

End-of-Sale and End-of-Life Announcement for the Cisco Internet Service Node

EOL5103

Cisco Systems® announces the end-of-sale and end-of life dates for the Cisco Internet Service Node. The last day to order the Cisco Internet Service Node is February 14, 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 Internet Service Node. Table 2 lists the product part numbers affected by this announcement.

Customers of Cisco Internet Service Node (ISN) are encouraged to migrate to Cisco Unified Customer Voice Portal.

Table 1. End-of-Life Milestones and Dates for the Cisco Internet Service Node.

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.	November 15, 2006
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 14, 2007
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 15, 2007
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 14, 2008
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 14, 2008
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	May 15, 2009
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 13, 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
ISN-APSMED-100	ISN Application Server software version 1.0.1
ISN-APSMED-200	ISN Application Server software version 2.0.0
ISN-APSMED-210	ISN Application Server Software Version 2.1
ISN-APSSES-LC	ISN Application Server Session License Certificate
ISN-APSSES-LC=	ISN Application Server Session License Certificate
ISN-APSSES-T1-L	ISN Application Server Session License Min 1
ISN-APSSES-T100-L	ISN Application Server Session License Min 100
ISN-APSSES-T1000-L	ISN Application Server Session License Min 1000
ISN-APSSES-T200-L	ISN Application Server Session License Min 200

ISN-APSSSES-T2500-L	ISN Application Server Session License Min 2500
ISN-APSSSES-T400-L	ISN Application Server Session License Min 400
ISN-APSSSES-T500-L	ISN Application Server Session License Min 500
ISN-APSSSES-T6000-L	ISN Application Server Session License Min 6000
ISN-APSSSVR	ISN Application Server
ISN-APSSSVRLIC	ISN Application Server License
ISN-MCSOS-CC1	WIN2K FOR ISN MCS SERVER
ISN-MEDIAKIT-200=	MediaKit for ISN version 2.0.0
ISN-MEDIAKIT-210	ISN Media Kit Software Version 2.1 Spare
ISN-NPS-CP	ISN Non-Production Suite for partners
ISN-NPS-EC	ISN Non-Production Suite for end customers
ISN-NPSMED-101	ISN Non-Production Suite software version 1.0.1
ISN-NPSMED-200	ISN Non-Production Suite software version 2.0.0
ISN-NPSMED-210	ISN Non Production Suite Software Version 2.1
ISN-NPSNAM-EC	ISN Non-Production Suite with ICM-NAM for end customers
ISN-VBRMED-101	ISN Voice Browser software version 1.0.1
ISN-VBRMED-200	ISN Voice Browser software version 2.0.0
ISN-VBRMED-210	ISN Voice Browser Software Version 2.1
ISN-VBRSES-LC	ISN Voice Browser Session License Certificate
ISN-VBRSES-LC=	ISN Voice Browser Session License Certificate
ISN-VBRSES-T1-L	ISN Voice Browser Session License Min 1
ISN-VBRSES-T100-L	ISN Voice Browser Session License Min 100
ISN-VBRSES-T1000-L	ISN Voice Browser Session License Min 1000
ISN-VBRSES-T200-L	ISN Voice Browser Session License Min 200
ISN-VBRSES-T2500-L	ISN Voice Browser Session License Min 2500
ISN-VBRSES-T400-L	ISN Voice Browser Session License Min 400
ISN-VBRSES-T500-L	ISN Voice Browser Session License Min 500
ISN-VBRSES-T6000-L	ISN Voice Browser Session License Min 6000
ISN-VBRSVR	ISN Voice Browser
ISN-VBRSVRLIC	ISN Voice Browser License

Product Migration Options

Customers are encouraged to migrate to Cisco Unified Customer Voice Portal (CVP) 3.1 solution. Information about this product can be found at:

<http://www.cisco.com/en/US/products/sw/custcosw/ps1006/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/en/US/ordering/or6/or17/order_refurbished_equipment_program_description.html

For More Information

For more information about the Cisco Unified Customer Voice Portal 3.1, visit <http://www.cisco.com/en/US/products/sw/custcosw/ps1006/index.html>, contact your local account representative, or send an e-mail to cvp-presales@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.

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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