

End-of-Sale and End-of-Life Announcement for the Subscriber Services Portal (SSP) and Voucher Management Modules for Cisco Policy Suite

EOL10621

Cisco announces the end-of-sale and end-of-life dates for the Subscriber Services Portal (SSP) and Voucher Management Modules for Cisco Policy Suite. The last day to order the affected product(s) is April 4, 2016. 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.

Cisco announces the end-of-sale and end-of-life dates for the Subscriber Services Portal and Voucher Management optional feature modules. End of sale is effective March 9, 2016. 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.

Why is Cisco doing this?

Due to the bespoke, highly customizable nature of consumer-facing interfaces like portals, Cisco is looking to simplify the customer engagement process around gathering and delivering these custom requirements. Since 2011, 303 Software has been developing the Subscriber Services Portal (SSP) and Voucher Management (VMS) modules for Cisco. Now 303 Software will be able to offer their UI and web development expertise direct to customers.

Now that SSP/VMS is EoL, will customers get technical coverage for SSP/VMS, i.e. TAC support & bug fixes. Customers will get break/fix TAC support and bug fixes until the end of support date.

Are there any other portal products to replace these end of life components?

Customers can work directly with 303 SOFTWARE to replace SSP (portal_sales@303software.com). They can also use any third-party or in-house portal that utilizes Cisco Policy Suite Unified API. In this case, Cisco support will continue to cover the CPS platform and Unified API. Third-party software will not be covered.

What about upgrades and new feature development?

303 SOFTWARE will be responsible for subsequent upgrades. Contact a Cisco sales representative to set up a meeting with 303 SOFTWARE so that they can share their roadmap plans.

Effective immediately, any new feature requests or custom development for SSP/VMS can be handled by 303 Software directly. (portal_sales@303software.com)

If a customer has SSP/VMS and needs to upgrade his CPS platform; will they be able to upgrade SSP/VMS as well?

No SSP/VMS upgrades will be supported. Customers can engage 303 SOFTWARE or other third-party portal developers to understand what portal options exist. (portal_sales@303software.com)

If a customer has purchased SSP/VMS before EoL announcement but it is not yet deployed, will Cisco Advanced Services still own the deployment?

Purchases made prior to the announcement will be deployed and supported through the regular Cisco channels.

For More Information

For more information, please contact your Cisco sales representative.

Table 1. End-of-Life Milestones and Dates for the Subscriber Services Portal (SSP) and Voucher Management Modules for Cisco Policy Suite

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.	October 5, 2015
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.	April 4, 2016
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.	July 3, 2016
End of SW Maintenance Releases 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.	April 4, 2017
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.	April 4, 2017
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	July 1, 2018
Last Date of Support: App. SW	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.	April 30, 2019

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
SP-P-SSP-LIC	Subscriber Services Portal Module	See the Product Migration Options section below for detailed information on replacing this product.	-	-
SP-P-VMS2-LIC	Voucher Management Module	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product Migration Options

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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.

For More Information

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.

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

http://www.cisco.com/en/US/products/prod_warranties_listing.html.

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

<http://www.cisco.com/cisco/support/notifications.html>.

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