

## End-of-Sale and End-of-Life Announcement for the Cisco Unified Customer Voice Portal 4.1

EOL7029

Cisco announces the end-of-sale and end-of life dates for the Cisco® Unified Customer Voice Portal 4.1. The last day to order the affected product(s) is August 10, 2010. 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 Customer Voice Portal 4.1

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.	February 9, 2010
<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.	August 10, 2010
<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.	November 8, 2010
<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.	August 10, 2011
<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.	August 10, 2011
<b>End of Service Contract Renewal Date: App. SW</b>	The last date to extend or renew a service contract for the product.	November 5, 2012
<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.	August 31, 2013

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
<b>CVP-40-CC-150=</b>	CVP 4.0 Call Director (includes Software) - 150 Ports	See the Product Migration Options section below for detailed information on replacing this product.
<b>CVP-40-CC-300=</b>	CVP 4.0 Call Director (includes Software) - 300 Ports	See the Product Migration Options section below for detailed information on replacing this product.
<b>CVP-40-CC-600=</b>	CVP 4.0 Call Director (includes Software) - 600 Ports	See the Product Migration Options section below for detailed information on replacing this product.
<b>CVP-40-CC-SU-UP=</b>	CVP 3.X to CVP 4.0 Call Director Upgrade	See the Product Migration Options section below for detailed information on replacing this product.
<b>CVP-40-QT-SU-UP=</b>	CVP 3.X to CVP 4.0 Queue and Transfer Upgrade	See the Product Migration Options section below for detailed information on replacing this product.
<b>CVP-40-SU-UP=</b>	CVP 4.0 Upgrade with SASU	See the Product Migration Options section below for detailed information on replacing this product.
<b>CVP-41-CC-150=</b>	CVP 4.1 Call Director (includes Software) - 150 Ports	See the Product Migration Options section below for detailed information on replacing this product.

<b>CVP-41-CC-300=</b>	CVP 4.1 Call Director (includes Software) - 300 Ports	See the Product Migration Options section below for detailed information on replacing this product.
<b>CVP-41-CC-600=</b>	CVP 4.1 Call Director (includes Software) - 600 Ports	See the Product Migration Options section below for detailed information on replacing this product.
<b>CVP-41-CC-SU-UP=</b>	CVP 4.1 Call Director Upgrade	See the Product Migration Options section below for detailed information on replacing this product.
<b>CVP-41-DART-NFR=</b>	CVP 4.1 Not-For-Resale DART	See the Product Migration Options section below for detailed information on replacing this product.
<b>CVP-41-DIST-NFR=</b>	CVP 4.1 Not-For-Resale DISTI	See the Product Migration Options section below for detailed information on replacing this product.
<b>CVP-41-EVAL=</b>	CVP 4.1 Evaluation License (90 Day) and Media-Only/UPG	See the Product Migration Options section below for detailed information on replacing this product.
<b>CVP-41-NPS=</b>	CVP 4.1 Not-for-production system	See the Product Migration Options section below for detailed information on replacing this product.
<b>CVP-41-QT-SU-UP=</b>	CVP 4.1 Queue and Transfer Upgrade	See the Product Migration Options section below for detailed information on replacing this product.
<b>CVP-41-SERVER-SW</b>	CVP 4.1 Server Software	See the Product Migration Options section below for detailed information on replacing this product.
<b>CVP-41-SU-UP=</b>	CVP 3.X Self Service to CVP 4.1 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.
<b>CVP-4X-EVAL-SRVR</b>	CVP 4.X Eval Call Server license	See the Product Migration Options section below for detailed information on replacing this product.
<b>CVP-4X-NFR-SVR-LIC</b>	CVP 4.X not-for-resale Call Server license	See the Product Migration Options section below for detailed information on replacing this product.
<b>CVP-4X-NPS-SVR-LIC</b>	CVP 4.X Not-for-production Call Server license	See the Product Migration Options section below for detailed information on replacing this product.
<b>CVP-4X-RPT-PRE</b>	CVP 4X Report System - Premium	See the Product Migration Options section below for detailed information on replacing this product.
<b>CVP-4X-RPT-PRE=</b>	CVP 4X Report System - Premium	See the Product Migration Options section below for detailed information on replacing this product.
<b>CVP-4X-RPT-STD</b>	CVP 4X Report System - Standard	See the Product Migration Options section below for detailed information on replacing this product.
<b>CVP-4X-RPT-STD=</b>	CVP 4X Report System - Standard	See the Product Migration Options section below for detailed information on replacing this product.
<b>CVP-STU-41-UE60=</b>	Call Studio 6.0 for CVP 4.1 and CVP Universal Edition 6.0	See the Product Migration Options section below for detailed information on replacing this product.

## Product Migration Options

Customers are encouraged to migrate to the latest Cisco Unified Customer Voice Portal products. Information about these products can be found at: <http://www.cisco.com/en/US/products/sw/custcosw/ps1006/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 Customer Voice Portal 4.1 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](http://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html).

## For More Information

For more information about the Cisco Unified Customer Voice Portal 7.0 or 8.0, visit <http://www.cisco.com/en/US/products/sw/custcosw/ps1006/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/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/cisco/support/notifications.html>.

## Subscribe for RSS Notifications for End-of-Life and End-of-Sale Notices

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