milestone	Definition	Date
<b>End-of-Life Announcement Date</b>	The date the document that announces the end-of-sale and end-of-life of a product is distributed to the general public.	June 1, 2016
<b>End-of-Sale Date</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	November 30, 2016
<b>Last Ship Date: App. SW</b>	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 28, 2017
<b>End of SW Maintenance Releases Date: App. SW</b>	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 30, 2017
<b>End of New Service Attachment Date: App. SW</b>	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 30, 2017
<b>End of Service Contract Renewal Date: App. SW</b>	The last date to extend or renew a service contract for the product.	February 26, 2019
<b>Last Date of Support: App. SW</b>	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, 2019

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	Replacement Product Part Number	Replacement Product Description	Additional Information
CCEH-FINESSE-SVR-L	Cisco Finesse Server SW HA Pair for CCE	There is currently no replacement product available for this product.	-	-
CCEH-MEDIA100-K9	Media Kit for Unified CC Enterprise and Hosted 10.0	CCEH-MEDIA110-K9	Media Kit for Unified CC Enterprise and Hosted 11.0	-
CCEH-V100-K9-UPG=	UCCE SW Upgrade to 10.0 for UCSS Customers	CCEH-V110-K9-UPG=	UCCE SW Upgrade to 11.0 for SWSS Customers	-
ICM-AGTRPT-L	Agent Reporting License	IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT	-
ICM-AGTVOC-T1-L	ICM Voice Agent License Tier 1 - 0 to 199	ICME-REGAGT-T1	Regular ICM Agent Licenses - Tier 1	-
ICM-AGTWEB-T200-L	ICM Web Collaboration Agent - 200 to 499	IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT	-
ICM-AWC	System Manager AW - Client	IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT	-
ICM-AWC=	System Manager AW - Client	IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT	-
ICM-GTWSQL-L	SQL Server Gateway License	IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT	-
ICM-HDSSVR	Historical Database Svr Add on	IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT	-
ICM-HDSSVR=	Historical Database Svr Add on	IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT	-
ICM-ISECON-L	Internet Script Editor Connection License	IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT	-
ICM-NPSENT-EC	ICM Ent (includes Web Email) Non Prd Lab system	IPCE-NPSENT-EC	IPCC Enterprise Non-Production Suite End Customer	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
ICM-NPSNAM-CP	ICM Hosted Edition Non Production for Partners	IPCE-NPSENT-CP	IPCC Enterprise Non-Production Suite Channel Partner	-
ICM-NPSNAM-EC	ICM Hosted Non Prod System for Customers	IPCE-NPSENT-EC	IPCC Enterprise Non-Production Suite End Customer	-
ICM-PIM02	ACD PIM - Cisco Call Manager	See the Product Migration Options section below for detailed information on replacing this product.	-	Migrate to a supported PG: ICME-PG-xx
ICM-PIM06	ACD PIM - Avaya Definity (ECS) G3	See the Product Migration Options section below for detailed information on replacing this product.	-	Migrate to a supported PG: ICME-PG-xx
ICM-PIM13	ACD PIM - Nortel Symposium	See the Product Migration Options section below for detailed information on replacing this product.	-	Migrate to a supported PG: ICME-PG-xx
ICM-PIM19	ACD PIM - Aspect Contact Server	See the Product Migration Options section below for detailed information on replacing this product.	-	Migrate to a supported PG: ICME-PG-xx
ICM-PIMIVR-L	IVR PIM License	IVR-11-SS-UPG	IVR 11.0 Upgrade IP IVR (Single Server) License Only	-
ICM-PIMIVR-LC	IVR PIM License Certificate	IVR-11-SS-UPG	IVR 11.0 Upgrade IP IVR (Single Server) License Only	-
ICM-PIMIVRADD-L	IVR PIM Addon License	IVR-11-ADD-K9	IVR 11.0 ADD-ON IP IVR	-
ICM-SVRBASE-NT	ICM Base Server on Windows NT	IPCE-SVR	UCC Enterprise Server License	-
ICM-SVRRDNT-L	Remote ICM Server Redundancy	IPCE-SVR	UCC Enterprise Server License	-
ICME-ARIAASTRA	AASTRA ARI	See the Product Migration Options section below for detailed information on replacing this product.	-	Migrate to a supported PG: ICME-PG-xx
ICME-ARI13	I3 ARI	See the Product Migration Options section below for detailed information on replacing this product.	-	Migrate to a supported PG: ICME-PG-xx
ICME-ARSAGT-GNRIC	ICM ENTERPRISE ARS AGENT – GENERIC	See the Product Migration Options section below for detailed information on replacing this product.	-	Migrate to a Regular Agent: ICME-REGAGT-Tx
ICME-ARSAGT-I3	ICM ENTERPRISE ARS AGENT - I3	See the Product Migration Options section below for detailed information on replacing this product.	-	Migrate to a Regular Agent: ICME-REGAGT-Tx
ICME-ARSAGT-POINT	ICM ENTERPRISE ARS AGENT – POINTSPAN	See the Product Migration Options section below for detailed information on replacing this product.	-	Migrate to a Regular Agent: ICME-REGAGT-Tx
ICME-EMAILKIT	MEDIAKIT EMAIL SERVER	ICMEH-MEDIA110-K9	Media Kit for Unified ICM Enterprise and Hosted 11.0	-
ICME-ERSAGT	ICM ENTERPRISE ERS AGENT	See the Product Migration Options section below for detailed information on replacing this product.	-	Migrate to a Regular Agent: ICME-REGAGT-Tx

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
ICME-ERSAGT-GNRIC	ICM ENTERPRISE ERS AGENT – GENERIC	See the Product Migration Options section below for detailed information on replacing this product.	-	Migrate to a Regular Agent: ICME-REGAGT-Tx
ICME-ERSAGT-POINT	ICM ENTERPRISE ERS AGENT – POINTSPAN	See the Product Migration Options section below for detailed information on replacing this product.	-	Migrate to a Regular Agent: ICME-REGAGT-Tx
ICME-MEDIAKIT	ICM ENTERPRISE MEDIAKITS	ICMEH-MEDIA110-K9	Media Kit for Unified ICM Enterprise and Hosted 11.0	-
ICME-PG-ARS	ICM ENTERPRISE ARS PG	See the Product Migration Options section below for detailed information on replacing this product.	-	Migrate to a supported PG: ICME-PG-xx
ICME-PG-ARS-GNRIC	ICM ENTERPRISE GENERIC ARS PG	See the Product Migration Options section below for detailed information on replacing this product.	-	Migrate to a supported PG: ICME-PG-xx
ICME-PG-ARS-POINT	ICM ENTERPRISE AASTRA POINTSPAN ARS PG	See the Product Migration Options section below for detailed information on replacing this product.	-	Migrate to a supported PG: ICME-PG-xx
ICME-PG-ERS	ICM ENTERPRISE ERS PG	See the Product Migration Options section below for detailed information on replacing this product.	-	Migrate to a supported PG: ICME-PG-xx
ICME-PG-ERS-GNRIC	ICM ENTERPRISE GENERIC ERS PG	See the Product Migration Options section below for detailed information on replacing this product.	-	Migrate to a supported PG: ICME-PG-xx
ICME-PG-ERS-POINT	ICM ENTERPRISE AASTRA POINTSPAN ERS PG	See the Product Migration Options section below for detailed information on replacing this product.	-	Migrate to a supported PG: ICME-PG-xx
ICMEH-MEDIA100-K9	Media Kit for Unified ICM Enterprise and Hosted 10.0	ICMEH-MEDIA110-K9	Media Kit for Unified ICM Enterprise and Hosted 11.0	-
ICMEH-V100-K9-UPG=	ICM SW Upgrade to 10.0 for UCSS Customers	ICMEH-V110-K9-UPG=	ICM SW Upgrade to 11.0 for SWSS Customers	-
ICS-10002	NAM Server Package with NIC	There is currently no replacement product available for this product.	-	-
ICS-12000	Advanced Services ICM Server	There is currently no replacement product available for this product.	-	-
ICS-13001	Multi-customer WebView II Server	CCEH-CUIC-PREM	License for Cisco Unified Intelligence Center Premium	-
ICS-20220	CTI Siebel Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	Migrate to a B+S CRM Connector from Solutions+
ICS-20230	Enterprise Agent	IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT	-
IPC-AGENT-LC=	IPCC Agent	IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT	-
IPC-AGTCTD-BUND-L	24 Cisco Toolkit Desktop, 1 Cisco Toolkit Supervisor Bundle	There is currently no replacement product available for this product.	-	-
IPC-AGTCTD-L	Cisco Toolkit Desktop For IPCC License	See the Product Migration Options section below for detailed information on replacing this product.	-	Migrate to a Regular Agent: ICME-REGAGT-Tx

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
IPC-AGTWEB-L	IPCC Web Collaboration Agent License	IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT	-
IPC-SUPCSD-L	Cisco Supervisor Desktop For IPCC License	IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT	-
IPC-SUPCTS-L	Cisco Toolkit Supervisor For IPCC License	IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT	-
IPC-SVR	IPCC Server	IPCE-SVR	UCC Enterprise Server License	-
IPC-SVRRDNT-L	ICM Server For IPCC Redundancy Option License	IPCE-SVR	UCC Enterprise Server License	-
IPC-SVRRDNT-LC=	ICM Server For IPCC Redundancy Option License Certificate	IPCE-SVR	UCC Enterprise Server License	-
IPCE-CRM-LC	Cisco CRM Connector for IPCE Agent License Cert.	See the Product Migration Options section below for detailed information on replacing this product.	-	Migrate to a B+S CRM Connector from Solutions+
IPCE-CRM-M-LC	Cisco CRM Connector Migration Agent License Cert.	See the Product Migration Options section below for detailed information on replacing this product.	-	Migrate to a B+S CRM Connector from Solutions+
IPCE-CRMAGT-L	IPCC ENTERPRISE CRM AGENT LICENSE	See the Product Migration Options section below for detailed information on replacing this product.	-	Migrate to a B+S CRM Connector from Solutions+
IPCE-CUIS	License Certificate for CUIS Options	CCEH-CUIC-PREM	License for Cisco Unified Intelligence Center Premium	-
IPCE-ENHAGT-L	IPCC ENTERPRISE ENHANCED AGENT	IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT	-
IPCE-ENHAGTUPG	IPCC ENTERPRISE ENHANCED AGENT UPGRADE	IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT	-
IPCE-PARTNERAGT	IPCC Enterprise Standard Agent - Partner Agent Desktop	IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT	-
IPCE-PORTALAGT	Management Portal Use for Individual IPCE Agent	IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT	-
IPCE-PORTALAGT-L	License Certificate for Management Portal on Enterprise	IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT	-
IPCE-PORTALAGT=	Management Portal Use for Individual IPCE Agent	IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT	-
IPCE-PREMAGT-SPC-L	CC ENTERPRISE PREMIUM AGENT TeleTech Special	There is currently no replacement product available for this product.	-	-
IPCE-PREMCADAGTU	IPCC Enterprise Premium Agent - Cisco Agent Desktop	IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT	-
IPCE-PREMGENESAGT	IPCC ENTERPRISE PREMIUM AGENT - GENESYS INTEGRATION	IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT	-
IPCE-PREMIPHAGT	IPCC ENTERPRISE PREMIUM AGENT - IP PHONE AGENT	IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT	-
IPCE-PREMTLKITAGT	IPCC ENTERPRISE PREMIUM AGENT - CISCO TOOLKIT AGENT	IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
IPCE-STDAGT-L	IPCC ENTERPRISE STANDARD AGENT	IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT	-
IPCE-STDAGTUPG	IPCC ENTERPRISE STANDARD AGENT UPGRADE	IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT	-
NAM-HIPCCAGT-L	NAM Hosted IPCC Agent License	See the Product Migration Options section below for detailed information on replacing this product.	-	Migrate to a Hosted Collaboration Solution for Contact Center (HCS-CC) configuration
NAM-HIPCCPAC	NAM Hosted Multi-Tenant IPCC Starter Pack	See the Product Migration Options section below for detailed information on replacing this product.	-	Migrate to a Hosted Collaboration Solution for Contact Center (HCS-CC) configuration

## Product Migration Options

Customers are encouraged to migrate to the latest versions of Cisco Unified Contact Center Enterprise and Cisco Unified Intelligent Contact Management. Information about this product can be found at:

<http://www.cisco.com/c/en/us/products/customer-collaboration/unified-contact-center-enterprise/index.html>.

Service prices for Cisco products are subject to change after the product End-of-Sale date.

The Cisco Takeback and Recycle program helps businesses properly dispose 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](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 Editions 11.0, visit <http://www.cisco.com/go/cc>, 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](http://www.cisco.com/en/US/products/products_end-of-life_policy.html).

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