

## End-of-Sale and End-of-Life Announcement for the Cisco Unified IP Interactive Voice Response 5.0

EOL6730

Cisco® announces the end-of-sale and end-of life dates for the Cisco Unified IP Interactive Voice Response 5.0. The last day to order the affected product(s) is September 14, 2009. 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 until the termination date of the contract, even if this date exceeds the Last Date of Support shown in Table 1.

**Table 1.** End-of-Life Milestones and Dates for the Cisco Unified IP Interactive Voice Response 5.0

| Milestone  | Definition  | Date               |
|--|---|--------------------|
| <b>End-of-Life Announcement Date</b>                     | The date the document that announces the end of sale and end of life of a product is distributed to the general public.   | March 16, 2009     |
| <b>End-of-Sale Date</b>                                  | The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.   | September 14, 2009 |
| <b>Last Ship Date:<br/>App. SW</b>                       | The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.   | December 13, 2009  |
| <b>End of SW Maintenance Releases Date:<br/>App. SW</b>  | 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.                     | September 14, 2010 |
| <b>End of New Service Attachment Date:<br/>App. SW</b>   | 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. | September 14, 2010 |
| <b>End of Service Contract Renewal Date:<br/>App. SW</b> | The last date to extend or renew a service contract for the product.  | December 11, 2011  |
| <b>Last Date of Support:<br/>App. SW</b>                 | 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.  | September 13, 2012 |

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 |
|---------------------------------|--|---|---------------------------------|
| <b>IPIVR-5.X-NEW</b>            | IPIVR 5.0 Configurable Option for server, ports  | See the Product Migration Options section below for detailed information on replacing this product. |                                 |
| <b>IPIVR-50-1A</b>              | IPIVR 5.0 7815 Server SW, OS with 5 ports        | See the Product Migration Options section below for detailed information on replacing this product. |                                 |
| <b>IPIVR-50-1B</b>              | IPIVR 5.0 7825 or 7835 Server SW OS with 5 ports | See the Product Migration Options section below for detailed information on replacing this product. |                                 |

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| <b>IPIVR-50-1C</b>        | IPIVR 5.0 7845 Server SW, OS with 5 ports                    | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IPIVR-50-DART-NFR=</b> | IPIVR 5.00 NFR Kit for DART: PREMIUM with 6 Seats-NO ASR/TTS | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IPIVR-50-HAE-1B</b>    | IPIVR 5.0 7825/7835 HA Active, Standby Server SW, OS         | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IPIVR-50-HAE-1C</b>    | IPIVR 5.0 7845 HA Active, Standby Server SW, OS              | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IPIVR-50-HAS-1B</b>    | IPIVR 5.0 7825/7835 HA Act, Stdby Srvr SW, OS, SQL2K         | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IPIVR-50-HAS-1C</b>    | IPIVR 5.0 7845 HA Active, Standby Server SW, OS, SQL2K       | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IPIVR-50-SGL-RD-U</b>  | IPIVR 3.Xor 4.X To 5.x non redundant to HA option            | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IPIVR-50-U-1A</b>      | IPIVR 3.X or 4.X to 5.0 7815 Server Software Upgrade         | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IPIVR-50-U-1B</b>      | IPIVR 3.Xor 4.X to 4.0 7825 or 7835 Server Software Upgrade  | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IPIVR-50-U-1C</b>      | IPIVR 3.Xor 4.X to 4.0 7845 Server Software Upgrade          | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IPIVR-50-UHAE-1B</b>   | IPIVR 5.0 7825 or 7835 CS-HA Server SW/OS Upg                | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IPIVR-50-UHAE-1C</b>   | IPIVR 5.0 7845 CS-HA Server SW/OS Upg                        | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IPIVR-50-UHAS-1B</b>   | IPIVR 5.0 7825 or 7835 CS-HA Server SW/OS/SQL2K Upg          | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IPIVR-50-UHAS-1C</b>   | IPIVR 5.0 7845 CS-HA Server SW/OS/SQL2K Upg                  | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IPIVR-50-UPRT-1</b>    | IPIVR 3.Xor 4.X to 4.X Seat Qty 1 SW Upgrade                 | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IPIVR-5050-UHAE-1B</b> | IPIVR 5.0 7825 or 7835 CS-HA Server SW/OS Upg                | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IPIVR-5050-UHAE-1C</b> | IPIVR 5.0 7845 CS-HA Server SW/OS Upg                        | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IPIVR-5050-UHAS-1B</b> | IPIVR 5.0 7825 or 7835 CS-HA Server SW/OS/SQL2K Upg          | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IPIVR-5050-UHAS-1C</b> | IPIVR 5.0 7845 CS-HA Server SW/OS/SQL2K Upg                  | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IPIVR-5X-SAME-U</b>    | IPIVR 3.X or 4.X to 5.X UPGRADE - Same type                  | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IPIVR-5X5Y-HA-UPG</b>  | IPIVR 5.X To 5.X High Availability Upgrade - Configurable    | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IPIVR-X-5X-U</b>       | IPIVR 3.X or 4.X To 5.X Upgrade - Configurable               | See the Product Migration Options section below for detailed information on replacing this product. |  |

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| <b>IVR-5.0-NEW</b>       | IPIVR 5.0 Server ,5 Port Software                          | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-5.0U-P1</b>       | IPIVR 5.0 Port Qty 1 SW Upg                                | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-50-DART-NFR=</b>  | IPIVR 5.0 NFR Kit for DART: MIUM with 5 Ports -NO ASR/TTS  | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-50-DISTI-NFR=</b> | IPIVR 5.0 NFR Kit for DISTI: MIUM with 5 Ports -NO ASR/TTS | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-50-NEW</b>        | IPIVR 5.0 NON-HA Server ,5 Port Software                   | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-50-NEW-HAS</b>    | IPIVR 5.0 HA Dual Server - Server,5 Port Software          | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-50-U</b>          | IPIVR 5.0 UPG No HA No HA                                  | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-50-UPG</b>        | IPIVR 5.0 UPG  | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-50-UPG-P1</b>     | IPIVR 5.0 Port Qty 1 SW Upg                                | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-50-UPGR</b>       | IPIVR 5.0 UPGRADE  | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-50-W03-HAS-U</b>  | IPIVR 4.1-5.0 UPG HAS-HAS Active,Stdby, NO OS              | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-50-W03-U</b>      | IPIVR 4.1-5.0 UPG, NO OS                                   | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-50-W2K-HAS-U</b>  | IPIVR 4.0-5.0 UPG HAS-HAS Active,Stdby, WITH Win2003 OS    | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-50-W2K-U</b>      | IPIVR 3.X,4.0,4.5-5.0 UPG, WITH Win2003 OS                 | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-50HAS-U</b>       | IPIVR 5.0 UPG NoHA to HA Active,Standby HA,NO Exp Servers  | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-50PORT10=</b>     | IPIVR 5.0 Port Qty 10                                      | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-50PORT1=</b>      | IPIVR 5.0 Port Qty 1                                       | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-50PORT25=</b>     | IPIVR 5.0 Port Qty 25                                      | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-50PORT50=</b>     | IPIVR 5.0 Port Qty 50                                      | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7815I-50</b>      | IPIVR 5.0 7815 IBM Server SW,OS                            | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7815I-50-HAS</b>  | IPIVR 5.0 7815 IBM HA Active,Standby SW,2 OS,2 SQL2K       | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7815I-50-HAS=</b> | IPIVR 5.0 7815 IBM HA Active,Standby SW,2 OS,2 SQL2K       | See the Product Migration Options section below for detailed information on replacing this product. |  |

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| <b>IVR-7815I-50=</b>     | IPIVR 5.0 7815 IBM Active,Standby SW,2 OS,2 SQL2K    | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7816H-50</b>      | IPIVR 5.0 7816 HP Server SW,OS                       | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7816H-50-HAS</b>  | IPIVR 5.0 7815 HP HA Active,Standby SW,2 OS,2 SQL2K  | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7816H-50-HAS=</b> | IPIVR 5.0 7816 HP HA Active,Standby SW,2 OS,2 SQL2K  | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7816H-50=</b>     | IPIVR 5.0 7816 HP Active,Standby SW,2 OS,2 SQL2K     | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7816I-50</b>      | IPIVR 5.0 7816 IBM Server SW,OS                      | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7816I-50-HAS</b>  | IPIVR 5.0 7816 IBM HA Active,Standby SW,2 OS,2 SQL2K | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7816I-50-HAS=</b> | IPIVR 5.0 7816 IBM HA Active,Standby SW,2 OS,2 SQL2K | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7816I-50=</b>     | IPIVR 5.0 7816 IBM Active,Standby SW,2 OS,2 SQL2K    | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7825H-50</b>      | IPIVR 5.0 7825 HP Server SW,OS                       | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7825H-50-HAS</b>  | IPIVR 5.0 7825 HP HA Active,Standby SW,2 OS,2 SQL2K  | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7825H-50-HAS=</b> | IPIVR 5.0 7825 HP HA Active,Standby SW,2 OS,2 SQL2K  | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7825H-50=</b>     | IPIVR 5.0 7825 HP Active,Standby SW,2 OS,2 SQL2K     | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7825I-50</b>      | IPIVR 5.0 7815 IBM Server SW,OS                      | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7825I-50-HAS</b>  | IPIVR 5.0 7825 IBM HA Active,Standby SW,2 OS,2 SQL2K | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7825I-50-HAS=</b> | IPIVR 5.0 7825 IBM HA Active,Standby SW,2 OS,2 SQL2K | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7825I-50=</b>     | IPIVR 5.0 7825 IBM Active,Standby SW,2 OS,2 SQL2K    | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7835H-50</b>      | IPIVR 5.0 7835 HP Server SW,OS                       | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7835H-50-HAS</b>  | IPIVR 5.0 7835 HP HA Active,Standby SW,2 OS,2 SQL2K  | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7835H-50-HAS=</b> | IPIVR 5.0 7835 HP HA Active,Standby SW,2 OS,2 SQL2K  | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7835H-50=</b>     | IPIVR 5.0 7835 HP Active,Standby SW,2 OS,2 SQL2K     | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7835I-50</b>      | IPIVR 5.0 7835 IBM Server SW,OS                      | See the Product Migration Options section below for detailed information on replacing this product. |  |

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| <b>IVR-7835I-50-HAS</b>  | IPIVR 5.0 7835 IBM HA Active,Standby SW,2 OS,2 SQL2K | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7835I-50-HAS=</b> | IPIVR 5.0 7835 IBM HA Active,Standby SW,2 OS,2 SQL2K | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7835I-50=</b>     | IPIVR 5.0 7835 IBM Active,Standby SW,2 OS,2 SQL2K    | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7845H-50</b>      | IPIVR 5.0 7845 HP Server SW,OS                       | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7845H-50-HAS</b>  | IPIVR 5.0 7845 HP HA Active,Standby SW,2 OS,2 SQL2K  | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7845H-50-HAS=</b> | IPIVR 5.0 7845 HP HA Active,Standby SW,2 OS,2 SQL2K  | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7845H-50=</b>     | IPIVR 5.0 7845 HP Active,Standby SW,2 OS,2 SQL2K     | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7845I-50</b>      | IPIVR 5.0 7845 IBM Server SW,OS                      | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7845I-50-HAS</b>  | IPIVR 5.0 7845 IBM HA Active,Standby SW,2 OS,2 SQL2K | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7845I-50-HAS=</b> | IPIVR 5.0 7845 IBM HA Active,Standby SW,2 OS,2 SQL2K | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-7845I-50=</b>     | IPIVR 5.0 7845 IBM Active,Standby SW,2 OS,2 SQL2K    | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-UPG-3031-50=</b>  | IPIVR 3.0,3.1 to 5.0 ESW+UCSS MajorUpgrade           | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-UPG-35-50=</b>    | IPIVR 3.5 to 5.0 ESW+UCSS Major Upgrade              | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-UPG-40-50=</b>    | IPIVR 4.0 to 5.0 ESW+UCSS Major Upgrade              | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-UPG-41-50=</b>    | IPIVR 4.1 to 5.0 ESW+UCSS Major Upgrade              | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-UPG-45-50=</b>    | IPIVR 4.5 to 5.0 ESW+UCSS Major Upgrade              | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-UPG-50-50=</b>    | IPIVR 5.0 to 5.0 ESW Maintenance Upgrade             | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-UPG-HA-40-50=</b> | IPIVR HA 4.0 HA to 5.0 HA ESW+UCSS Major Upgrade     | See the Product Migration Options section below for detailed information on replacing this product. |  |
| <b>IVR-UPG-HA-41-50=</b> | IPIVR HA 4.1 HA to 5.0 HA PRE ESW+UCSS Major Upgrade | See the Product Migration Options section below for detailed information on replacing this product. |  |

## Product Migration Options

Customers are encouraged to migrate to the Cisco Unified IP Interactive Voice Response 7.0. Information about this product can be found at:

<http://www.cisco.com/en/US/products/sw/custcosw/ps3651/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 Cisco Unified IP Interactive Voice Response 5.0 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.

### For More Information

For more information about the Cisco Unified IP Interactive Voice Response 7.0, visit <http://www.cisco.com/en/US/products/sw/custcosw/ps3651/index.html>, or contact your local account representative.

To request information about the Cisco Unified IP Interactive Voice Response 7.0, send an e-mail to [ipcc-express-pm@cisco.com](mailto:ipcc-express-pm@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](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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