CISCO SYSTEMS

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 MEDIAKIT Release 5.0
ICMH-MEDIAKIT500	ICM Hosted MEDIAKIT Release 5.0
ICMH-MEDIAKIT500=	ICM Hosted MEDIAKIT Release 5.0
IPCE-MEDIAKIT500	IPCC Enterprise MEDIAKIT Release 5.0
IPCH-MEDIAKIT500	IPCC Hosted MEDIAKIT Release 5.0
IPCH-MEDIAKIT500=	IPCC Hosted MEDIAKIT 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.

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

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Printed in USA   C51-343774-00 04/06