



## Addendum to End-of-Sale and End-of-Life Announcement for Cisco Customer Contact Software Releases

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Cisco Systems<sup>®</sup> announces the end of sale and end of life of specific Cisco<sup>®</sup> Customer Contact Software Releases (see the bulleted list below and Tables 1-3, 5). The related end-of-sale and end-of-life events and product part numbers affected are provided in Tables 1-4. Customers with active service contracts will continue to receive support from the Cisco Technical Assistance Center (TAC) until the Last Date of Support for the affected products. Affected products include:

- Cisco ICM Enterprise/ICM Hosted/IPCC Enterprise 4.6.2 (Table 1)
- Cisco CTI OS 4.6.1, 4.6.2 (Table 2)
- Cisco Agent Desktop and Turnkey CTI (Hosted and Enterprise only) (Table 2)
- Cisco E-Mail Manager Option 3.0.X, 4.0.X, 4.0.5i, 4.0.6 (Table 3)
- Cisco Web Collaboration Option 3.0, 3.0.1, 3.0.2, 4.0 (Table 3)
- Cisco Media Blender 3.0, 3.1, 4.0 (Table 3)
- Cisco Collaboration Server Dynamic Content Adapter (DCA) 1.0, 2.0 (Table 3)

End of Sale, End of Software Maintenance, and Last Date of Support information for ICM 4.6.1 and earlier ICM releases has been previously announced. Please see [http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1001/prod\\_eol\\_notices\\_list.html](http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1001/prod_eol_notices_list.html) for more details about end of life schedules for these earlier ICM releases.

**Table 1.** Cisco ICM Enterprise, ICM Hosted, and IPCC Enterprise

End-of-Sale Product Part Number	End-of-Sale Date	End of Software Maintenance Release	End of New Service Attachment Date	End of Service Contract Renewal Date	Last Date of Support
ICM Enterprise/ICM Hosted/IPCC Enterprise-4.6.2 (Windows NT)	October 1, 2003 (New system sales)	December 31, 2004	October 1, 2004	October 1, 2005	October 1, 2006
	October 1, 2004 (As of this date users can no longer purchase any ICM software components for this version)	December 31, 2004	October 1, 2005	October 1, 2005	October 1, 2006
ICM Enterprise/ICM Hosted/IPCC Enterprise-4.6.2 (Windows 2000)	October 1, 2003 (New system sales)	November 30, 2005	October 1, 2004	November 30, 2007 <sup>1</sup>	November 30, 2008 <sup>2</sup>

<sup>1</sup> Extended to Nov 30, 2007 on Aug 13, 2004

<sup>2</sup> Extended to Nov 30, 2008 on Aug 13, 2004

Enterprise-4.6.2 (Windows 2000)	November 30, 2005 (As of this date users can no longer purchase any ICM software components for this version)	November 30, 2005	November 30, 2006	November 30, 2007	November 30, 2008
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**Table 2.** Cisco CTI, Cisco CTI OS, and Cisco Agent Desktop

End-of-Sale Product Part Number	End of Sale Date	End of Software Maintenance Release	End of New Service Attachment Date	End of Service Contract Renewal Date	Last Date of Support
Cisco Agent Desktop 4.4 and earlier releases including Turnkey CTI (Hosted and Enterprise only)	October 1, 2003	December 31, 2003	October 1, 2004	July 1, 2005	October 1, 2006
Cisco Agent Desktop 4.4.1 and earlier releases (Hosted and Enterprise only)	December 31, 2003	October 31, 2004	December 31, 2004	September 30, 2005	December 31, 2006
Cisco CTI OS 4.6.1, 4.6.2, and earlier releases	December 31, 2003	October 31, 2004	December 31, 2004	September 30, 2005	December 31, 2006

**Table 3.** Cisco E-Mail Manager, Cisco Web Collaboration, Cisco Media Blender, and Cisco Dynamic Content Adapter

End-of-Sale Product Part Number	End of Sale Date	End of Software Maintenance Release	End of New Service Attachment Date	End of Service Contract Renewal Date	Last Date of Support
Cisco E-Mail Manager 4.0.5i, 4.0.6 and earlier releases	August 1, 2003	August 31, 2004	August 1, 2004	August 1, 2005	August 1, 2006
Cisco Web Collaboration 4.0 and earlier releases	August 1, 2003	August 31, 2004	August 1, 2004	August 1, 2005	August 1, 2006
Cisco Media Blender 3.0, 3.1, 4.0	August 1, 2003	August 31, 2004	August 1, 2004	August 1, 2005	August 1, 2006
Dynamic Content Adapter 1.0, 2.0	August 1, 2003	August 31, 2004	August 1, 2004	August 1, 2005	August 1, 2006

**Table 4.** End-of-Life Milestones and Definitions

Milestone	Definition
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.
End of software maintenance releases date	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.
End of new service attachment date	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.
End of service contract renewal date	The last date to extend or renew a service contract for the product. The extension or renewal period cannot extend beyond the last date of support.
Last date of support	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.

**Table 5.** Product Part Numbers Affected by this Announcement\*

End-of-Sale Product Part Number	Product Part Number Description
ICM-MEDIAKIT-462	ICM Server Media version 4.6.2

ICM-ACSPGKIT-462	ICM Aspect Contact Server Media version 4.6.2
IPC-MEDIAKIT-462	IPC Server Media version 4.6.2
NAM-ASVMED-462	Advanced Services Software version 4.6 SP2
NAM-HIPCC-MED-462	NAM Hosted Multi-Tenant IPCC Software version 4.6.2
NAM-NPSMED-462	NAM Non-Production Suite software version 4.6.2
NAM-SVRMED-462	NAM Software version 4.6 SP2
CEM-SVR-W-118N	CEM Server Version 4.0.5i—118N version

\*This table added June 30, 2004

## PRODUCT MIGRATION OPTIONS

Cisco recommends that customers upgrade to the latest supported version of Cisco ICM software.

Before upgrading, customers should assess the requirements of the new release, which may require upgraded hardware (memory and CPU) and/or new versions of third-party software, including operating systems and databases.

Customers with current Software Application Support plus Upgrades/Partner Software Application Support plus Upgrades (SASU/PSAU) service contracts may order upgrade software media at:

<https://www.cisco.com/cgi-bin/Software/FormManager/formgenerator.pl?pid=421&fid=861>.

Additionally, Cisco Advanced Services offers a service to perform a pre-upgrade assessment as well as assistance with the Cisco ICM upgrade process. To contact the Cisco ICM Upgrades Group, send an e-mail message to [icmupgrades@cisco.com](mailto:icmupgrades@cisco.com).

For more information about Cisco products, please contact your Cisco account manager and/or Cisco Channel Partner.

For more information about the Cisco End-of-Life Policy, go to: [http://www.cisco.com/en/US/partner/products/prod\\_end\\_of\\_life.html](http://www.cisco.com/en/US/partner/products/prod_end_of_life.html).

To subscribe to receive EOL/EOS information please go to: <http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice>.



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