

End-of-Sale and End-of-Life Announcement for the Cisco Unified Department Attendant Console Versions 1.1, 2.0, 3.1, and 8.0

EOL7432

Cisco announces the end-of-sale and end-of-life dates for the Cisco® Unified Department Attendant Console Versions 1.1, 2.0, 3.1, and 8.0. The last day to order the affected product(s) is August 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.

IMPORTANT: Please note that the Cisco Unified Department Attendant Console (product number CUD-ATT-CON) is still orderable in the Cisco ordering tool. This end-of-sale and end-of-life announcement is meant only to communicate the discontinuation of older versions of the product - not the product as a whole.

Table 1. End-of-Life Milestones and Dates for the Cisco Unified Department Attendant Console Versions 1.1, 2.0, 3.1, and 8.0

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.	February 21, 2011
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.	August 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.	November 20, 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.	August 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.	August 21, 2012
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	November 17, 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.	August 31, 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
SOFTWARE	Base Server Software	See the Product Migration Options section below for detailed information on replacing this product.		

Product Migration Options

Customers are encouraged to migrate to Cisco Unified Department Attendant Console Version 8.5. Information about this product can be found at:

http://www.cisco.com/en/US/prod/collateral/voicesw/ps6789/ps7046/ps7282/product_bulletin_c25-646659.html.

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 Department Attendant Console Version 8.5, visit

http://www.cisco.com/en/US/prod/collateral/voicesw/ps6789/ps7046/ps7282/product_bulletin_c25-646659.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>.

Subscribe for RSS Notifications for End-of-Life and End-of-Sale Notices

To subscribe to the End-of-Life and End-of-Sale RSS Feed, insert the following URL into your RSS application:

http://www.cisco.com/web/feeds/products/end_of_life_rss.xml.

Any authorized translation issued by Cisco Systems or affiliates of this end-of-life Product Bulletin is intended to help customers understand the content described in the English version. This translation is the result of a commercially reasonable effort; however, if there are discrepancies between the English version and the translated document, please refer to the English version, which is considered authoritative.



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 of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at 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. (1005R)