

End-of-Sale and End-of-Life Announcement for the Cisco Unified Contact Center Enterprise 6.0 and Cisco Unified Intelligent Contact Management Enterprise Release 6.0

EOL6156

Cisco® announces the end-of-sale and end-of life dates for the Cisco Unified Contact Center Enterprise 6.0 and Cisco Unified Intelligent Contact Management Enterprise Release 6.0. The last day to order the affected product(s) is February 20, 2008. 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 Cisco Unified Contact Center Enterprise 6.0 and Cisco Unified Intelligent Contact Management Enterprise Release 6.0

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.	August 22, 2007
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.	February 20, 2008
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.	May 20, 2008
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.	February 19, 2009
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.	February 19, 2009
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	May 18, 2010
Last Date of Support: App. SW	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.	February 19, 2011

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
CCBU-WIN2K-ENG	Windows 2000 Server - English	See Product Migration Options section for details.	Windows Server 2003 Standard Edition
CCBU-WIN2K-FR	Windows 2000 Server - French	See Product Migration Options section for details.	Windows Server 2003 Standard Edition
CCBU-WIN2K-GER	Windows 2000 Server - German	See Product Migration Options section for details.	Windows Server 2003 Standard Edition
CCBU-WIN2K-JPN	Windows 2000 Server - Japanese	See Product Migration Options section for details.	Windows Server 2003 Standard Edition
CCBU-WINAS-ENG	Windows 2000 Advanced Server - English	See Product Migration Options section for details.	Windows Server 2003 Enterprise Edition
CCBU-WINAS-FR	Windows 2000 Advanced Server - French	See Product Migration Options section for details.	Windows Server 2003 Enterprise Edition
CCBU-WINAS-GER	Windows 2000 Advanced Server - German	See Product Migration Options section for details.	Windows Server 2003 Enterprise Edition
CCBU-WINAS-JPN	Windows 2000 Advanced Server - Japanese	See Product Migration Options section for details.	Windows Server 2003 Enterprise Edition
ICME-MEDIAKIT600	ICM ENTERPRISE MEDIKIT RELEASE 6.0	See Product Migration Options section for details.	ICME MEDIKIT RELEASE 7.2
IPCE-CADKIT60	MEDIKIT CAD 6.0 FOR IPCC	See Product Migration Options section for details.	MEDIKIT CAD 7.2 FOR IPCC
IPCE-MEDIAKIT600	IPCC ENTERPRISE MEDIKIT RELEASE 6.0	See Product Migration Options section for details.	CCE MEDIKIT RELEASE 7.2

Product Migration Options

Customers are encouraged to migrate to Cisco Unified Contact Center Enterprise 7.2 and Cisco Intelligent Contact Management Enterprise Release 7.2.

CTI OS 6.0 and CAD 6.0 Note

Please note that this EOS announcement includes CTI OS 6.0 and CAD 6.0, both server and desktops. CTI OS 6.0 is included as part of the IPCE-MEDIAKIT600 Part Number.

CVP 3.1 Note

Please note that CVP 3.1 requires Win2K (Windows 2000), so at the time of Win2K EOS, CVP 3.1 Customers will have to procure the Win2K OS through a different channel.

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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