

End-of-Sale and End-of-Life Announcement for the Cisco MCS 7828 I3 and H3 Media Convergence Servers with Unified Communications Manager

EOL6822

Cisco announces the end-of-sale and end-of life dates for the Cisco MCS 7828 I3 and H3 Media Convergence Servers with Unified Communications Manager. The last day to order the affected product(s) is January 4, 2010. 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 MCS I3 and H3 Media Convergence Servers with Unified Communications Manager

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.	July 6, 2009
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.	January 4, 2010
Last Ship Date: HW	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	April 4, 2010
End of Routine Failure Analysis Date: HW	The last-possible date a routine failure analysis may be performed to determine the cause of product failure or defect.	January 4, 2011
End of New Service Attachment Date: HW	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.	January 4, 2011
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	April 1, 2014
Last Date of Support: HW	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.	January 3, 2015

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
MCS7828H3-K9-BE	Unified CM BE, 7828-H3 appliance, 50 seats	There is currently no replacement product available for this product.	
MCS7828H3-K9-BE7	Unified CM BE 7.X, 7828-H3 appliance, 50 seats	MCS7828I4-K9-BE7	Unified CM BE 7.X, 7828-I4 appliance, 50 seats
MCS7828H3-K9-WL	CUCMBE 7828-H3 appliance, CUWL BE 50 Users	MCS7828I4-K9-WL	CUCMBE, 7828-I4 appliance, CUWL BE 50 Users
MCS7828I3-K9-BE	Unified CM BE, 7828-I3 appliance, 50 seats	There is currently no replacement product available for this product.	

MCS7828I3-K9-BE7	Unified CM BE 7.X, 7828-I3 appliance, 50 seats	MCS7828I4-K9-BE7	Unified CM BE 7.X, 7828-I4 appliance, 50 seats
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Product Migration Options

Customers are encouraged to migrate to the Cisco MCS 7828-I4 Unified Communications Manager Business Edition Appliance. Information about this product can be found at: <http://www.cisco.com/en/US/products/hw/voiceapp/ps378>.

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 MCS I3 and H3 Media Convergence Servers with Unified Communications Manager 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, visit:

http://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html.

For More Information

For more information about the Cisco MCS 7828-I4 Unified Communications Manager Business Edition Appliance, visit <http://www.cisco.com/en/US/products/hw/voiceapp/ps378>, or contact your local account representative.

To request information about the Cisco MCS 7828-I4 Unified Communications Manager Business Edition Appliance, send an e-mail to ucmanager-pm-team@cisco.com.

For more information about the Cisco End-of-Life Policy, visit:

http://www.cisco.com/en/US/products/prod_end_of_life.html.

To subscribe to receive end-of-life/end-of-sale information, visit:

<http://www.cisco.com/cisco/support/notifications.html>.

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