End-of-Sale and End-of-Life Announcement for the Cisco Unified CallManager Version 3

EOL5422

Cisco Systems® announces the end-of-sale and end-of life dates for the Cisco Unified CallManager Version 3. The last day to order the Cisco Unified CallManager Version 3 is July 23, 2007. 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 Cisco Unified CallManager Version 3. Table 2 lists the product part numbers affected by this announcement.

Cisco Unified CallManager software is the call-processing component of the Cisco Unified Communications system. Cisco Unified CallManager extends enterprise telephony features and capabilities to packet telephony network devices such as IP phones, video, media processing devices, voice over IP (VoIP) gateways, and multimedia applications. Additional services such as unified messaging, multimedia conferencing, collaborative contact centers, and interactive multimedia response systems are made possible through Cisco Unified CallManager open telephony APIs. The software content expands as it acquires improvements with each new version of Cisco Unified CallManager. These subsequent new versions, along with associated services and phone firmware loads, accumulate significantly more intensive component, system and solutions testing than any previous version of Cisco Unified CallManager.

Table 1.   End-of-Life Milestones and Dates for the Cisco Unified CallManager Version 3

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.	January 22, 2007
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.	July 23, 2007
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.	October 21, 2007
End of SW Maintenance Release 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.	July 22, 2008
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.	July 22, 2008
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	October 18, 2009
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.	July 22, 2010

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
CALLMANAGER-3.3	CallManager 3.3 Top Level Part Number
CM3.3-320G4-1=	SW Only, CallManager 3.3 For HP DL320-G4
CM3.3-320G4=	SW Only, CallManager 3.3 For HP DL320-G4
CM3.3-380G4=	SW Only, CallManager 3.3 For HP DL380-G4 /1CPU
CM3.3-380G4D=	SW Only, CallManager 3.3 For HP DL380-G4 /2CPU
CM3.3-380G5=	SW Only, CallManager 3.3 For HP DL380-G5 /1CPU
CM3.3-380G5D=	SW Only, CallManager 3.3 For HP DL380-G5 /2CPU
CM3.3-7815-I2	SW Only, CallManager 3.3 For MCS 7815-I2, 300 User
CM3.3-7815-I2SE	SW Only, CallManager 3.3 For MCS 7815-I2, 100 User
CM3.3-7815I2-1=	SW Only, CallManager 3.3 For MCS 7815-I2, 300 User
CM3.3-7815I2=	SW Only, CallManager 3.3 For MCS 7815-I2, 300 User
CM3.3-7815I2S-1=	SW Only, CallManager 3.3 For MCS 7815-I2, 100 User
CM3.3-7825-H1=	SW CallMgr 3.3 For MCS-7825-H1
CM3.3-7825-H2	SW Only, CallManager 3.3 For MCS 7825-H2
CM3.3-7825-I1=	SW CallMgr 3.3 For MCS-7825-I1
CM3.3-7825H2-1=	SW Only, CallManager 3.3 For MCS 7825-H2
CM3.3-7825H2=	SW Only, CallManager 3.3 For MCS 7825-H2
CM3.3-7825I2-1=	SW Only, CallManager 3.3 For MCS 7825-I2
CM3.3-7825I2=	SW Only, CallManager 3.3 For MCS 7825-I2
CM3.3-7835-H2	SW Only, CallManager 3.3 For MCS 7835-H2
CM3.3-7835-I2	SW Only, CallManager 3.3 For MCS 7835-I2
CM3.3-7835H1=	SW Only, CallManager 3.3 For MCS 7835-H1
CM3.3-7835H2=	SW Only, CallManager 3.3 For MCS 7835-H1
CM3.3-7835I1=	SW Only, CallManager 3.3 For MCS 7835-I1
CM3.3-7835I2=	SW Only, CallManager 3.3 For MCS 7835-I1
CM3.3-7845-H2	SW Only, CallManager 3.3 For MCS 7845-H2
CM3.3-7845-I2	SW Only, CallManager 3.3 For MCS 7845-I2
CM3.3-7845H1=	SW Only, CallManager 3.3 For MCS 7845-H1
CM3.3-7845H2=	SW Only, CallManager 3.3 For MCS 7845-H1
CM3.3-7845I1=	SW Only, CallManager 3.3 For MCS 7845-I1
CM3.3-7845I2=	SW Only, CallManager 3.3 For MCS 7845-I1
CM3.3-DL320-1=	SW CallMgr 3.3 HP DL320-G3 server, 1000 Svr Usr Lic
CM3.3-DL320G4	SW Only, CallManager 3.3 For HP DL320-G4
CM3.3-DL380G5-1	SW Only, CallManager 3.3 For HP DL380-G5 /1CPU
CM3.3-DL380G5-2	SW Only, CallManager 3.3 For HP DL380-G5 /2CPU
CM3.3-X206M	SW Only, CallManager 3.3 For IBM X206M
CM3.3-X206M=	SW Only, CallManager 3.3 For IBM X206M, 8485-7AY
CM3.3-X306-1=	SW CallMgr 3.3,IBM x306 3.4GHz server, 1000 Svr Usr Lic
CM3.3-X306M	SW Only, CallManager 3.3 For IBM X306M
CM3.3-X306M-1=	SW Only, CallManager 3.3 For IBM X306M, NEED MTM
CM3.3-X306M=	SW Only, CallManager 3.3 For IBM X306M, 8849-G2Y
CM3.3-X346M-1	SW Only, CallManager 3.3 For IBM X346M /1CPU
CM3.3-X346M-2	SW Only, CallManager 3.3 For IBM X346M /2CPU
CM3.3-X346R=	SW Only, CallManager 3.3 For IBM X346, 8840-3RY /1CPU
CM3.3-X346RD=	SW Only, CallManager 3.3 For IBM X346, 8840-3RY /2CPU

CM3.3-X3650=	SW Only, CallManager 3.3 For IBM X346, NEED MTM /1CPU
CM3.3-X3650D=	SW Only, CallManager 3.3 For IBM X346, NEED MTM /2CPU
MCS-STARTERKIT-8	MCS-7825H-3000 with 5-7960G IP Phones and Pwr/Cubes/Cords
SW-CCM-3.3-7815	SW CallMgr 3.3, MCS 7815
SW-CCM-3.3-7815-NR	CallManager 3.3 for MCS-7815 - No Royalty
SW-CCM-3.3-7815=	SW CallMgr 3.3, MCS 7815
SW-CCM-3.3-7815R=	SW CallMgr 3.3 Red., MCS 7815
SW-CCM-3.3-7815SE	SW CallMgr 3.3, MCS 7815I server, 100 Svr Usr Lic
SW-CCM-3.3-7815SE=	SW CallMgr 3.3, MCS 7815, 100 Svr User Licenses
SW-CCM-3.3-7825	SW CallMgr 3.3, MCS 7825
SW-CCM-3.3-7825=	SW CallMgr 3.3, MCS-7825H-3.0 and MCS-7825I-3.0
SW-CCM-3.3-7825SE	SW CallMgr 3.3, MCS 7825, 100 Svr Usr Lic, Mid-Mkt Bndl Only
SW-CCM-3.3-7825SE=	SW CallMgr 3.3, MCS 7825, 100 Svr Usr Lic, Mid-Mkt Bndl Only
SW-CCM-3.3-7835	SW CallMgr 3.3, MCS 7835
SW-CCM-3.3-7835=	SW CallMgr 3.3, MCS 7835
SW-CCM-3.3-7835D=	SW CallMgr 3.3, MCS 7835, Dual CPU
SW-CCM-3.3-7845	SW CallMgr 3.3 for MCS 7845
SW-CCM-3.3-7845=	SW CallMgr 3.3, MCS 7845
SW-CCM-3.3-AQU-RU=	CallManager 3.3 software for cust provided Aquarius server
SW-CCM-3.3-DL320=	SW CallMgr 3.3 for HP DL320
SW-CCM-3.3-DL380=	SW CallMgr 3.3 for HP DL380, 1CPU
SW-CCM-3.3-DL380D=	SW CallMgr 3.3 for HP DL380, 2CPU
SW-CCM-3.3-MIG0=	SW CallMgr 3.3(5) Migration, Same Server Class To New Server
SW-CCM-3.3-MIG1=	CallManager 3.3 Migration, 7815SE to 7815 Server Class
SW-CCM-3.3-MIG2=	CallManager 3.3 Migration, 7815SE to 7825 Server Class
SW-CCM-3.3-MIG3=	CallManager 3.3 Migration, 7815SE to 7835 Server Class
SW-CCM-3.3-MIG4=	CallManager 3.3 Migration, 7815SE to 7845 Server Class
SW-CCM-3.3-MIG5=	CallManager 3.3 Migration, 7815 to 7825 Server Class
SW-CCM-3.3-MIG6=	CallManager 3.3 Migration, 7815 to 7835 Server Class
SW-CCM-3.3-MIG7=	CallManager 3.3 Migration, 7815 to 7845 Server Class
SW-CCM-3.3-MIG8=	CallManager 3.3 Migration, 7825 to 7835 Server Class
SW-CCM-3.3-MIG9=	CallManager 3.3 Migration, 7825 to 7845 Server Class
SW-CCM-3.3-NFR=	CallManager 3.3 New Install and Upgrade, Not For Resale
SW-CCM-3.3-SUP=	CallManager 3.3(5) upgd from CCM 3.1, 3.2, 3.3(x), same svr.
SW-CCM-3.3-UPG=	CallManager 3.3(5) upgd from CCM 3.1, 3.2, 3.3(x), same svr
SW-CCM-3.3-X206=	SW CallMgr 3.3 new install for IBM X206 Server, 300 Svr Usr Lic
SW-CCM-3.3-X306=	SW CallMgr 3.3,IBM x306
SW-CCM-3.3-X330=	SW CallMgr 3.3 for IBM x330
SW-CCM-3.3-X345=	SW CallMgr 3.3 for IBM x345, 1CPU
SW-CCM-3.3-X345D=	SW CallMgr 3.3 for IBM x345, 2CPU
SW-CCM-3.3-X346=	SW CallMgr 3.3, IBM X346, 1CPU
SW-CCM-3.3-X346D=	SW CallMgr 3.3, IBM X346, 2CPU

Product Migration Options

Customers are encouraged to migrate to Cisco Unified CallManager Version 4. Information about this product can be found at:
http://www.cisco.com/en/US/products/sw/voicesw/ps556/ps5453/index.html. Customers with Version 3 with defects will be directed to upgrade to Version 4 for resolution. Cisco Unified CallManager customers should consider the new and updated features that address security, rich media, presence, and interoperability in Version 4 or subsequently, presence, SIP devices, and enhanced serviceability in Version 5. Customers currently running Cisco Unified CallManager Version 3.3 must upgrade to Cisco Unified CallManager Version 4.1 or later. For more information about supported upgrades and compatibility with other Cisco application releases, please visit:
http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/ccmcomp.htm. Customers who have a current Software Applications Support plus Upgrades (SASU) contract can order the stock-keeping-unit (SKU) product (CM4.1-K9-UPG=) at no charge using the Product Upgrade Tool (PUT), which is located at: http://www.cisco.com/upgrade. The customer must order one Cisco Unified CallManager upgrade for each server that is being upgraded. Upgrades from downloadable Cisco.com images are not possible. The set of CDs in the upgrade package allows for software upgrades to existing Cisco Media Convergence Server (MCS) platforms, the Cisco SPE 310, and all supported third-party platforms. For information about ordering, go to:
http://www.cisco.com/en/US/products/hw/voiceapp/ps378/prod_brochure09186a0080174928.html
or http://www.cisco.com/go/swonly.

Customers can use the Cisco Technology Migration Plan (TMP) to trade in products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, go to:
http://www.cisco.com/go/tradein/. The Cisco TMP application requires all users to have a Cisco.com user ID.

Customers may be able to continue to purchase the end-of-sale product through Cisco's Authorized Refurbished Equipment program. Refurbished units of the end-of-sale product are available in limited supply for sale in certain countries on a first-come, first-served basis. For information about the refurbished equipment program, go to:
http://www.cisco.com/en/US/ordering/or6/or17/order_refurbished_equipment_program_description.html

For More Information

For more information about the Cisco Unified CallManager Version 4, visit
http://www.cisco.com/en/US/products/sw/voicesw/ps556/ps5453/index.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/prod_end_of_life.html.

To subscribe to receive end-of-life/end-of-sale information, go to:
http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice.