



Addendum to End-of-Sale and End-of-Life Announcement for Cisco Customer Contact Software Releases

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| Addendum Date | July 6, 2004 |
| Effective Date | April 2, 2003 |
| Original Bulletin announcement date | April 2, 2003 |
| Original Bulletin information | 2479 |

Cisco Systems® announces the end of sale and end of life of specific Cisco® Customer Contact Software Releases – see list in Table 1. The related End of Sale and End of Life events and product part numbers affected are provided in Table 1. Customers will continue to receive support from the Cisco Technical Assistance Center (TAC) as shown in table 2 below which describes the end-of-life milestones, definitions, and dates.

- Cisco Intelligent Contact Manager (ICM) / Network Analysis Module (NAM) / IP Contact Center (IPCC)—Version 4.1 and all Service Packs in this Release (#1–5)
- Cisco ICM / NAM / IPCC—Version 4.5 and all Service Packs in this Release (#1)
- Cisco ICM / NAM / IPCC—Version 4.6 Service Pack #1

Customers are encouraged to migrate to the Cisco ICM 5.0, which provides key product updates and multimedia support. Information about this product can be found at: <http://www.cisco.com/en/US/products/sw/custcosw/ps1001/index.html>. The Product Migration Options Section provides relevant information for migrating from the Cisco ICM 4.6.1 and earlier versions to Cisco ICM 5.0.

Table 1:
Product Part Numbers and Dates for the products affected by this announcement

| End-of-Sale Product Part Number | End of Sale Date | End of SW Maintenance Release | Last Date of Support |
|--------------------------------------|------------------|-------------------------------|----------------------|
| Cisco ICM / NAM—Version 2.0.x | June 1, 2003 | June 28, 2002 | February 28, 2003 |
| Cisco ICM / NAM—Version 2.5.x | June 1, 2003 | June 28, 2002 | February 28, 2003 |
| Cisco ICM / NAM—Version 3.0.x | June 1, 2003 | February 28, 2003 | February 28, 2004 |
| Cisco ICM / NAM—Version 4.0.x | June 1, 2003 | February 28, 2003 | February 28, 2004 |
| Cisco ICM / NAM / IPCC—Version 4.1.x | June 1, 2003 | February 28, 2004 | February 28, 2005 |
| Cisco ICM / NAM / IPCC—Version 4.5.x | December 1, 2003 | July 15, 2004 | July 15, 2005 |
| Cisco ICM / NAM / IPCC—Version 4.6.1 | December 1, 2003 | July 15, 2004 | July 15, 2005 |



Table 2:

End-of-Life Milestones and Definitions

| Milestone | Definition |
|---|---|
| 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. |
| End of software 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. |
| 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. |

Table 3:

Product Part Numbers Affected by this Announcement *

| End-of-Sale Product Part Number | Product Part Number Description |
|---------------------------------|---|
| ICS-20000-304 | ICM Server V3.0 SP4 |
| ICS-20300-N-304 | Enterprise NPS NT V3.0 SP4 |
| ICS-20300-NR-304 | ICM Channel NPS V3.0 SP4 |
| ICS-20300-S-304 | Enterprise NPS Solaris V3.0 SP4 |
| ICS-22000-304 | ACD PG Generic V3.0 SP4 |
| ICS-22010-304 | IVR PG V3.0 SP4 |
| ICS-22020-304 | ACD PG - Alcatel 4400 V3.0 SP4 |
| ICS-22021-304 | ACD PG - Aspect Call Center V3.0 SP4 |
| ICS-22022-304 | ACD PG - Avaya Definity (ECS-CMS) G3 V3.0 SP4 |
| ICS-22023-304 | ACD PG - Avaya Definity (ECS) G3 V3.0 SP4 |
| ICS-22024-304 | ACD PG - Ericsson ACP1000 V3.0 SP4 |
| ICS-22025-304 | ACD PG - Ericsson MD110 V3.0 SP4 |
| ICS-22026-304 | ACD PG - NEC NEAX 2400/7400 V3.0 SP4 |
| ICS-22027-304 | ACD PG - Nortel DMS-100 V3.0 SP4 |
| ICS-22028-304 | ACD PG - Nortel SL-100 V3.0 SP4 |
| ICS-22029-304 | ACD PG - Nortel Meridian 1 V3.0 SP4 |
| ICS-22030-304 | ACD PG - Nortel Symposium V3.0 SP4 |
| ICS-22031-304 | ACD PG - Rockwell Galaxy V3.0 SP4 |
| ICS-22032-304 | ACD PG - Rockwell Spectrum V3.0 SP4 |
| ICS-22033-304 | ACD PG - Siemens HiCom 300E North America V3.0 SP4 |
| ICS-22034-304 | ACD PG - Siemens HiCom 300E Euro/International V3.0 SP4 |
| ICS-22035-304 | ACD PG - Siemens Rolm 9751 CBX V3.0 SP4 |
| ICS-23000-304 | System Manager AW - Full V3.0 SP4 |
| ICS-23001-304 | System Manager AW - Client V3.0 SP4 |
| ICS-23002-304 | Supervisor AW - Client V3.0 SP4 |
| ICS-23010-304 | Web View Server V3.0 SP4 |
| ICS-10000-304 | NAMM Server V3.0 SP4 |
| ICS-10300-N-304 | Service Provider Non Production Suite NT V3.0 SP4 |



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| ICS-10300-NR-304 | NAM Channel Non Production Suite V3.0 SP4 |
| ICS-10300-S-304 | Service Provider Non Production Suite Solaris V3.0 SP4 |
| ICS-12000-304 | Advanced Services ICM Server V3.0 SP4 |
| ICS-13000-304 | Multi-customer WebView Server V3.0 SP4 |
| ICS-14000-304 | Remote Monitoring Suite - Server V3.0 SP4 |
| ICS-14200-N304 | Grid V3.0 SP4 |
| ICS-10000-401 | NAM Server V4.0 SP1 |
| ICS-10000-402 | NAM Server V4.0 SP2 |
| ICS-10000-403 | NAM Server V4.0 SP3 |
| ICS-10300-N-401 | Service Provider Non Production Suite NT V4.0 SP1 |
| ICS-10300-N-402 | Service Provider Non Production Suite NT V4.0 SP2 |
| ICS-10300-N-403 | Service Provider Non Production Suite NT V4.0 SP3 |
| ICS-10300-NR-401 | NAM Channel Non-Production Suite V4.0 SP1 |
| ICS-10300-NR-402 | NAM Channel Non-Production Suite V4.0 SP2 |
| ICS-10300-NR-403 | NAM Channel Non-Production Suite V4.0 SP3 |
| ICS-10300-S-401 | Service Provider Non-Production Suite Solaris V4.0 SP1 |
| ICS-10300-S-402 | Service Provider Non-Production Suite Solaris V4.0 SP2 |
| ICS-10300-S-403 | Service Provider Non-Production Suite Solaris V4.0 SP3 |
| ICS-12000-401 | Advanced Services ICM Server V4.0 SP1 |
| ICS-12000-402 | Advanced Services ICM Server V4.0 SP2 |
| ICS-12000-403 | Advanced Services ICM Server V4.0 SP3 |
| ICS-13000-401 | Multi-customer WebView Server V4.0 SP1 |
| ICS-13000-402 | Multi-customer WebView Server V4.0 SP2 |
| ICS-13000-403 | Multi-customer WebView Server V4.0 SP3 |
| ICS-14000-N401 | Remote Monitoring Suite - Server V4.0 SP1 |
| ICS-14000-N402 | Remote Monitoring Suite - Server V4.0 SP2 |
| ICS-14000-N403 | Remote Monitoring Suite - Server V4.0 SP3 |
| ICS-14200-N401 | Grid V4.0 SP1 |
| ICS-14200-N402 | Grid V4.0 SP2 |
| ICS-14200-N403 | Grid V4.0 SP3 |
| ICS-20000-401 | ICM Server V4.0 SP1 |
| ICS-20000-402 | ICM Server V4.0 SP2 |
| ICS-20000-403 | ICM Server V4.0 SP3 |
| ICS-20300-N-401 | Enterprise Non-production Suite NT V4.0 SP1 |
| ICS-20300-N-402 | Enterprise Non-production Suite NT V4.0 SP2 |
| ICS-20300-N-403 | Enterprise Non-production Suite NT V4.0 SP3 |
| ICS-20300-NR-401 | ICM Channel Non-production Suite NT V4.0 SP1 |
| ICS-20300-NR-402 | ICM Channel Non-production Suite NT V4.0 SP2 |
| ICS-20300-NR-403 | ICM Channel Non-production Suite NT V4.0 SP3 |
| ICS-20300-S-401 | Enterprise Non-production Suite Solaris V4.0 SP1 |
| ICS-20300-S-402 | Enterprise Non-production Suite Solaris V4.0 SP2 |



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| ICS-20300-S-403 | Enterprise Non-production Suite Solaris V4.0 SP3 |
| ICS-22000-401 | ACD PG - Generic V4.0 SP1 |
| ICS-22000-402 | ACD PG - Generic V4.0 SP2 |
| ICS-22000-403 | ACD PG - Generic V4.0 SP3 |
| ICS-22010-401 | IVR PG V4.0 SP1 |
| ICS-22010-402 | IVR PG V4.0 SP2 |
| ICS-22010-403 | IVR PG V4.0 SP3 |
| ICS-22020-401 | ACD PG - Alcatel 4400 V4.0 SP1 |
| ICS-22020-402 | ACD PG - Alcatel 4400 V4.0 SP2 |
| ICS-22020-403 | ACD PG - Alcatel 4400 V4.0 SP3 |
| ICS-22021-401 | ACD PG - Aspect Call Center V4.0 SP1 |
| ICS-22021-402 | ACD PG - Aspect Call Center V4.0 SP2 |
| ICS-22021-403 | ACD PG - Aspect Call Center V4.0 SP3 |
| ICS-22022-401 | ACD PG - Avaya Definity (ECS CMS) G3 V4.0 SP1 |
| ICS-22022-402 | ACD PG - Avaya Definity (ECS CMS) G3 V4.0 SP2 |
| ICS-22022-403 | ACD PG - Avaya Definity (ECS CMS) G3 V4.0 SP3 |
| ICS-22023-401 | ACD PG - Avaya Definity (ECS) G3 V4.0 SP1 |
| ICS-22023-402 | ACD PG - Avaya Definity (ECS) G3 V4.0 SP2 |
| ICS-22023-403 | ACD PG - Avaya Definity (ECS) G3 V4.0 SP3 |
| ICS-22024-401 | ACD PG -Ericsson ACP1000 V4.0 SP1 |
| ICS-22024-402 | ACD PG -Ericsson ACP1000 V4.0 SP2 |
| ICS-22024-403 | ACD PG -Ericsson ACP1000 V4.0 SP3 |
| ICS-22025-401 | ACD PG -Ericsson MD110 V4.0 SP1 |
| ICS-22025-402 | ACD PG -Ericsson MD110 V4.0 SP2 |
| ICS-22025-403 | ACD PG -Ericsson MD110 V4.0 SP3 |
| ICS-22026-401 | ACD PG - NEC NEAX 2400/7400 V4.0 SP1 |
| ICS-22026-402 | ACD PG - NEC NEAX 2400/7400 V4.0 SP2 |
| ICS-22026-403 | ACD PG - NEC NEAX 2400/7400 V4.0 SP3 |
| ICS-22027-401 | ACD PG - Nortel DMS-100 V4.0 SP1 |
| ICS-22027-402 | ACD PG - Nortel DMS-100 V4.0 SP2 |
| ICS-22027-403 | ACD PG - Nortel DMS-100 V4.0 SP3 |
| ICS-22028-401 | ACD PG - Nortel SL-100 V4.0 SP1 |
| ICS-22028-402 | ACD PG - Nortel SL-100 V4.0 SP2 |
| ICS-22028-403 | ACD PG - Nortel SL-100 V4.0 SP3 |
| ICS-22029-401 | ACD PG - Nortel Meridian 1 V4.0 SP1 |
| ICS-22029-402 | ACD PG - Nortel Meridian 1 V4.0 SP2 |
| ICS-22029-403 | ACD PG - Nortel Meridian 1 V4.0 SP3 |
| ICS-22030-401 | ACD PG - Nortel Symposium V4.0 SP1 |
| ICS-22030-402 | ACD PG - Nortel Symposium V4.0 SP2 |
| ICS-22030-403 | ACD PG - Nortel Symposium V4.0 SP3 |
| ICS-22031-401 | ACD PG - Rockwell Galaxy V4.0 SP1 |



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|---------------|---|
| ICS-22031-402 | ACD PG - Rockwell Galaxy V4.0 SP2 |
| ICS-22031-403 | ACD PG - Rockwell Galaxy V4.0 SP3 |
| ICS-22032-401 | ACD PG - Rockwell Spectrum V4.0 SP1 |
| ICS-22032-402 | ACD PG - Rockwell Spectrum V4.0 SP2 |
| ICS-22032-403 | ACD PG - Rockwell Spectrum V4.0 SP3 |
| ICS-22033-401 | ACD PG - Siemens HiCom 300E North America V4.0 SP1 |
| ICS-22033-402 | ACD PG - Siemens HiCom 300E North America V4.0 SP2 |
| ICS-22033-403 | ACD PG - Siemens HiCom 300E North America V4.0 SP3 |
| ICS-22034-401 | ACD PG - Siemens HiCom 300E Euro/International V4.0 SP1 |
| ICS-22034-402 | ACD PG - Siemens HiCom 300E Euro/International V4.0 SP2 |
| ICS-22034-403 | ACD PG - Siemens HiCom 300E Euro/International V4.0 SP3 |
| ICS-22035-401 | ACD PG - Siemens Rolm 9751 CBX V4.0 SP1 |
| ICS-22035-402 | ACD PG - Siemens Rolm 9751 CBX V4.0 SP2 |
| ICS-22035-403 | ACD PG - Siemens Rolm 9751 CBX V4.0 SP3 |
| ICS-23000-401 | System Manager AW - Full V4.0 SP1 |
| ICS-23000-402 | System Manager AW - Full V4.0 SP2 |
| ICS-23000-403 | System Manager AW - Full V4.0 SP3 |
| ICS-23001-401 | System Manager AW - Client V4.0 SP1 |
| ICS-23001-402 | System Manager AW - Client V4.0 SP2 |
| ICS-23001-403 | System Manager AW - Client V4.0 SP3 |
| ICS-23002-401 | Supervisor AW - Client V4.0 SP1 |
| ICS-23002-402 | Supervisor AW - Client V4.0 SP2 |
| ICS-23002-403 | Supervisor AW - Client V4.0 SP3 |
| ICS-23010-401 | Web View Server V4.0 SP1 |
| ICS-23010-402 | Web View Server V4.0 SP2 |
| ICS-23010-403 | Web View Server V4.0 SP3 |

* Added this table on June 30, 2004

Product Migration Options

Cisco recommends that customers upgrade to the latest supported version of Cisco ICM software.

Before upgrading, customers should assess the requirements of the new release, which may require upgraded hardware (memory and CPU) and/or new versions of third-party software, including operating systems and databases.

Customers with current Software Application Support plus Upgrades/Partner Software Application Support plus Upgrades (SASU/PSAU) service contracts may order upgrade software media at: <https://www.cisco.com/cgi-bin/Software/FormManager/formgenerator.pl?pid=421&fid=861>.

Additionally, Cisco Advanced Services offers a service to perform a pre-upgrade assessment as well as assistance with the Cisco ICM upgrade process. To contact the Cisco ICM Upgrades Group, send an e-mail message to icmupgrades@cisco.com.

For more information about Cisco products, please contact your Cisco account manager and/or Cisco Channel Partner.

For more information about the Cisco End-of-Life Policy, go to:



http://www.cisco.com/en/US/products/prod_end_of_life.html

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<http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice>



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