



## End-of-Sale and End-of-Life Announcement for the Cisco ICMH and HCS Legacy Products

EOL12163 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco ICMH and HCS Legacy Products. The last day to order the affected product(s) is May 9, 2018. 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 ICMH and HCS Legacy Products

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.	November 8, 2017
<b>End-of-Sale Date: App SW</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	May 9, 2018
<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.	August 7, 2018
<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.	May 9, 2019
<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.	May 9, 2019
<b>End of Service Contract Renewal Date: App SW</b>	The last date to extend or renew a service contract for the product.	August 4, 2020
<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.	May 31, 2021

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
HCS-CC-IVR-RPT-SVR	HCS-CC IVR Report Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CC-IVR-RYLT	HCS-CC IVR PORT ROYALTY	There is currently no replacement product available for this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
HCS-CC-MEDIA-10	HCS-CC Contact Center 10.0 Media Set	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CC-MEDIA-90	HCS-CC Contact Center Media Set	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CC-MEDIA-92	HCS-CC Contact Center 9.2 Media Set	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CC-PUT-10	HCS-CC Upgrade Contact Center 10.0 Media Set	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CC-PUT-100=	HCS-CC Upgrade Contact Center 10.0 Upgrade Media Set	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CC-PUT-105=	HCS-CC Upgrade Contact Center 10.5 Upgrade Media Set	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CC-PUT-11	HCS-CC Upgrade Contact Center 11.0 Upgrade Media Set	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CC-PUT-115	HCS-CC Upgrade Contact Center 115 Upgrade Media Set	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CC-PUT-115=	HCS-CC Upgrade Contact Center 115 Upgrade Media Set	There is currently no replacement product available for this product.	-	-
HCS-CC-PUT-90	HCS-CC Contact Center Media Set	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CC-PUT-92	HCS-CC Upgrade Contact Center 9.2 Media Set	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HOSTED-BUNDLE	ICM-IPCC Hosted Bundle	There is currently no replacement product available for this product.	-	-
HOSTED-MEDIAKIT	Hosted Media Kit	There is currently no replacement product available for this product.	-	-
ICMH-ADV1CPS-LC=	ICM HOSTED ADVANCED SERVICES THROUGHPUT LICENSE CERTIFICATE	There is currently no replacement product available for this product.	-	-
ICMH-ASTDGT-T3-L	ICM HOSTED STANDARD AGENT - TIER 3	There is currently no replacement product available for this product.	-	-
ICMH-BLINDXFER=	ICM HOSTED BLIND TRANSFER	There is currently no replacement product available for this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
ICMH-IVRPRT-LC	ICM HOSTED THIRD PARTY IVR LICENSES		There is currently no replacement product available for this product.	-
ICMH-IVRPRT-T3-L	ICM HOSTED THIRD PARTY IVR PORT - TIER 3		There is currently no replacement product available for this product.	-
ICMH-IVRPRT-T4-L	ICM HOSTED THIRD PARTY IVR PORT - TIER 4		There is currently no replacement product available for this product.	-
ICMH-IVRPRT-T5-L	ICM HOSTED THIRD PARTY IVR PORT - TIER 5		There is currently no replacement product available for this product.	-
ICMH-NAM1CPS-L	ICM HOSTED NAM THROUGHPUT 1 CALL PER SECOND		There is currently no replacement product available for this product.	-
ICMH-NAMSERVER	ICM Hosted NAM Server		There is currently no replacement product available for this product.	-
ICMH-NIC	ICM HOSTED NIC		There is currently no replacement product available for this product.	-
ICMH-NICMODFULL	ICM HOSTED NIC MODIFICATIONS - FULL		There is currently no replacement product available for this product.	-
ICMH-PG-02	ICM HOSTED ASPECT CALL CENTER PG		There is currently no replacement product available for this product.	-
ICMH-PG-04	ICM HOSTED AVAYA CMS PG		There is currently no replacement product available for this product.	-
ICMH-PG-11	ICM HOSTED NORTEL SYMPOSIUM PG (INCLUDES AAS)		There is currently no replacement product available for this product.	-
ICMH-PG-11-SEI	ICM HOSTED NORTEL SYMPOSIUM PG - AAS OPTION		There is currently no replacement product available for this product.	-
ICMH-PREMAGT-T1-L	ICM HOSTED PREMIUM AGENT - TIER 1		There is currently no replacement product available for this product.	-
ICMH-STDAGT-T5-L	ICM HOSTED STANDARD AGENT - TIER 5		There is currently no replacement product available for this product.	-
IPCE-MC-NFR-EC-10	10 SEAT LICENSE BUNDLE FOR END CUSTOMER NPS - DEFAULT		There is currently no replacement product available for this product.	-
IPCE-MC-NFR-EC-LG	LARGE LICENSE BUNDLE FOR END CUSTOMER NPS		There is currently no replacement product available for this product.	-
IPCH-1CPS-L	IPCC HOSTED SYSTEM THROUGHPUT 1 CALL PER SECOND		There is currently no replacement product available for this product.	-
IPCH-1CPS-LC	IPCC HOSTED SYSTEM THROUGHPUT LICENSE CERTIFICATE		There is currently no replacement product available for this product.	-
IPCH-AGENTS-LC	IPCC HOSTED AGENT LICENSES		There is currently no replacement product available for this product.	-
IPCH-CRM-LC	Cisco CRM Connector for IPCH Agent License Cert.		There is currently no replacement product available for this product.	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
IPCH-EMAILAGT-L	IPCC HOSTED EMAIL AGENT	There is currently no replacement product available for this product.	-	-
IPCH-MULTICHAN	CCH Multichannel Options	There is currently no replacement product available for this product.	-	-
IPCH-PREMTLKITAGT	IPCC HOSTED PREMIUM AGENT - CISCO TOOLKIT AGENT	There is currently no replacement product available for this product.	-	-
IPCH-WEBAGT-L	IPCC HOSTED WEB AGENT	There is currently no replacement product available for this product.	-	-

## Product Migration Options

These HCS-CC-PUT part numbers listed above are for media on versions that are no longer supported. Please select a supported version when using the Product Upgrade Tool. Please note that the discontinued products will state “There is currently no replacement product available for this product”.

Service prices for Cisco products are subject to change after the product End-of-Sale date.

The Cisco Takeback and Recycle program helps businesses properly dispose 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:

[https://www.cisco.com/web/about/ac227/ac228/ac231/about\\_cisco\\_takeback\\_recycling.html](https://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html).

## For More Information

For more information about the Cisco End-of-Life Policy, go to:

[https://www.cisco.com/en/US/products/products\\_end-of-life\\_policy.html](https://www.cisco.com/en/US/products/products_end-of-life_policy.html).

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

[https://www.cisco.com/en/US/products/prod\\_warranties\\_listing.html](https://www.cisco.com/en/US/products/prod_warranties_listing.html).

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

<https://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:

[https://www.cisco.com/web/feeds/products/end\\_of\\_life\\_rss.xml](https://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 <https://www.cisco.com/go/offices>.

 Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <https://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. (1110R)