



Addendum to End-of-Sale and End-of-Life Announcement for Cisco Customer Contact Software Releases

Addendum Date	July 6, 2004
Effective Date	April 2, 2003
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Original Bulletin information	2479

Cisco Systems® announces the end of sale and end of life of specific Cisco® Customer Contact Software Releases – see list in Table 1. The related End of Sale and End of Life events and product part numbers affected are provided in Table 1. Customers will continue to receive support from the Cisco Technical Assistance Center (TAC) as shown in table 2 below which describes the end-of-life milestones, definitions, and dates.

- Cisco Intelligent Contact Manager (ICM) / Network Analysis Module (NAM) / IP Contact Center (IPCC)—Version 4.1 and all Service Packs in this Release (#1–5)
- Cisco ICM / NAM / IPCC—Version 4.5 and all Service Packs in this Release (#1)
- Cisco ICM / NAM / IPCC—Version 4.6 Service Pack #1

Customers are encouraged to migrate to the Cisco ICM 5.0, which provides key product updates and multimedia support. Information about this product can be found at: <http://www.cisco.com/en/US/products/sw/custcosw/ps1001/index.html>. The Product Migration Options Section provides relevant information for migrating from the Cisco ICM 4.6.1 and earlier versions to Cisco ICM 5.0.

Table 1:

Product Part Numbers and Dates for the products affected by this announcement

End-of-Sale Product Part Number	End of Sale Date	End of SW Maintenance Release	Last Date of Support
Cisco ICM / NAM—Version 2.0.x	June 1, 2003	June 28, 2002	February 28, 2003
Cisco ICM / NAM—Version 2.5.x	June 1, 2003	June 28, 2002	February 28, 2003
Cisco ICM / NAM—Version 3.0.x	June 1, 2003	February 28, 2003	February 28, 2004
Cisco ICM / NAM—Version 4.0.x	June 1, 2003	February 28, 2003	February 28, 2004
Cisco ICM / NAM / IPCC—Version 4.1.x	June 1, 2003	February 28, 2004	February 28, 2005
Cisco ICM / NAM / IPCC—Version 4.5.x	December 1, 2003	July 15, 2004	July 15, 2005
Cisco ICM / NAM / IPCC—Version 4.6.1	December 1, 2003	July 15, 2004	July 15, 2005



Table 2:

End-of-Life Milestones and Definitions

Milestone	Definition
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.
End of software maintenance releases date	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.
Last date of support	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 3:

Product Part Numbers Affected by this Announcement *

End-of-Sale Product Part Number	Product Part Number Description
ICS-20000-304	ICM Server V3.0 SP4
ICS-20300-N-304	Enterprise NPS NT V3.0 SP4
ICS-20300-NR-304	ICM Channel NPS V3.0 SP4
ICS-20300-S-304	Enterprise NPS Solaris V3.0 SP4
ICS-22000-304	ACD PG Generic V3.0 SP4
ICS-22010-304	IVR PG V3.0 SP4
ICS-22020-304	ACD PG - Alcatel 4400 V3.0 SP4
ICS-22021-304	ACD PG - Aspect Call Center V3.0 SP4
ICS-22022-304	ACD PG - Avaya Definity (ECS-CMS) G3 V3.0 SP4
ICS-22023-304	ACD PG - Avaya Definity (ECS) G3 V3.0 SP4
ICS-22024-304	ACD PG - Ericsson ACP1000 V3.0 SP4
ICS-22025-304	ACD PG - Ericsson MD110 V3.0 SP4
ICS-22026-304	ACD PG - NEC NEAX 2400/7400 V3.0 SP4
ICS-22027-304	ACD PG - Nortel DMS-100 V3.0 SP4
ICS-22028-304	ACD PG - Nortel SL-100 V3.0 SP4
ICS-22029-304	ACD PG - Nortel Meridian 1 V3.0 SP4
ICS-22030-304	ACD PG - Nortel Symposium V3.0 SP4
ICS-22031-304	ACD PG - Rockwell Galaxy V3.0 SP4
ICS-22032-304	ACD PG - Rockwell Spectrum V3.0 SP4
ICS-22033-304	ACD PG - Siemens HiCom 300E North America V3.0 SP4
ICS-22034-304	ACD PG - Siemens HiCom 300E Euro/International V3.0 SP4
ICS-22035-304	ACD PG - Siemens Rolm 9751 CBX V3.0 SP4
ICS-23000-304	System Manager AW - Full V3.0 SP4
ICS-23001-304	System Manager AW - Client V3.0 SP4
ICS-23002-304	Supervisor AW - Client V3.0 SP4
ICS-23010-304	Web View Server V3.0 SP4
ICS-10000-304	NAMM Server V3.0 SP4
ICS-10300-N-304	Service Provider Non Production Suite NT V3.0 SP4



ICS-10300-NR-304	NAM Channel Non Production Suite V3.0 SP4
ICS-10300-S-304	Service Provider Non Production Suite Solaris V3.0 SP4
ICS-12000-304	Advanced Services ICM Server V3.0 SP4
ICS-13000-304	Multi-customer WebView Server V3.0 SP4
ICS-14000-304	Remote Monitoring Suite - Server V3.0 SP4
ICS-14200-N304	Grid V3.0 SP4
ICS-10000-401	NAM Server V4.0 SP1
ICS-10000-402	NAM Server V4.0 SP2
ICS-10000-403	NAM Server V4.0 SP3
ICS-10300-N-401	Service Provider Non Production Suite NT V4.0 SP1
ICS-10300-N-402	Service Provider Non Production Suite NT V4.0 SP2
ICS-10300-N-403	Service Provider Non Production Suite NT V4.0 SP3
ICS-10300-NR-401	NAM Channel Non-Production Suite V4.0 SP1
ICS-10300-NR-402	NAM Channel Non-Production Suite V4.0 SP2
ICS-10300-NR-403	NAM Channel Non-Production Suite V4.0 SP3
ICS-10300-S-401	Service Provider Non-Production Suite Solaris V4.0 SP1
ICS-10300-S-402	Service Provider Non-Production Suite Solaris V4.0 SP2
ICS-10300-S-403	Service Provider Non-Production Suite Solaris V4.0 SP3
ICS-12000-401	Advanced Services ICM Server V4.0 SP1
ICS-12000-402	Advanced Services ICM Server V4.0 SP2
ICS-12000-403	Advanced Services ICM Server V4.0 SP3
ICS-13000-401	Multi-customer WebView Server V4.0 SP1
ICS-13000-402	Multi-customer WebView Server V4.0 SP2
ICS-13000-403	Multi-customer WebView Server V4.0 SP3
ICS-14000-N401	Remote Monitoring Suite - Server V4.0 SP1
ICS-14000-N402	Remote Monitoring Suite - Server V4.0 SP2
ICS-14000-N403	Remote Monitoring Suite - Server V4.0 SP3
ICS-14200-N401	Grid V4.0 SP1
ICS-14200-N402	Grid V4.0 SP2
ICS-14200-N403	Grid V4.0 SP3
ICS-20000-401	ICM Server V4.0 SP1
ICS-20000-402	ICM Server V4.0 SP2
ICS-20000-403	ICM Server V4.0 SP3
ICS-20300-N-401	Enterprise Non-production Suite NT V4.0 SP1
ICS-20300-N-402	Enterprise Non-production Suite NT V4.0 SP2
ICS-20300-N-403	Enterprise Non-production Suite NT V4.0 SP3
ICS-20300-NR-401	ICM Channel Non-production Suite NT V4.0 SP1
ICS-20300-NR-402	ICM Channel Non-production Suite NT V4.0 SP2
ICS-20300-NR-403	ICM Channel Non-production Suite NT V4.0 SP3
ICS-20300-S-401	Enterprise Non-production Suite Solaris V4.0 SP1
ICS-20300-S-402	Enterprise Non-production Suite Solaris V4.0 SP2



ICS-20300-S-403	Enterprise Non-production Suite Solaris V4.0 SP3
ICS-22000-401	ACD PG - Generic V4.0 SP1
ICS-22000-402	ACD PG - Generic V4.0 SP2
ICS-22000-403	ACD PG - Generic V4.0 SP3
ICS-22010-401	IVR PG V4.0 SP1
ICS-22010-402	IVR PG V4.0 SP2
ICS-22010-403	IVR PG V4.0 SP3
ICS-22020-401	ACD PG - Alcatel 4400 V4.0 SP1
ICS-22020-402	ACD PG - Alcatel 4400 V4.0 SP2
ICS-22020-403	ACD PG - Alcatel 4400 V4.0 SP3
ICS-22021-401	ACD PG - Aspect Call Center V4.0 SP1
ICS-22021-402	ACD PG - Aspect Call Center V4.0 SP2
ICS-22021-403	ACD PG - Aspect Call Center V4.0 SP3
ICS-22022-401	ACD PG - Avaya Definity (ECS CMS) G3 V4.0 SP1
ICS-22022-402	ACD PG - Avaya Definity (ECS CMS) G3 V4.0 SP2
ICS-22022-403	ACD PG - Avaya Definity (ECS CMS) G3 V4.0 SP3
ICS-22023-401	ACD PG - Avaya Definity (ECS) G3 V4.0 SP1
ICS-22023-402	ACD PG - Avaya Definity (ECS) G3 V4.0 SP2
ICS-22023-403	ACD PG - Avaya Definity (ECS) G3 V4.0 SP3
ICS-22024-401	ACD PG -Ericsson ACP1000 V4.0 SP1
ICS-22024-402	ACD PG -Ericsson ACP1000 V4.0 SP2
ICS-22024-403	ACD PG -Ericsson ACP1000 V4.0 SP3
ICS-22025-401	ACD PG -Ericsson MD110 V4.0 SP1
ICS-22025-402	ACD PG -Ericsson MD110 V4.0 SP2
ICS-22025-403	ACD PG -Ericsson MD110 V4.0 SP3
ICS-22026-401	ACD PG - NEC NEAX 2400/7400 V4.0 SP1
ICS-22026-402	ACD PG - NEC NEAX 2400/7400 V4.0 SP2
ICS-22026-403	ACD PG - NEC NEAX 2400/7400 V4.0 SP3
ICS-22027-401	ACD PG - Nortel DMS-100 V4.0 SP1
ICS-22027-402	ACD PG - Nortel DMS-100 V4.0 SP2
ICS-22027-403	ACD PG - Nortel DMS-100 V4.0 SP3
ICS-22028-401	ACD PG - Nortel SL-100 V4.0 SP1
ICS-22028-402	ACD PG - Nortel SL-100 V4.0 SP2
ICS-22028-403	ACD PG - Nortel SL-100 V4.0 SP3
ICS-22029-401	ACD PG - Nortel Meridian 1 V4.0 SP1
ICS-22029-402	ACD PG - Nortel Meridian 1 V4.0 SP2
ICS-22029-403	ACD PG - Nortel Meridian 1 V4.0 SP3
ICS-22030-401	ACD PG - Nortel Symposium V4.0 SP1
ICS-22030-402	ACD PG - Nortel Symposium V4.0 SP2
ICS-22030-403	ACD PG - Nortel Symposium V4.0 SP3
ICS-22031-401	ACD PG - Rockwell Galaxy V4.0 SP1



ICS-22031-402	ACD PG - Rockwell Galaxy V4.0 SP2
ICS-22031-403	ACD PG - Rockwell Galaxy V4.0 SP3
ICS-22032-401	ACD PG - Rockwell Spectrum V4.0 SP1
ICS-22032-402	ACD PG - Rockwell Spectrum V4.0 SP2
ICS-22032-403	ACD PG - Rockwell Spectrum V4.0 SP3
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ICS-22033-402	ACD PG - Siemens HiCom 300E North America V4.0 SP2
ICS-22033-403	ACD PG - Siemens HiCom 300E North America V4.0 SP3
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ICS-22034-402	ACD PG - Siemens HiCom 300E Euro/International V4.0 SP2
ICS-22034-403	ACD PG - Siemens HiCom 300E Euro/International V4.0 SP3
ICS-22035-401	ACD PG - Siemens Rolm 9751 CBX V4.0 SP1
ICS-22035-402	ACD PG - Siemens Rolm 9751 CBX V4.0 SP2
ICS-22035-403	ACD PG - Siemens Rolm 9751 CBX V4.0 SP3
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ICS-23000-402	System Manager AW - Full V4.0 SP2
ICS-23000-403	System Manager AW - Full V4.0 SP3
ICS-23001-401	System Manager AW - Client V4.0 SP1
ICS-23001-402	System Manager AW - Client V4.0 SP2
ICS-23001-403	System Manager AW - Client V4.0 SP3
ICS-23002-401	Supervisor AW - Client V4.0 SP1
ICS-23002-402	Supervisor AW - Client V4.0 SP2
ICS-23002-403	Supervisor AW - Client V4.0 SP3
ICS-23010-401	Web View Server V4.0 SP1
ICS-23010-402	Web View Server V4.0 SP2
ICS-23010-403	Web View Server V4.0 SP3

* Added this table on June 30, 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.

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/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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