

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

EOL11098

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified E-Mail Interaction Manager and Cisco Unified Web Interaction Manager. The last day to order the affected product(s) is February 23, 2017. 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 Cisco Unified Web Interaction Manager

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.	August 25, 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.	February 23, 2017
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 24, 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.	February 23, 2018
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 23, 2018
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	May 22, 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.	February 29, 2020

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
HCS-CC-AWE-LIC	HCS-CC EIM & WIM Unlocked PAK License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CCACOL-AG	HCS-CC Advanced Web Interaction Mgr Agent License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CCEML-AG	HCS-CC Advanced E-Mail Interaction Mgr Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CCUP2AE-AG	HCS-CC Blended Lic Upg Add Advanced Email to HCS-CC Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CCUP2AW-AG	HCS-CC Blended Lic UpG Add Advanced Web to HCS-CC Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CCUP2WE-AG	HCS-CC Blended Lic Upg Add Adv Web and Email to HCS-CC Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-ACOL-AGT-L	CCE Advanced Web Interaction Mgr Agent License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-ACOL-SVR	CCE Advanced Web Interaction Mgr Server Software License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-AEMAIL-AGT-L	CCE Advanced Email Interaction Mgr Agent License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-AEMAIL-SVR	CCE Advanced Email Interaction Mgr Server Software License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-AEW-AGT-L	CCE Blended License Advanced EIM + WIM Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-BCOL-AGT-L	CCE Basic Web Interaction Mgr Agent License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-BCOL-SVR	CCE Basic Web Interaction Mgr Server Software License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-BEMAIL-AGT-L	CCE Basic Email Interaction Mgr Agent License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-BEMAIL-SVR	CCE Basic Email Interaction Mgr Server Software License	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
IPCE-BEW-AGT-L	CCE Blended License Basic EIM + WIM Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-MC-KIT-11-K9	Email and Web Interaction Manager 11.0 Media Kit	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-PVAE-AGT-L	CCE Blended License Premium Voice + Advanced EIM Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-PVAEW-AGT-L	CCE Blended License Premium Voice + Advanced EIM + WIM Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-PVAW-AGT-L	CCE Blended License Premium Voice + Advanced WIM Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-PVBE-AGT-L	CCE Blended License Premium Voice + Basic EIM Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-PVBEW-AGT-L	CCE Blended License Premium Voice + Basic EIM + WIM Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-PVBW-AGT-L	CCE Blended License Premium Voice + Basic WIM Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-UCOL-AGT-L	CCE Web Interaction Mgr Agent Upgrade Basic to Advanced	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-UCOL-SVR	CCE Web Interaction Mgr Server Upgrade Basic to Advanced	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-UEMAIL-AGT-L	CCE Email Interaction Mgr Agent Upgrade Basic to Advanced	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-UEMAIL-SVR	CCE Email Interaction Mgr Server Upgrade Basic to Advanced	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-UPV2AE-AGT-L	CCE Blended License Upgrade Add Advanced Email to Prem Agt	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-UPV2AW-AGT-L	CCE Blended License Upgrade Add Advanced Web to Prem Agt	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-UPV2BE-AGT-L	CCE Blended License Upgrade Add Basic Email to Prem Agt	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-UPV2BW-AGT-L	CCE Blended License Upgrade Add Basic Web to Prem Agt	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
IPCE-X2E-AEMAIL-L	Advanced Email Interaction Mngr Agent CCX to CCE Migration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-X2E-AWEB-L	Advanced Web Interaction Manager Agent CCX to CCE Migration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-X2E-BEMAIL-L	Basic Email Interaction Manager Agent CCX to CCE Migration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-X2E-BWEB-L	Basic Web Interaction Manager Agent CCX to CCE Migration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
R-IPCE-MC-NFR-EC	CCEH EIM-WIM NON-PRODUCTION SUITE FOR END CUSTOMERS	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product Migration Options

The optional Chat and Email products, including the blended-agent products for email and chat, have been replaced by the Enterprise Chat and Email features available in Cisco Unified Contact Center Enterprise, Packaged Contact Center Enterprise, and Hosted Collaboration Solution for Contact Center products version 11.5. Customers who desire more functionality can migrate to eGain Solutions Plus email and chat products, with advanced EIM/WIM customers having the option to migrate to eGain Solutions Plus products for a maintenance fee only. For questions on migration, please send email to eimwim-migrate@external.cisco.com.

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 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>.

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

To subscribe to the End-of-Life and End-of-Sale RSS Feed, insert the following URL into your RSS application:

http://www.cisco.com/web/feeds/products/end_of_life_rss.xml.

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