

End-of-Sale and End-of-Life Announcement for the Cisco Unified Contact Center Express 6.0

EOL7221

Cisco announces the end-of-sale and end-of life dates for the Cisco Unified Contact Center Express 6.0. The last day to order the affected product(s) is April 8, 2011. 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 Express 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.	October 8, 2010
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 8, 2011
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 7, 2011
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 7, 2012
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 7, 2012
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	July 4, 2013
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.	April 30, 2014

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
CCX-60-ADDON-ENH	CCX 6.0 ENH Configurable - ADD to an EXISTING deployment	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-ADDON-KIT	CCX 6.0 Add On Kit	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-ADDON-PRE	CCX 6.0 PRE Configurable - ADD to an EXISTING deployment	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-ADDON-STD	CCX 6.0 STD Configurable - ADD to an EXISTING deployment	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-AQM-MEDKIT	CCX 6.0 Cisco Advanced Quality Management Media	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-AQM-S1	CCX 6.0 Cisco Advanced Quality Management Seat Qty 1	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-60-AQMU-S1	CCX 4.1, 5.0 PRE QM to AQM Seat Qty1 SW Upg	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-BAQMU-S1	CCX 4.1, 5.0 PRE QM to AQM Seat Qty1 SW Upg	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-BDL-OS-ADD	CCX 6.0 OS, Server, ADD ON for UCM 5 or UCME 2 Seat Bundle	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-BDL-OS-UPG	CCX 6.0 OS, Server, UPG ENH-PRE for UCM 5/UCME 2 Seat Bundle	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-BUNDLE-OS	Operating System required for deployment on dedicated server	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-BUNDLE-OS=	Operating System required for deployment on dedicated server	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-CM-BUNDLE	5 Seat CCX ENH CCM Bundle - AVAILABLE ONLY WITH CCM	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-DIFF-UPG	CCX 3.X,4.0-6.0 UPGRADE STD-ENH,STD-PRE,ENH-PRE	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-ENH-ADDON	ADD ONs to an EXISTING 6.0 ENHANCED Deployment	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-ENH-ENH-UPG	CCX 3.X,4.0-6.0 UPG ENH-ENH	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-ENH-PRE-UPG	CCX 3.X,4.0-6.0 UPGRADE STD-ENH	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-ENHANCED	NEW 6.0 ENHANCED Deployment	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-EPU-S1	CCX 3.X,4.0-6.0 ENH-PRE Seat Qty 1 Upg	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-EU-S1	CCX 3.X,4.0-6.0 ENH Seat Qty 1 SW Upg	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-NEW-E	CCX 6.0 ENH NON-HA Server, Seat Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-NEW-E-HAE	CCX 6.0 ENH HA w/Expansion Servers - Server, Seat Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-NEW-E-HAS	CCX 6.0 ENH HA Dual Server - Server, Seat Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-NEW-ENH	CCX 6.0 ENH Server, Seat Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-NEW-P	CCX 6.0 PRE NON-HA Server, Seat Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-NEW-P-HAE	CCX 6.0 PRE HA w/Expansion Servers - Server, Seat Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-NEW-P-HAS	CCX 6.0 PRE HA Dual Server - Server, Seat Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-NEW-PRE	CCX 6.0 PRE Server, Seat Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-NEW-S	CCX 6.0 ENH NON-HA Server Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-NEW-STD	CCX 6.0 STD Configurable Option for server, seat software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-NFR=	CCX 6.0 NFR Kit: PRE HA with 6 IBV,OBV,EIM,WIM,QM,WFM Seats	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-PRE-ADDON	ADD ONs to an EXISTING 6.0 PREMIUM Deployment	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-PRE-PRE-UPG	CCX 3.X,4.0-6.0 UPG PRE-PRE	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-60-PREMIUM	NEW 6.0 PREMIUM Deployment	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-PU-S1	CCX 3.X,4.0-6.0 PRE Seat Qty 1 SW Upg	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-QM-MEDKIT	CCX 6.0 Cisco Quality Management Media	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-QM-S1	CCX 6.0 Cisco Quality Management Seat Qty 1	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-QMU-S1	CCX 4.1, 5.0 PRE QM to 6.0 QM Seat Qty1 SW Upg	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-SAME-UPG	CCX 3.X,4.0-6.0 UPGRADE STD-STD,EHN-ENH,PRE-PRE	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-SEU-S1	CCX 3.X,4.0-6.0 STD-ENH Seat Qtyt 1 Upg	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-SPU-S1	CCX 3.X,4.0-6.0 STD-PRE Seat Qty 1 Upg	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-STANDARD	NEW 6.0 STANDARD Deployment	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-STD-ADDON	ADD ONs to an EXISTING 6.0 STANDARD Deployment	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-STD-ENH-UPG	CCX 3.X,4.0-6.0 UPGRADE STD-ENH	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-STD-PRE-UPG	CCX 3.X,4.0-6.0 UPGRADE STD-PRE	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-STD-STD-UPG	CCX 3.X,4.0-6.0 UPG STD-STD	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-SU-S1	CCX 3.X,4.0-6.0 STD Seat Qty 1 SW Upg	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-W03-E-E-U	CCX 4.1,5.0-6.0 UPG ENH-ENH, NO OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-W03-E-P-U	CCX 4.1,5.0-6.0 UPG ENH-PRE NO OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-W03-EHAE-U	CCX 4.0-6.0 UPG ENH HAE-HAE Active,Stdby,NO OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-W03-EHAS-U	CCX 4.1,5.0-6.0 UPG ENH HAS-HAS Active,Stdby, NO OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-W03-EPHAE-U	CCX 4.0-6.0 UPG ENH-PRE HAE-HAE Active,Stdby,NO OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-W03-EPHAS-U	CCX 4.1,5.0-6.0 UPG ENH-PRE HAS-HAS Active,Stdby, NO OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-W03-P-P-U	CCX 4.1,5.0-6.0 UPG PRE-PRE, NO OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-W03-PHAE-U	CCX 4.0-6.0 UPG PRE HAE-HAE Active,Stdby,NO OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-W03-PHAS-U	CCX 4.1,5.0-6.0 UPG PRE HAS-HAS Active,Stdby, NO OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-W03-S-E-U	CCX 4.1,5.0-6.0 UPG STD-ENH, NO OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-W03-S-P-U	CCX 4.1,5.0-6.0 UPG STD-PRE NO OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-W03-S-S-U	CCX 4.1,5.0-6.0 UPG STD-STD NO OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-W2K-E-E-U	CCX 3.X,4.0,4.5-6.0 UPG ENH-ENH, WITH Win2003 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-W2K-E-P-U	CCX 3.X,4.0,4.5-6.0 UPG ENH-PRE WITH Win2003 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-60-W2K-EHAE-U	CCX 4.0-6.0 UPG ENH HAE-HAE Active,Stdby,WITH Win2003 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-W2K-EHAS-U	CCX 4.0-6.0 UPG ENH HAS-HAS Active,Stdby, WITH Win2003 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-W2K-EPHAE-U	CCX 4.0-6.0 UPG ENH-PRE HAE-HAE Active,Stdby,WITH Win2003 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-W2K-EPHAS-U	CCX 4.0-6.0 UPG ENH-PRE HAS-HAS Active,Stdby, WITH Win2003 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-W2K-P-P-U	CCX 3.X,4.0,4.5-6.0 UPG PRE-PRE, WITH Win2003 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-W2K-PHAE-U	CCX 4.0-6.0 UPG PRE HAE-HAE Active,Stdby,WITH Win2003 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-W2K-PHAS-U	CCX 4.0-6.0 UPG PRE HAS-HAS Active,Stdby, WITH Win2003 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-W2K-S-E-U	CCX 3.X,4.0,4.5-6.0 UPG STD-ENH WITH Win2003 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-W2K-S-P-U	CCX 3.X,4.0,4.5-6.0 UPG STD-PRE WITH Win2003 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-W2K-S-S-U	CCX 3.X,4.0,4.5-6.0 UPG STD-STD WITH Win2003 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-WFM-MEDKIT	CCX 6.0 Cisco Workforce Management Media	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-WFM-S1	CCX 6.0 Cisco Workforce Management Seat Qty 1	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60-WFMU-S1	CCX 4.1, 5.0 PRE WFM to 6.0 WFM Seat Qty1 SW Upg	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60ENH-SEAT1	CCX 6.0 ENH Seat Qty 1 (agent or supervisor)	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60ENH-SEAT1=	CCX 6.0 ENH Seat Qty 1 (agent or supervisor)	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60EP-BUN-UPG=	CCX 6.0 UPG 5 Seat Bundle from ENH-PRE	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60PRE-SEAT1	CCX 6.0 PRE Seat Qty 1 (agent or supervisor)	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60PRE-SEAT1=	CCX 6.0 PRE Seat Qty 1 (agent or supervisor)	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60STD-SEAT1	CCX 6.0 STD Seat Qty 1 (agent or supervisor)	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60STD-SEAT10=	CCX 6.0 STD Seat Qty 10 (agent or supervisor)	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60STD-SEAT1=	CCX 6.0 STD Seat Qty 1 (agent or supervisor)	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60STD-SEAT25=	CCX 6.0 STD Seat Qty 25 (agent or supervisor)	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-60STD-SEAT50=	CCX 6.0 STD Seat Qty 50 (agent or supervisor)	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7816H-60	CCX 6.0 7816 HP Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7816H-60-HAE	CCX 6.0 7816 HP HA Active,Standby SW,2 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7816H-60-HAS	CCX 6.0 7816 HP HA Active,Standby SW,2 OS,2 SQL2K	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-7816H-60B-HAE	CCX 6.0 7816 HP HA UPG Active,Standby, 4 Win2003 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7816H-60B-HAS	CCX 6.0 7816 HP HA UPG Active,Standby, 2 Win2003 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7816H-60E=	CCX 6.0 ENH 7816 HP Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7816H-60P=	CCX 6.0 PRE 7816 HP Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7816H-60S=	CCX 6.0 STD 7816 HP Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7816I-60	CCX 6.0 7816 IBM Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7816I-60-HAE	CCX 6.0 7816 IBM HA Active,Standby SW,2 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7816I-60-HAS	CCX 6.0 7816 IBM HA Active,Standby SW,2 OS,2 SQL2K	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7816I-60B-HAE	CCX 6.0 7816 IBM HA UPG Active,Standby, 4 Win2003 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7816I-60B-HAS	CCX 6.0 7816 IBM HA UPG Active,Standby, 2 Win2003 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7816I-60E=	CCX 6.0 ENH 7816 IBM Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7816I-60P=	CCX 6.0 PRE 7816 IBM Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7816I-60S=	CCX 6.0 STD 7816 IBM Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7825H-60	CCX 6.0 7825 HP Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7825H-60-HAE	CCX 6.0 7825 HP HA Active,Standby SW,2 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7825H-60-HAS	CCX 6.0 7825 HP HA Active,Standby SW,2 OS,2 SQL2K	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7825H-60B-HAE	CCX 6.0 7825 HP HA UPG Active,Standby, 4 Win2003 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7825H-60B-HAS	CCX 6.0 7825 HP HA UPG Active,Standby, 2 Win2003 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7825H-60E=	CCX 6.0 ENH 7825 HP Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7825H-60P=	CCX 6.0 PRE 7825 HP Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7825H-60S=	CCX 6.0 STD 7825 HP Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7825I-60	CCX 6.0 7825 IBM Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7825I-60-HAE	CCX 6.0 7825 IBM HA Active,Standby SW,2 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7825I-60-HAS	CCX 6.0 7825 IBM HA Active,Standby SW,2 OS,2 SQL2K	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7825I-60B-HAE	CCX 6.0 7825 IBM HA UPG Active,Standby, 4 Win2003 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7825I-60B-HAS	CCX 6.0 7825 IBM HA UPG Active,Standby, 2 Win2003 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7825I-60E=	CCX 6.0 ENH 7825 IBM Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-7825I-60P=	CCX 6.0 PRE 7825 IBM Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7825I-60S=	CCX 6.0 STD 7825 IBM Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7835H-60	CCX 6.0 7835 HP Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7835H-60-HAE	CCX 6.0 7835 HP HA Active,Standby SW,2 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7835H-60-HAS	CCX 6.0 7835 HP HA Active,Standby SW,2 OS,2 SQL2K	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7835H-60B-HAE	CCX 6.0 7835 HP HA UPG Active,Standby, 4 Win2003 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7835H-60B-HAS	CCX 6.0 7835 HP HA UPG Active,Standby, 2 Win2003 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7835H-60E=	CCX 6.0 ENH 7835 HP Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7835H-60P=	CCX 6.0 PRE 7835 HP Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7835H-60S=	CCX 6.0 STD 7835 HP Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7835I-60	CCX 6.0 7835 IBM Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7835I-60-HAE	CCX 6.0 7835 IBM HA Active,Standby SW,2 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7835I-60-HAS	CCX 6.0 7835 IBM HA Active,Standby SW,2 OS,2 SQL2K	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7835I-60B-HAE	CCX 6.0 7835 IBM HA UPG Active,Standby, 4 Win2003 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7835I-60B-HAS	CCX 6.0 7835 IBM HA UPG Active,Standby, 2 Win2003 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7835I-60E=	CCX 6.0 ENH 7835 IBM Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7835I-60P=	CCX 6.0 PRE 7835 IBM Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7835I-60S=	CCX 6.0 STD 7835 IBM Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7845H-60	CCX 6.0 7845 HP Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7845H-60-HAE	CCX 6.0 7845 HP HA Active,Standby SW,2 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7845H-60-HAS	CCX 6.0 7845 HP HA Active,Standby SW,2 OS,2 SQL2K	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7845H-60B-HAE	CCX 6.0 7845 HP HA UPG Active,Standby, 4 Win2003 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7845H-60B-HAS	CCX 6.0 7845 HP HA UPG Active,Standby, 2 Win2003 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7845H-60E=	CCX 6.0 ENH 7845 HP Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7845H-60P=	CCX 6.0 PRE 7845 HP Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7845H-60S=	CCX 6.0 STD 7845 HP Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7845I-60	CCX 6.0 7845 IBM Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-7845I-60-HAE	CCX 6.0 7845 IBM HA Active,Standby SW,2 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7845I-60-HAS	CCX 6.0 7845 IBM HA Active,Standby SW,2 OS,2 SQL2K	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7845I-60B-HAE	CCX 6.0 7845 IBM HA Active,Standby	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7845I-60B-HAS	CCX 6.0 7845 IBM HA UPG Active,Standby, 2 Win2003 OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7845I-60E=	CCX 6.0 ENH 7845 IBM Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7845I-60P=	CCX 6.0 PRE 7845 IBM Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCX-7845I-60S=	CCX 6.0 STD 7845 IBM Server SW,OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCXIVR-60-ADDONKIT	CCX-IVR 6.0 Add On Kit	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCXIVR-60DB1PS1	CCX or IVR 6.0 MS SQL 2K Server 1 Processor Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCXIVR-60DB1PS1=	CCX or IVR 6.0 MS SQL 2K Server 1 Processor Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCXIVR-60DB2PS1	CCX or IVR 6.0 MS SQL 2K Server 2 Processors Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCXIVR-60DB2PS1=	CCX or IVR 6.0 MS SQL 2K Server 2 Processors Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCXIVR-7816H-60ES	CCX or IVR 6.0 7816 Expansion Svr SW for HP Server w/OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCXIVR-7816H-60ES=	CCX or IVR 6.0 7816 Expansion Svr SW for HP Server w/OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCXIVR-7816I-60ES	CCX or IVR 6.0 7816 Expansion Svr SW for IBM Server w/OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCXIVR-7816I-60ES=	CCX or IVR 6.0 7816 Expansion Svr SW for IBM Server w/OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCXIVR-7825H-60ES	CCX or IVR 6.0 7825 Expansion Svr SW for HP Server w/OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCXIVR-7825H-60ES=	CCX or IVR 6.0 7825 Expansion Svr SW for HP Server w/OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCXIVR-7825I-60ES	CCX or IVR 6.0 7825 Expansion Svr SW for IBM Server w/OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCXIVR-7825I-60ES=	CCX or IVR 6.0 7825 Expansion Svr SW for IBM Server w/OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCXIVR-7835H-60ES	CCX or IVR 6.0 7835 Expansion Svr SW for HP Server w/OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCXIVR-7835H-60ES=	CCX or IVR 6.0 7835 Expansion Svr SW for HP Server w/OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCXIVR-7835I-60ES	CCX or IVR 6.0 7835 Expansion Svr SW for IBM Server w/OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCXIVR-7835I-60ES=	CCX or IVR 6.0 7835 Expansion Svr SW for IBM Server w/OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCXIVR-7845H-60ES	CCX or IVR 6.0 7845 Expansion Svr SW for HP Server w/OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCXIVR-7845H-60ES=	CCX or IVR 6.0 7845 Expansion Svr SW for HP Server w/OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCXIVR-7845I-60ES	CCX or IVR 6.0 7845 Expansion Svr SW for IBM Server w/OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	
CCXIVR-7845I-60ES=	CCX or IVR 6.0 7845 Expansion Svr SW for IBM Server w/OS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 8.0 or later	

Product Migration Options

Customers are encouraged to migrate to Cisco Unified Contact Center Express 8.0 or later. Information about this product can be found at: <http://www.cisco.com/en/US/products/sw/custcosw/ps1846/index.html>.

Customers can use the Cisco Technology Migration Program (TMP) to trade-in 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/pr11/incentive/tmp/index.html>.

Customers may be able to continue to purchase the Cisco Unified Contact Center Express 6.0 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 Express 8.0 or later, visit <http://www.cisco.com/en/US/products/sw/custcosw/ps1846/index.html>, 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.

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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