



End-of-Sale and End-of-Life Announcement for the Cisco Unified CRM Connector for SAP

EOL9195

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified CRM Connector for SAP. The last day to order the affected product(s) is November 9, 2013. 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 CRM Connector for SAP

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 11, 2013
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 9, 2013
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 7, 2014
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 9, 2014
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 9, 2014
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	February 5, 2016
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, 2016

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
ICME-SAPCRM	ICME SAP Connector Lic. for Regular ERI or ARI Agent	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
ICME-SAPCRM-M	Migrate Existing CTI Toolkit or CRM to SAP CRM Conn.	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
ICMH-SAPCRM	ICMH SAP Connector License for Regular ERI or ARI Agent	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
ICMH-SAPCRM-M	Migrate Existing CTI Toolkit or CRM to SAP CRM Conn.	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
IPCE-OD-SAPCRM	CC Enterprise On Demand SAP Connector License	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
IPCE-ODNS-SAPCRM	CC ENT On Demand SAP Connector License-SUPPORT NOT INCL	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
IPCE-SAPCRM	IPCE Cisco SAP Connector License for IPCE Agent	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
IPCE-SAPCRM-M	Migrate Existing CRM Connector to Cisco SAP Connector	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
IPCH-OD-SAPCRM	CC Hosted On Demand SAP Connector License	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
IPCH-ODNS-SAPCRM	CC HOSTED On Demand SAP Connector License-SUPPORT NOT INCL	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
IPCH-SAPCRM	IPCH Cisco SAP Connector License for IPCH Agent	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
IPCH-SAPCRM-M	Migrate Existing CRM Connector to Cisco SAP Connector	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
L-UCSS-SAPCRM-1-1	UCSS SAP CRM Desktop One Year - 1 agent	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
L-UCSS-SAPCRM-1M-1	UCSS SAP CRM Desktop One Month - 1 agent	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
L-UCSS-SAPCRM-2-1	UCSS SAP CRM Desktop Two Year - 1 agent	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
L-UCSS-SAPCRM-3-1	UCSS SAP CRM Desktop Three Year - 1 agent	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
L-UCSS-SAPCRM-5-1	UCSS SAP CRM Desktop Five Year - 1 agent	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
UCSS-SAPCRM-1-1	UCSS SAP CRM Desktop One Year - 1 agent	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
UCSS-SAPCRM-1-10	UCSS SAP CRM Desktop One Year - 10 agents	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
UCSS-SAPCRM-1-100	UCSS SAP CRM Desktop One Year - 100 agents	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
UCSS-SAPCRM-1-1K	UCSS SAP CRM Desktop One Year - 1K agents	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
UCSS-SAPCRM-1-5K	UCSS SAP CRM Desktop One Year - 5K agents	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
UCSS-SAPCRM-1M-1	UCSS SAP CRM Desktop One Month - 1 agent	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
UCSS-SAPCRM-1M-10	UCSS SAP CRM Desktop One Month - 10 agents	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
UCSS-SAPCRM-2-1	UCSS SAP CRM Desktop Two Year - 1 agent	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
UCSS-SAPCRM-2-10	UCSS SAP CRM Desktop Two Year - 10 agents	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
UCSS-SAPCRM-2-100	UCSS SAP CRM Desktop Two Year - 100 agents	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
UCSS-SAPCRM-2-1K	UCSS SAP CRM Desktop Two Year - 1K agents	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
UCSS-SAPCRM-2-5K	UCSS SAP CRM Desktop	See Product Migration	Bucher+Suter Multi	

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
	Two Year - 5K agents	Options section for details.	Channel Adapter for SAP	
UCSS-SAPCRM-3-1	UCSS SAP CRM Desktop Three Year - 1 agent	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
UCSS-SAPCRM-3-10	UCSS SAP CRM Desktop Three Year - 10 agents	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
UCSS-SAPCRM-3-100	UCSS SAP CRM Desktop Three Year - 100 agents	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
UCSS-SAPCRM-3-1K	UCSS SAP CRM Desktop Three Year - 1K agents	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
UCSS-SAPCRM-3-5K	UCSS SAP CRM Desktop Three Year - 5K agents	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
UCSS-SAPCRM-5-1	UCSS SAP CRM Desktop Five Year - 1 agent	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
UCSS-SAPCRM-5-10	UCSS SAP CRM Desktop Five Year - 10 agents	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
UCSS-SAPCRM-5-100	UCSS SAP CRM Desktop Five Year - 100 agents	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
UCSS-SAPCRM-5-1K	UCSS SAP CRM Desktop Five Year - 1K agents	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	
UCSS-SAPCRM-5-5K	UCSS SAP CRM Desktop Five Year - 5K agents	See Product Migration Options section for details.	Bucher+Suter Multi Channel Adapter for SAP	

Product Migration Options

Customers are encouraged to migrate to the Bucher+Suter Multi Channel Adapter for SAP. Information about this product can be found at: <https://communities.cisco.com/docs/DOC-32212>.

Customers may be able to use the Cisco Technology Migration Program (TMP) where applicable to trade-in eligible 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/incentives_and_promotions/tmp.html.

Customers may be able to continue to purchase the Cisco Unified CRM Connector for SAP 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.

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>.

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