

## End-of-Sale and End-of-Life Announcement for the Cisco IPCC Express Edition 3.1

EOL5498

Cisco Systems® announces the end-of-sale and end-of life dates for the Cisco IPCC Express Edition 3.1. The last day to order the Cisco IPCC Express Edition 3.1 is September 24, 2007. 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 Cisco IPCC Express Edition 3.1. Table 2 lists the product part numbers affected by this announcement.

**Table 1.** End-of-Life Milestones and Dates for the Cisco IPCC Express Edition 3.1

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.	March 26, 2007
<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.	September 24, 2007
<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.	December 23, 2007
<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.	September 23, 2008
<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.	September 23, 2008
<b>End of Service Contract Renewal Date: App. SW</b>	The last date to extend or renew a service contract for the product.	December 20, 2009
<b>Last Date of Support: App. SW</b>	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.	September 23, 2010

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
<b>EXP-CP=</b>	Express Not-For-Resale Kit for Channel Partners Labs	There is currently no replacement product available for this product.	
<b>ICD-2.X-3.1-E-UPG=</b>	Exp v2.x to v 3.0 Upgrade (price includes server)	There is currently no replacement product available for this product.	
<b>ICD-2.X-3.1-S-UPG=</b>	Exp v2.x to v 3.0 Upgrade (price server only)	There is currently no replacement product available for this product.	
<b>ICD-3.0-3.1-E-UPG=</b>	Exp v3.0 Enh to v 3.1Enh Upgrade (price includes server)	There is currently no replacement product available for this product.	
<b>ICD-3.0-3.1-S-UPG=</b>	Exp v3.0 Std to v 3.1Std Upgrade (price includes server)	There is currently no replacement product available for this product.	

<b>ICD-3.1-E-BS=</b>	Exp Enh 3.1 Bundle 10CADagts, 10 IVR, 1HR,1Sup,1rec	IPCX-40-ENHANCED	NEW 4.0 ENHANCED Deployment
<b>ICD-3.1-E-BS=</b>	Exp Enh 3.1 Bundle 10CADagts, 10 IVR, 1HR,1Sup,1rec	IPCX-40-PREMIUM	NEW 4.0 PREMIUM Deployment
<b>ICD-3.1-E-BSPH=</b>	Exp Enh 3.1 Bundle 10Phone agts,10 IVR, 1HR,1Sup,1rec	There is currently no replacement product available for this product.	
<b>ICD-3.1-E-RED=</b>	Exp Enh 3.1 Cold Standby Server Software	There is currently no replacement product available for this product.	
<b>ICD-3.1-E-SERVER1=</b>	Exp Enh 3.1 Server (server software only)	There is currently no replacement product available for this product.	
<b>ICD-3.1-S-BB=</b>	Exp Std 3.0 Bundle 10CADagts	IPCX-40-STANDARD	NEW 4.0 STANDARD Deployment
<b>ICD-3.1-S-BBPH=</b>	Exp Std 3.0 Bundle 10Phone agts	IPCX-40-STANDARD	NEW 4.0 STANDARD Deployment
<b>ICD-3.1-S-BS=</b>	Exp Std 3.0 Bundle 10CADagts,1HR,1Sup,1MT,1IPPagt	IPCX-40-STANDARD	NEW 4.0 STANDARD Deployment
<b>ICD-3.1-S-BSPH=</b>	Exp Std 3.0 Bundle 10Phone agts,1HR,1Sup,1MT	There is currently no replacement product available for this product.	
<b>ICD-3.1-S-CO-BSPH=</b>	Exp Std 3.0 CallMgr Co-Res ONLY Bundle 3Phone agts	There is currently no replacement product available for this product.	
<b>ICD-3.1-S-RED=</b>	Exp Std 3.1 Cold Standby Server Software (NO hardware)	There is currently no replacement product available for this product.	
<b>ICD-3.1-S-SERVER1=</b>	Exp Std 3.0 Server (server software only)	There is currently no replacement product available for this product.	
<b>ICD-3.X-C-MTRM1</b>	1 Cisco Media Termination ICD 3.X	There is currently no replacement product available for this product.	
<b>ICD-3.X-C-MTRM10</b>	10 Cisco Media Termination ICD 3.X	There is currently no replacement product available for this product.	
<b>ICD-3.X-C-MTRM25</b>	25 Cisco Media Termination ICD 3.X	There is currently no replacement product available for this product.	
<b>ICD-3.X-C-MTRM5</b>	5 Cisco Media Termination ICD 3.X	There is currently no replacement product available for this product.	
<b>ICD-3.X-C-MTRM50</b>	50 Cisco Media Termination ICD 3.X	There is currently no replacement product available for this product.	
<b>ICD-3.X-C-PAGT1</b>	1 Cisco IP Phone Agent ICD 3.X	There is currently no replacement product available for this product.	
<b>ICD-3.X-C-PAGT10</b>	10 Cisco IP Phone Agent ICD 3.X	There is currently no replacement product available for this product.	
<b>ICD-3.X-C-PAGT25</b>	25 Cisco IP Phone Agent ICD 3.X	There is currently no replacement product available for this product.	
<b>ICD-3.X-C-PAGT5</b>	5 Cisco IP Phone Agent ICD 3.X	There is currently no replacement product available for this product.	
<b>ICD-3.X-C-PAGT50</b>	50 Cisco IP Phone Agent ICD 3.X	There is currently no replacement product available for this product.	
<b>ICD-3.X-E-AGT1</b>	1 Cisco Enhanced Agent Desktop ICD 3.X	There is currently no replacement product available for this product.	
<b>ICD-3.X-E-AGT10</b>	10 Cisco Enhanced Agent Desktops ICD 3.X	There is currently no replacement product available for this product.	
<b>ICD-3.X-E-AGT25</b>	25 Cisco Enhanced Agent Desktops ICD 3.X	There is currently no replacement product available for this product.	
<b>ICD-3.X-E-AGT5</b>	5 Cisco Enhanced Agent Desktops ICD 3.X	There is currently no replacement product available for this product.	
<b>ICD-3.X-E-AGT50</b>	50 Cisco Enhanced Agent Desktops ICD 3.X	There is currently no replacement product available for this product.	
<b>ICD-3.X-E-HIST1</b>	1 Cisco Enhanced Historical Reporting ICD 3.X	There is currently no replacement product available for this product.	

<b>ICD-3.X-E-IVROPT1</b>	1 ICD 3.X IVR Port Option	There is currently no replacement product available for this product.	
<b>ICD-3.X-E-IVROPT10</b>	10 ICD 3.X IVR Port Option	There is currently no replacement product available for this product.	
<b>ICD-3.X-E-IVROPT25</b>	25 ICD 3.X IVR Port Option	There is currently no replacement product available for this product.	
<b>ICD-3.X-E-IVROPT5</b>	5 ICD 3.X IVR Port Option	There is currently no replacement product available for this product.	
<b>ICD-3.X-E-IVROPT50</b>	50 ICD 3.X IVR Port Option	There is currently no replacement product available for this product.	
<b>ICD-3.X-E-REC1</b>	1 IP ICD On Demand Recording ICD 3.X	There is currently no replacement product available for this product.	
<b>ICD-3.X-E-REC10</b>	10 IP ICD On Demand Recording ICD 3.X	There is currently no replacement product available for this product.	
<b>ICD-3.X-E-REC25</b>	25 IP ICD On Demand Recording ICD 3.X	There is currently no replacement product available for this product.	
<b>ICD-3.X-E-REC5</b>	5 IP ICD On Demand Recording ICD 3.X	There is currently no replacement product available for this product.	
<b>ICD-3.X-E-REC50</b>	50 IP ICD On Demand Recording ICD 3.X	There is currently no replacement product available for this product.	
<b>ICD-3.X-E-SUP1</b>	1 Cisco Enhanced Supervisor Desktop ICD 3.X	There is currently no replacement product available for this product.	
<b>ICD-3.X-S-AGT1</b>	1 Cisco Standard Agent Desktop ICD 3.X	There is currently no replacement product available for this product.	
<b>ICD-3.X-S-AGT10</b>	10 Cisco Standard Agent Desktops ICD 3.X	There is currently no replacement product available for this product.	
<b>ICD-3.X-S-AGT25</b>	25 Cisco Standard Agent Desktops ICD 3.X	There is currently no replacement product available for this product.	
<b>ICD-3.X-S-AGT5</b>	5 Cisco Standard Agent Desktops ICD 3.X	There is currently no replacement product available for this product.	
<b>ICD-3.X-S-AGT50</b>	50 Cisco Standard Agent Desktops ICD 3.X	There is currently no replacement product available for this product.	
<b>ICD-3.X-S-HIST1</b>	1 Cisco Standard Historical Reporting ICD 3.X	There is currently no replacement product available for this product.	
<b>ICD-3.X-S-SUP1</b>	1 Cisco Standard Supervisor Desktop ICD 3.X	There is currently no replacement product available for this product.	
<b>ICD-3.X-STOE-UPG=</b>	Exp Upg from one 3.X Std to later 3.X Enh (includes server)	There is currently no replacement product available for this product.	
<b>ICD-30-31-STOEUPG=</b>	Exp v3.0 Std to v 3.1Enh Upgrade (price includes server)	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-CMTRM1</b>	01 Exp Upg 3.X Std to later 3.X Std Media Termination	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-CMTRM10</b>	10 Exp Upg 3.X Std to later 3.X Std Media Termination	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-CMTRM25</b>	25 Exp Upg 3.X Std to later 3.X Std Media Termination	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-CMTRM5</b>	05 Exp Upg 3.X Std to later 3.X Std Media Termination	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-CMTRM50</b>	50 Exp Upg 3.X Std to later 3.X Std Media Termination	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-CPAGT1</b>	01 Exp Upg 3.X Std to later 3.X Std IP Phone Agent	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-CPAGT10</b>	10 Exp Upg 3.X Std to later 3.X Std IP Phone Agent	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-CPAGT25</b>	25 Exp Upg 3.X Std to later 3.X Std IP Phone Agent	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-CPAGT5</b>	05 Exp Upg 3.X Std to later 3.X Std IP Phone Agent	There is currently no replacement product available for this product.	

<b>ICD-3X-3X-CPAGT50</b>	50 Exp Upg 3.X Std to later 3.X Std IP Phone Agent	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-EAGT1</b>	01 Exp Upg Enh 3.X Enh to later 3.X Enh Agent Desktop	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-EAGT10</b>	10 Exp Upg Enh 3.X Enh to later 3.X Enh Agent Desktop	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-EAGT25</b>	25 Exp Upg Enh 3.X Enh to later 3.X Enh Agent Desktop	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-EAGT5</b>	05 Exp Upg Enh 3.X Enh to later 3.X Enh Agent Desktop	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-EAGT50</b>	50 Exp Upg Enh 3.X Enh to later 3.X Enh Agent Desktop	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-EHIST1</b>	01 Exp Upg Enh 3.X Enh to later 3.X Enh Hist Rpt Client	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-EIVR1</b>	01 Exp Upg Enh 3.X Enh to later 3.X Enh IVR Option	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-EIVR10</b>	10 Exp Upg Enh 3.X Enh to later 3.X Enh IVR Option	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-EIVR25</b>	25 Exp Upg Enh 3.X Enh to later 3.X Enh IVR Option	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-EIVR5</b>	05 Exp Upg Enh 3.X Enh to later 3.X Enh IVR Option	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-EIVR50</b>	50 Exp Upg Enh 3.X Enh to later 3.X Enh IVR Option	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-EREC1</b>	01 Exp Upg Enh 3.X Enh to later 3.X Enh Record Option	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-EREC10</b>	10 Exp Upg Enh 3.X Enh to later 3.X Enh Record Option	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-EREC25</b>	25 Exp Upg Enh 3.X Enh to later 3.X Enh Record Option	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-EREC5</b>	05 Exp Upg Enh 3.X Enh to later 3.X Enh Record Option	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-EREC50</b>	50 Exp Upg Enh 3.X Enh to later 3.X Enh Record Option	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-ESUP1</b>	01 Exp Upg Enh 3.X Enh to later 3.X Enh Supervisor Desktop	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-SAGT1</b>	01 Exp Upg Std 3.X Std to later 3.X Std Agent Desktop	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-SAGT10</b>	10 Exp Upg Std 3.X Std to later 3.X Std Agent Desktop	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-SAGT25</b>	25 Exp Upg Std 3.X Std to later 3.X Std Agent Desktop	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-SAGT5</b>	05 Exp Upg Std 3.X Std to later 3.X Std Agent Desktop	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-SAGT50</b>	50 Exp Upg Std 3.X Std to later 3.X Std Agent Desktop	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-SHIST1</b>	01 Exp Upg Std 3.X Std to later 3.X Std Hist Rpt Client	There is currently no replacement product available for this product.	
<b>ICD-3X-3X-SSUP1</b>	01 Exp Upg Std 3.X Std to later 3.X Std Supervisor Desktop	There is currently no replacement product available for this product.	
<b>ICD-UPG-2.X-3.1-S=</b>	SAS/SASU Upg from 2.x to 3.1 Std	There is currently no replacement product available for this product.	
<b>ICD-UPG-3.0-3.1-E=</b>	SAS/SASU Upg from 3.0 Enh to 3.1 Enh	There is currently no replacement product available for this product.	
<b>ICD-UPG-3.0-3.1-S=</b>	SAS/SASU Upg from 3.0 Std to 3.1 Std	There is currently no replacement product available for this product.	
<b>ICDIVR-3.1-HRSVR1=</b>	1 Processor MS SQL Server for Express/IVR	There is currently no replacement product available for this product.	

<b>ICDIVR-3.1-HRSVR2=</b>	2 Processor MS SQL Server for Express/IVR	There is currently no replacement product available for this product.	
<b>ICDIVR-3.1-REM=</b>	Generic Feature Server for Exp and IVR 3.1	There is currently no replacement product available for this product.	

## Product Migration Options

Customers are encouraged to migrate to Cisco Unified Contact Center Express Edition Standard and Enhanced. 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 Plan (TMP) to trade in products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, go to: <http://www.cisco.com/go/tradein/>. The Cisco TMP application requires all users to have a Cisco.com user ID.

Customers may be able to continue to purchase the end-of-sale product through Cisco's Authorized Refurbished Equipment program. Refurbished units of the end-of-sale product are available in limited supply for sale in certain countries on a first-come, first-served basis. For information about the refurbished equipment program, go to:

<http://www.cisco.com/web/ordering/ciscocapital/refurbished/>.

## For More Information

For more information about the Cisco Unified Contact Center Express Edition 4.0, visit <http://www.cisco.com/en/US/products/sw/custcosw/ps1846/index.html>, contact your local account representative, or send an e-mail to [ipcc-express-pm@cisco.com](mailto:ipcc-express-pm@cisco.com).

For more information about the Cisco End-of-Life Policy, go to: [http://www.cisco.com/en/US/products/prod\\_end\\_of\\_life.html](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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