

## End of Sale and End of Life for ICM Enterprise/Hosted and IPCC Enterprise/Hosted Release 5.0

EOL2526 - Amended

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Cisco announces the end-of-sale and end-of life dates for the Cisco® Customer Contact Software Releases (see the bulleted list below and Tables 1-3, 5). The related end-of-sale and end-of-life events and product part numbers affected are provided in Tables 1-5. Customers with active service contracts will continue to receive support from the Cisco Technical Assistance Center (TAC) until the Last Date of Support for the affected products. Affected products include:

- Cisco ICM Enterprise/ ICM Hosted / IPCC Enterprise—5.0 (Table 1)
- Cisco CTI Desktop (Geo DCS) All Releases (Table 2)
- Cisco CTI Driver for Siebel 6 and 7.0.X—All Releases (Table 2)
- Cisco CTI JavaClient All Releases (Table 2)
- Cisco CTI OS 4.7 (Table 2)
- Cisco Agent Desktop (Hosted and Enterprise only) (Table 2)
- Cisco E-Mail Manager Option 5.0 (Table 3)
- Cisco Web Collaboration Option 5.0 (Table 3)
- Cisco Media Blender, 5.0 (Table 3)
- Cisco Collaboration Server Dynamic Content Adapter (DCA) 2.01 (Table 3)

End of Sale, End of Software Maintenance, and Last Date of Support information for ICM 4.6.1 and earlier ICM releases has been previously announced. Please see [http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1001/prod\\_eol\\_notices\\_list.html](http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1001/prod_eol_notices_list.html) for more details about end of life schedules for these earlier ICM releases.

**Table 1.** Cisco ICM Enterprise, ICM Hosted, and IPCC Enterprise

End-of-Sale Product Part Number	End of Sale Date	End of Software Maintenance Release	End of New Service Attachment Date	End of Service Contract Renewal Date	Last Date of Support
<b>ICM Enterprise/ ICM Hosted / IPCC Enterprise-5.0</b>	May 31, 2005 (New system sales)	February 28, 2006	February 28, 2006	February 28, 2007	February 28, 2008
	November 30, 2005 (As of this date users can no longer purchase any ICM software components for this version)	February 28, 2006	February 28, 2006	February 28, 2007	February 28, 2008

**Table 2.** Cisco CTI, Cisco CTI OS, and Cisco Agent Desktop

End-of-Sale Product Part Number	End of Sale Date	End of Software Maintenance Release	End of New Service Attachment Date	End of Service Contract Renewal Date	Last Date of Support
<b>Cisco CTI Desktop (Geo DCS) All Pre-4.7 Releases including 4.6.X, 4.5.X, 4.1.X</b>	November 30, 2004	November 30, 2005	November 30, 2005	November 30, 2006	November 30, 2007
<b>Cisco CTI Desktop (Geo DCS) 4.7</b>	November 30, 2005	November 30, 2006	November 30, 2006	November 30, 2007	November 30, 2008
<b>Cisco CTI Driver for Siebel 6.X</b>	July 31, 2004	January 31, 2005	July 31, 2005	July 31, 2006	July 31, 2007
<b>Cisco CTI Driver for Siebel 7.0.X</b>	February 28, 2005	August 31, 2005	February 28, 2006	February 28, 2007	February 28, 2008
<b>Cisco CTI JavaClient All Releases</b>	July 31, 2004	January 31, 2005	July 31, 2005	July 31, 2007	July 31, 2008
<b>Cisco CTI-OS 4.7</b>	September 30, 2005	March 31, 2006	October 31, 2006	October 31, 2007	October 31, 2008
<b>Cisco Agent Desktop 4.6 (Hosted and Enterprise only)</b>	October 31, 2004	February 28, 2006	February 28, 2006	February 28, 2007	February 28, 2008

**Table 3.** Cisco CTI, Cisco CTI OS, and Cisco Agent Desktop

End-of-Sale Product Part Number	End of Sale Date	End of Software Maintenance Release	End of New Service Attachment Date	End of Service Contract Renewal Date	Last Date of Support
<b>Cisco E-Mail Manager 5.0.X</b>	December 31, 2006	December 31, 2007	December 31, 2007	June 30, 2009	December 31, 2009
<b>Cisco Web Collaboration 5.0.X</b>	December 31, 2006	December 31, 2007	December 31, 2007	June 30, 2009	December 31, 2009
<b>Cisco Media Blender 5.0</b>	December 31, 2006	December 31, 2007	December 31, 2007	June 30, 2009	December 31, 2009
<b>Dynamic Content Adapter 2.0.1</b>	December 31, 2006	December 31, 2007	December 31, 2007	June 30, 2009	December 31, 2009

**Table 4.** End-of-Life Milestones and Definitions

Milestone	Definition
<b>End-of-sale date</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.
<b>End of software maintenance releases date</b>	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.
<b>End of new service attachment date</b>	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.
<b>End of service contract renewal date</b>	The last date to extend or renew a service contract for the product. The extension or renewal period cannot extend beyond the last date of support.
<b>Last date of support</b>	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.

**Table 5.** Product Part Numbers Affected by this Announcement \*

End-of-Sale Product Part Number	Product Part Number Description
<b>ICM-MEDIAKIT-500</b>	ICM Server Media version 5.0.0
<b>IPC-MEDIAKIT-50</b>	IPCC Media Kit For ICM 5.0
<b>IPC-MEDIAKIT-50=</b>	IPCC Media Kit For ICM 5.0
<b>NAM-ASVMED-500</b>	Advanced Services Software version 5.0 SP0
<b>NAM-HIPCC-MED-500</b>	NAM Hosted Multi-Tenant IPCC Software version 5.0.0
<b>NAM-NPSMED-500</b>	NAM Non-Production Suite software version 5.0.0
<b>NAM-SVRMED-500</b>	NAM Software version 5.0 SP0

\* Added this table on July 6, 2004

## Product Migration Options

Cisco recommends that customers upgrade to the latest supported version of Cisco ICM software.

Before upgrading, customers should assess the requirements of the new release, which may require upgraded hardware (memory and CPU) and/or new versions of third-party software, including operating systems and databases.

Customers with current Software Application Support plus Upgrades/Partner Software Application Support plus Upgrades (SASU/PSAU) service contracts may order upgrade software media at: <https://www.cisco.com/cgi-bin/Software/FormManager/formgenerator.pl?pid=421&fid=861>.

Additionally, Cisco Advanced Services offers a service to perform a pre-upgrade assessment as well as assistance with the Cisco ICM upgrade process. To contact the Cisco ICM Upgrades Group, send an e-mail message to [icmupgrades@cisco.com](mailto:icmupgrades@cisco.com).

For more information about Cisco products, please contact your Cisco account manager and/or Cisco Channel Partner.

For more information about the Cisco End-of-Life Policy, go to: [http://www.cisco.com/en/US/partner/products/prod\\_end\\_of\\_life.html](http://www.cisco.com/en/US/partner/products/prod_end_of_life.html).

To subscribe to receive EOL/EOS information please go to: <http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice>.



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