



Product Bulletin No. EOL4023

## End-of-Sale and End-of-Life Announcement for the Cisco Computer Telephony Integration Object Server 5.0 and 5.1

Cisco Systems® announces the end-of-sale and end-of life dates for the Cisco Computer Telephony Integration Object Server 5.0 and 5.1. Note that this includes the CTI OS 5.x Server as well as Client components. The last day to order the affected product is November 29, 2006. Customers with active service contracts will continue to receive support from the Cisco Technical Assistance Center (TAC) until November 28, 2009. Table 1 describes the end-of-life milestones, definitions, and dates for the affected product. Table 2 lists the product part numbers affected by this announcement.

Cisco Computer Telephony Integration Object Server (CTI OS) 5.x is an option of Cisco Unified Contact Center Enterprise and Hosted editions and Cisco Unified Intelligent Contact Management (ICM) Enterprise and Hosted editions.

**Table 1.** End-of-Life Milestones and Dates for the Cisco Computer Telephony Integration Object Server 5.0 and 5.1

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.	May 31, 2006
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.	November 29, 2006
Last shipment date	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	February 27, 2007
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.	November 29, 2007
End of new service attachment date	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.	November 29, 2007
End of service contract renewal date	The last date to extend or renew a service contract for the product.	February 24, 2009
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.	November 28, 2009

**Table 2.** Product Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description
ICME-MEDIAKIT500	ICM Enterprise MEDIKIT Release 5.0
ICMH-MEDIAKIT500	ICM Hosted MEDIKIT Release 5.0
ICMH-MEDIAKIT500=	ICM Hosted MEDIKIT Release 5.0
IPCE-MEDIAKIT500	IPCC Enterprise MEDIKIT Release 5.0
IPCH-MEDIAKIT500	IPCC Hosted MEDIKIT Release 5.0
IPCH-MEDIAKIT500=	IPCC Hosted MEDIKIT Release 5.0



## PRODUCT MIGRATION OPTIONS

The recommended replacement for the Cisco Computer Telephony Integration Object Server 5.0 and 5.1 is Cisco CTI OS 6.0 and 7.x.

**Note:** Cisco CTI OS 6.0 or 7.x requires the core Cisco Unified ICM or Cisco Unified Contact Center Enterprise system to be on version 6.0 or 7.x as well. For details on upgrade paths, compatibility between CTI OS Servers, Clients and core ICM or Contact Center Enterprise systems, see the product documentation at <http://www.cisco.com/univercd/cc/td/doc/product/icm/index.htm>.

## FOR MORE INFORMATION

For more information about the Cisco Computer Telephony Integration Object Server 5.0 and 5.1, visit <http://www.cisco.com/en/US/products/sw/custcosw/ps14/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/products\\_end-of-life\\_policy.html](http://www.cisco.com/en/US/products/products_end-of-life_policy.html).

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



**Corporate Headquarters**  
Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
www.cisco.com  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 526-4100

**European Headquarters**  
Cisco Systems International BV  
Haarlerbergpark  
Haarlerbergweg 13-19  
1101 CH Amsterdam  
The Netherlands  
www-europe.cisco.com  
Tel: 31 0 20 357 1000  
Fax: 31 0 20 357 1100

**Americas Headquarters**  
Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
www.cisco.com  
Tel: 408 526-7660  
Fax: 408 527-0883

**Asia Pacific Headquarters**  
Cisco Systems, Inc.  
168 Robinson Road  
#28-01 Capital Tower  
Singapore 068912  
www.cisco.com  
Tel: +65 6317 7777  
Fax: +65 6317 7799

Cisco Systems has more than 200 offices in the following countries and regions. Addresses, phone numbers, and fax numbers are listed on the **Cisco.com Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).**

Argentina • Australia • Austria • Belgium • Brazil • Bulgaria • Canada • Chile • China PRC • Colombia • Costa Rica • Croatia • Cyprus • Czech Republic  
Denmark • Dubai, UAE • Finland • France • Germany • Greece • Hong Kong SAR • Hungary • India • Indonesia • Ireland • Israel • Italy  
Japan • Korea • Luxembourg • Malaysia • Mexico • The Netherlands • New Zealand • Norway • Peru • Philippines • Poland • Portugal  
Puerto Rico • Romania • Russia • Saudi Arabia • Scotland • Singapore • Slovakia • Slovenia • South Africa • Spain • Sweden  
Switzerland • Taiwan • Thailand • Turkey • Ukraine • United Kingdom • United States • Venezuela • Vietnam • Zimbabwe

Copyright © 2006 Cisco Systems, Inc. All rights reserved. CCSP, CCVP, the Cisco Square Bridge logo, Follow Me Browsing, and StackWise are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn, and iQuick Study are service marks of Cisco Systems, Inc.; and Access Registrar, Aironet, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, FormShare, GigaDrive, GigaStack, HomeLink, Internet Quotient, IOS, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, LightStream, Linksys, MeetingPlace, MGX, the Networkers logo, Networking Academy, Network Registrar, Packet, PIX, Post-Routing, Pre-Routing, ProConnect, RateMUX, ScriptShare, ScriptShare, SlideCast, SMARTnet, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website 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. (0601R)

Printed in USA

C51-343774-00 04/06