

End-of-Sale and End-of-Life Announcement for the Cisco Unified E-Mail Interaction Manager and Unified Web Interaction Manager 9.0

EOL10929

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified E-Mail Interaction Manager and Unified Web Interaction Manager 9.0. The last day to order the affected product(s) is November 14, 2016. 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 under the terms and conditions of customers' service contract.

Table 1. End-of-Life Milestones and Dates for the Cisco Unified E-Mail Interaction Manager and Unified Web Interaction Manager 9.0

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.	May 16, 2016
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.	November 14, 2016
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.	February 12, 2017
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.	November 14, 2017
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.	November 14, 2017
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	February 10, 2019
Last Date of Support: App. SW	The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions. After this date, all support services for the product are unavailable, and the product becomes obsolete.	November 30, 2019

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
IPCE-MC-KIT-90-K8	Email and Web Interaction Manager 9.0 Media Kit	See Product Migration Options section for details.	EIM/WIM 11.0	-
IPCE-MC-V90-K8UPG=	Email and Web Interaction Manager 9.0 Upgrade SKU	See Product Migration Options section for details.	EIM/WIM 11.0	-

Product Migration Options

Customers are encouraged to migrate to the Cisco Unified E-Mail Interaction Manager 11.0 and Unified Web Interaction Manager 11.0. Information about this product can be found at:

<http://www.cisco.com/c/en/us/products/customer-collaboration/unified-email-interaction-manager/index.html>.

Service prices for Cisco products are subject to change after the product End-of-Sale date.

The Cisco Takeback and Recycle program helps businesses properly dispose 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 E-Mail and Web Interaction Manager 11.0, visit <http://www.cisco.com/c/en/us/products/customer-collaboration/unified-email-interaction-manager/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.

For more information about the Cisco Product Warranties, go to: http://www.cisco.com/en/US/products/prod_warranties_listing.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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