

End-of-Sale and End-of-Life Announcement for the Cisco Service Control Software Releases 4.x.x

Published Date: April 2, 2015

Cisco announces the end-of-sale and end-of-life dates for the Cisco Service Control Software 4.x.x. The last day to order the affected product(s) is October 1, 2015. 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 Service Control Software 4.x.x

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.	April 2, 2015
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.	October 1, 2015
Last Ship Date: OS SW, 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.	December 30, 2015
End of SW Maintenance Releases Date: OS SW, 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.	September 30, 2016
End of Vulnerability/ Security Support: OS SW, App. SW	The last date that Cisco Engineering may release bug fixes for Vulnerability or Security issues for Release 4.x.x. After this date, bug fixes for Vulnerability or Security issues identified in Release 4.x.x may be provided through later supported software releases.	September 30, 2016
End of New Service Attachment Date: OS SW, 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.	September 30, 2016
End of Service Contract Renewal Date: OS SW, App. SW	The last date to extend or renew a service contract for the product.	December 27, 2017
Last Date of Support: OS SW, 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.	September 30, 2018

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
Cisco Service Control Operating System Software 4.x.x	The listed Cisco Service Control OS Software Release version is a representation of releases derived from Release 4.0.x., Release 4.1.x and Release 4.2.x All releases and rebuilds are included in this end-of-sale and end-of-life announcement.	Cisco Service Control OS Software 5.1.x.
Cisco Service Control Application for Broadband 4.x.x	The listed Cisco Service Control Application for Broadband Release version is a representation of releases derived from Release 4.0.x., Release 4.1.x and Release 4.2.x. All releases and rebuilds are included in this end-of-sale and end-of-life announcement.	Cisco Service Control Application for Broadband 5.1.x
Cisco Service Control Collection Manager 4.x.x	The listed Cisco Service Control Collection Manager Release version is a representation of releases derived from Release 4.0.x. Release 4.1.x and Release 4.2.x. All releases and rebuilds are included in this end-of-sale and end-of-life announcement.	Cisco Service Control Collection Manager 5.1.x.
Cisco Service Control Subscriber Manager 4.x.x.	The listed Cisco Service Control Subscriber Manager Release version is a representation of releases derived from Release 4.0.x. Release 4.1.x and Release 4.2.x. All releases and rebuilds are included in this end-of-sale and end-of-life announcement.	Cisco Service Control Subscriber Manager 5.1.x.
Insight 3.4.x, 4.0.x, 4.1.x and 4.2.x	The listed Cisco Insight Release version is a representation of releases derived from Release 3.4.x., 4.0.x, 4.1.x and 4.2.x All releases and rebuilds are included in this end-of-sale and end-of-life announcement.	Cisco Insight 5.1.x.

Product Migration Options

Customers are encouraged to migrate to the Cisco Service Control OS and Application software version 5.1.x. Customers cannot directly upgrade from 4.x.x to 5.1.x release. This will need to follow interim upgrade steps and so Customers are requested to refer upgrade document or contact your local account representative.

Please refer compatibility matrix providing compatibility information for various components of the Service Control Software solution.

For more information about the Cisco Service Control Software Compatibility matrix, visit

[Cisco Service Control Application for Broadband Download Guide, Release 5.1.x](#)

Or contact your local account representative

For More Information

For more information about the Cisco Service Control 5.1.X, visit

[Cisco Service Control Documentation, Release 5.1.x](#)

Or contact your local account representative

For more information about the Cisco Service Control Engine OS Software 5.1.x, visit

[Cisco Service Control Product Overview, SCE 8000, Release 5.1.x](#)

[Cisco SCE8000 GBE Installation and Configuration Guide](#)

[Cisco SCE8000 10GBE Installation and Configuration Guide](#)

Or contact your local account representative

For more information about the Cisco Service Control Application for Broadband 5.1.x, visit

[Cisco Service Control Application for Broadband User Guide, Release 5.1.x](#)

Or contact your local account representative.

For more information about the Cisco Service Control Collection Manager 5.1.x, visit

[Cisco Collection Manager User Guide, Release 5.1.x](#)

Or contact your local account representative

For more information about the Cisco Service Control Subscriber Manager 5.1.x, visit

[Cisco Subscriber Manager User Guide, Release 5.1.x](#)

Or contact your local account representative

For more information about the Cisco Insight Reporter

[Cisco Insight Version 5.1.0 User Guide](#)

[Cisco Insight Version 5.1.0 Install Guide](#)

[Cisco Insight Version 5.1.0 Release Notes](#)

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/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>

If you require further assistance, or if you have any further questions regarding this field notice, please contact the Cisco Systems Technical Assistance Center (TAC) by one of the following methods:

- [Open a service request on Cisco.com](#)
- [By email](#)
- [By telephone](#)



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)