

## End-of-Sale and End-of-Life Announcement for the Cisco E-Mail Manager

EOL9890

Cisco announces the end-of-sale and end-of-life dates for the Cisco E-Mail Manager. The last day to order the affected product(s) is March 29, 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 under the terms and conditions of customers' service contract.

**Table 1.** End-of-Life Milestones and Dates for the Cisco E-Mail Manager

Milestone	Definition	Date
<b>End-of-Life Announcement Date</b>	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, 2014
<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.	March 29, 2015
<b>Last Ship Date: App. SW</b>	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, 2015
<b>End of SW Maintenance Releases Date: App. SW</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.	March 28, 2016
<b>End of New Service Attachment Date: App. SW</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.	March 28, 2016
<b>End of Service Contract Renewal Date: App. SW</b>	The last date to extend or renew a service contract for the product.	June 24, 2017
<b>Last Date of Support: App. SW</b>	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
CCS-CCS-ADV-T1-L	Complex Agent, Minimum 1
CCS-CCS-ADV-T100-L	Complex Agent, Minimum 100
CCS-CCS-CHT-T1-L	Text Chat Agent, Minimum 1
CCS-CCS-CHT-T100-L	Text Chat Agent, Minimum 100
CCS-CMBAGT-T1-L	Media Blender Agent, Minimum 1
CCS-CMBAGT-T400-L	Media Blender Agent, Minimum 400
CEM-AGT	CEM Agent License
CEM-AGT-CH5	CEM 5 Agent Channel Bundle
CEM-AGT-LC	CEM Agent License Certificate
CEM-AGT-T1-L	CEM Agent License Tier 1-99 Seats
CEM-AGT-T100-L	CEM Agent License Tier 100-399 Seats
CEM-LLR	CEM Advanced Rules Editor License
CEM-MT	CEM MailTrack Agent License
CEM-SVR	CEM Server
CEM-SVR-W-NPS	CEM Server for Non-Production Suite
CEM-SVRAGT-CH5-W	CEM Server and 5 Agent Channel Bundle

## Product Migration Options

There is no replacement available for the Cisco E-Mail Manager at this time.

Customers are encouraged to migrate to the Cisco Unified E-Mail Interaction Manager. Information about this product can be found at: <http://www.cisco.com/c/en/us/products/customer-collaboration/unified-email-interaction-manager/index.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](http://www.cisco.com/web/partners/incentives_and_promotions/tmp.html).

Customers may be able to continue to purchase Cisco E-Mail 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, go to: [http://www.cisco.com/web/about/ac227/ac228/ac231/about\\_cisco\\_takeback\\_recycling.html](http://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html).

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## For More Information

For more information about the Cisco Unified E-Mail Interaction Manager, visit <http://www.cisco.com/go/cc>, 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](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](http://www.cisco.com/en/US/products/prod_warranties_listing.html).

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