



End-of-Sale and End-of-Life Announcement for the Selected Bare Metal and Appliances for Cisco MCS 7816, 7825, 7835, and 7845 for Contact Center

EOL8828 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Selected Bare Metal and Appliances for Cisco MCS 7816, 7825, 7835, and 7845 for Contact Center. The last day to order the affected product(s) is March 29, 2013. 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 under the terms and conditions of customers' service contract.

Table 1. End-of-Life Milestones and Dates for the Selected Bare Metal and Appliances for Cisco MCS 7816, 7825, 7835, and 7845 for Contact Center

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.	September 28, 2012
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.	March 29, 2013
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.	June 27, 2013
End of Routine Failure Analysis Date: HW	The last-possible date a routine failure analysis may be performed to determine the cause of hardware product failure or defect.	March 29, 2014
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.	March 29, 2014
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	June 24, 2017
Last Date of Support: HW	The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions. After this date, all support services for the product are unavailable, and the product becomes obsolete.	March 31, 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	Replacement Product Description	Additional Information
MCS-7816-I5-CCX1	HW Only 7816-I5 1x 2.4GHz X3430 CPU, 4GB RAM, 1x250 HDD	MCS-7816-I5-IPC1	Bare Metal MCS 7816-I5 server 1xX3430, 4GB RAM and 1x250GB	-
MCS-7825-I5-CCE1	HW Only 7825-I5 1x 2.4GHz X3430 CPU, 4GB RAM, 2x250 HDD	MCS-7825-I5-IPC1	Bare Metal MCS 7825-I5 server 1xX3430, 4GB RAM and 2x250GB	-
MCS-7825-I5-CCX1	HW Only 7825-I5 1x 2.4GHz X3430 CPU, 4GB RAM, 2x250 HDD	MCS-7825-I5-IPC1	Bare Metal MCS 7825-I5 server 1xX3430, 4GB RAM and 2x250GB	-
MCS-7845-I3-CCE2	HW Only MCS-7845-I3 2x5540or5630 CPU, 8GB RAM, 4x300 SAS HDD	See Product Migration Options section for details.	MCS Equivalent (equal or better)	-
MCS7816I5-K9-CXA1	CCX 8.5 7816-I5 Appliance 1x X3430 CPU, 4GB RAM, 1x250 HDD	See Product Migration Options section for details.	Use the bare metal MCS-7816-I5-IPC1	-
MCS7825I5-K9-CXA1	CCX 8.5 7825-I5 Appliance 1x X3430 CPU, 4GB RAM, 2x250 HDD	See Product Migration Options section for details.	Use the bare metal MCS-7825-I5-IPC1	-
MCS7835I3-K9-CXA1	CCX 8.0 7835-I3 Appliance 1x5504 CPU, 4GB RAM, 2x146 HDD	See Product Migration Options section for details.	Use the bare metal MCS-7835-I3-IPC2	-
MCS7835I3-K9-CXB1	CCX 8.5 7835-I3 Appliance 1x5504 CPU, 4GB RAM, 2x300 HDD	See Product Migration Options section for details.	Use the bare metal MCS-7835-I3-IPC2	-
MCS7845I3-K9-CXA1	CCX 8.0 7845-I3 Appliance 1x5540or5630 CPU,6GB RAM, 4x146HDD	See Product Migration Options section for details.	Use the bare metal MCS-7845-I3-IPC2	-
MCS7845I3-K9-CXB1	CCX 8.5 7845-I3 Appliance 1x5540or5630 CPU,6GB RAM, 4x300HDD	See Product Migration Options section for details.	Use the bare metal MCS-7845-I3-IPC2	-

Product Migration Options

Customers are encouraged to migrate to the current Cisco Media Convergence Server (MCS) models or the MCS equivalent. Information about this product can be found at:

http://www.cisco.com/en/US/products/hw/voiceapp/ps378/products_data_sheets_list.html and http://www.cisco.com/en/US/products/hw/voiceapp/ps378/product_solution_overview_list.html.

Customers may be able to use the Cisco Technology Migration Program (TMP) where applicable to trade-in eligible 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/incentives_and_promotions/tmp.html.

Customers may be able to continue to purchase the Selected Bare Metal and Appliances for Cisco MCS 7816, 7825, 7835, and 7845 for Contact Center 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 Media Convergence Servers, visit

http://www.cisco.com/en/US/products/hw/voiceapp/ps378/products_data_sheets_list.html, or contact your local account representative.

To request information about the Cisco Media Convergence Servers, send an e-mail to mcs-pm-team@cisco.com.

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.

For more information about the Cisco Product Warranties, go to:

http://www.cisco.com/en/US/products/prod_warranties_listing.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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