

End-of-Sale and End-of-Life Announcement for the Cisco Unified IP Interactive Voice Response 7.0

EOL7264

Cisco announces the end-of-sale and end-of life dates for the Cisco Unified IP Interactive Voice Response 7.0. The last day to order the affected product(s) is April 22, 2011. 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 7.0

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.	October 22, 2010
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.	April 22, 2011
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.	July 21, 2011
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.	April 21, 2012
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.	April 21, 2012
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	July 18, 2013
Last Date of Support: App. SW	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.	April 30, 2014

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
IVR-70-7816H	IPIVR 7.0 Server Software for 7816H or exact HP equivalent	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7816H-HAS	IPIVR 7.0 HA Server SW for 7816H or exact HP equivalent	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7816H-HAS=	IPIVR 7.0 7816 HP HA Active,Standby SW,2 OS,2 SQL2K	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7816H=	IPIVR 7.0 Server SW for 7816H or exact HP equivalent, OS	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
IVR-70-7816I	IPIVR 7.0 Server Software for 7816I or exact IBM equivalent	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7816I-HAS	IPIVR 7.0 HA Server SW for 7816I or exact IBM equivalent	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7816I-HAS=	IPIVR 7.0 7816 IBM HA Active,Standby SW,2 OS,2 SQL2K	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7816I=	IPIVR 7.0 Server SW for 7816I or exact IBM equivalent, OS	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7825H	IPIVR 7.0 Server Software for 7825H or exact HP equivalent	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7825H-HAS	IPIVR 7.0 HA Server SW for 7825H or exact HP equivalent	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7825H-HAS=	IPIVR 7.0 7825 HP HA Active,Standby SW,2 OS,2 SQL2K	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7825H=	IPIVR 7.0 Server SW for 7825H or exact HP equivalent, OS	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7825I	IPIVR 7.0 Server Software for 7825I or exact IBM equivalent	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7825I-HAS	IPIVR 7.0 HA Server SW for 7825I or exact IBM equivalent	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7825I-HAS=	IPIVR 7.0 7825 IBM HA Active,Standby SW,2 OS,2 SQL2K	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7825I=	IPIVR 7.0 Server SW for 7825I or exact IBM equivalent, OS	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7835H	IPIVR 7.0 Server Software for 7835H or exact HP equivalent	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7835H-HAS	IPIVR 7.0 HA Server SW for 7835H or exact HP equivalent	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7835H-HAS=	IPIVR 7.0 7835 HP HA Active,Standby SW,2 OS,2 SQL2K	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7835H=	IPIVR 7.0 Server SW for 7835H or exact HP equivalent, OS	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
IVR-70-7835I	IPIVR 7.0 Server Software for 7835I or exact IBM equivalent	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7835I-HAS	IPIVR 7.0 HA Server SW for 7835I or exact IBM equivalent	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7835I-HAS=	IPIVR 7.0 7835 IBM HA Active,Standby SW,2 OS,2 SQL2K	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7835I=	IPIVR 7.0 Server SW for 7835I or exact IBM equivalent, OS	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7845H	IPIVR 7.0 Server Software for 7845H or exact HP equivalent	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7845H-HAS	IPIVR 7.0 HA Server SW for 7845H or exact HP equivalent	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7845H-HAS=	IPIVR 7.0 7845 HP HA Active,Standby SW,2 OS,2 SQL2K	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7845H=	IPIVR 7.0 Server SW for 7845H or exact HP equivalent, OS	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7845I	IPIVR 7.0 Server Software for 7845I or exact IBM equivalent	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7845I-HAS	IPIVR 7.0 HA Server SW for 7845I or exact IBM equivalent	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7845I-HAS=	IPIVR 7.0 7845 IBM HA Active,Standby SW,2 OS,2 SQL2K	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-7845I=	IPIVR 7.0 Server SW for 7845I or exact IBM equivalent, OS	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-NEW	IPIVR 7.0 New Server	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-NEW-BUNDLE	IPIVR 7.0 New Deployment	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-NEW-E-HAS	IPIVR 7.0 HA Dual Server, 5 Port Software	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-NEW-NOHAS	IPIVR 7.0 Server Non-HA Server, 5 Port Software	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
IVR-70-NFR=	IPIVR 7.0 NFR Kit: 5 Ports-NO ASR/TTS	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-PORT1-UPG	IPIVR 7.0 Port Upgrade, Qty 1	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-PORT10=	IPIVR 7.0 Port Qty 10	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-PORT1=	IPIVR 7.0 Port Qty 1	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-PORT25=	IPIVR 7.0 Port Qty 25	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-PORT50=	IPIVR 7.0 Port Qty 50	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-UPG	IPIVR 7.0 Upgrade Server	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-UPG-BUNDLE	IPIVR 7.0 Upgrade from previous version of IP-IVR Deployment	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-W03-W03-HAU	IPIVR 7.0 UPG 4.1, 5.x, 6.x HA to 7.0 HA; No OS included	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-W03-W03-U	IPIVR 7.0 UPG 4.1, 5.x, 6.x to 7.0; No OS included	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-W2K-W03-HAU	IPIVR 7.0 UPG 4.0 HA to 7.0 HA; Includes Qty 2 Win2003 OS	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-70-W2K-W03-U	IPIVR 7.0 UPG 3.x, 4.0, 4.5 to 7.0; Includes Win2003 OS	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-UPG-3031-70=	IPIVR 3.0,3.1 Option to 7.0 ESW+UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-UPG-35-70=	IPIVR 3.5 to 7.0 ESW+UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-UPG-40-70=	IPIVR 4.0 to 7.0 ESW+UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-UPG-41-70=	IPIVR 4.1 to 7.0 ESW+UCSS Major Upgrade	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
IVR-UPG-45-70=	IPIVR 4.5 to 7.0 ESW+UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-UPG-50-70=	IPIVR 5.0 to 7.0 ESW+UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-UPG-60-70=	IPIVR 6.0 to 7.0 ESW+UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-UPG-70-70=	IPIVR 6.0 to 7.0 ESW Maintenance Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-UPG-HA-40-70=	IPIVR HA 4.0 HA to 7.0 HA ESW+UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-UPG-HA-41-70=	IPIVR HA 4.1 HA to 7.0 HA ESW+UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-UPG-HA-50-70=	IPIVR HA 5.0 HA to 7.0 HA ESW+UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
IVR-UPG-HA-60-70=	IPIVR HA 6.0 HA to 7.0 HA 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 8.0 or later. 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 Program (TMP) to trade-in 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/pr11/incentive/tmp/index.html>.

Customers may be able to continue to purchase the Cisco Unified IP Interactive Voice Response 7.0 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.

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 Unified IP Interactive Voice Response 8.0 or later, visit <http://www.cisco.com/en/US/products/sw/custcosw/ps3651/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.

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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