



## End-of-Life Notice, No. 3123

# End-of-Sale and End-of-Life Announcement for Cisco Content Services Gateway Service Manager 2.2

Cisco Systems® announces the end-of-sale and end-of-life dates for the Cisco® Content Services Gateway (CSG) Service Manager 2.2. The last day to order the affected product is April 20, 2006. Customers with active Cisco Software Application Support service contracts will continue to have access to software updates through Cisco.com, and will continue to receive support from the Cisco Technical Assistance Center (TAC) until April 20, 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.

Customers are encouraged to migrate to the Cisco CSG Service Manager 4.0, an application offered as part of the Mobile Wireless Center for Cisco Mobile Exchange suite of applications that complements CiscoWorks LAN Management Solution (LMS) to provide an end-to-end management of Cisco Mobile Exchange. The Mobile Wireless Center for Cisco Mobile Exchange addresses the element-management requirements of mobile operators and provides fault and configuration capability as mobile operators transition their wireless service delivery networks from second-generation (2G) circuit-based traffic to 2.5G and third-generation (3G) IP-based services.

**Table 1.** End-of-Life Milestones and Dates for Cisco CSG Service Manager 2.2

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 20, 2005
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 20, 2006
Last Ship 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.	July 20, 2006
End of SW 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.	April 20, 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.	April 20, 2007
End of Service Contract Renewal Date	The last date to extend or renew a service contract for the product.	October 20, 2008
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.	April 20, 2009

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

End-of-Life Product Part Number	Product Description	Replacement Product Part Number
MWCX-CSGSM-2.2-K9	Cisco CSG Service Manager 2.2	MWCX-CSGSM-4.0
MWCX-CSGSM2.2UP-K9	Upgrade to Cisco CSG Service Manager 2.2	MWCX-CSGSM4.0-UP

## Product Migration Options

The current releases of Cisco CSG Service Manager, at the time of this bulletin's posting, are versions 2.2 and 4.0. The recommended replacement for version 2.2 is version 4.0. This new release offers many new features and improvements that are listed in the individual data sheets, available at: <http://www.cisco.com/go/mwc-cmx>.

Table 3 highlights the upgrade paths available for Cisco CSG Service Manager 2.2 customers.

**Table 3.** Cisco CSG Service Manager 2.2 Upgrade Paths

Cisco End-of-Life Product	User has Service Contract	Replacement Products
Cisco CSG Service Manager 2.2	Yes	Request a no-charge entitlement update kit (MWCX-CSGSM4.0-SR) to Cisco CSG Service Manager 4.0 via the Cisco Product Upgrade Tool at <a href="http://www.cisco.com/upgrade">http://www.cisco.com/upgrade</a> .
Cisco CSG Service Manager 2.2	No	Order part number MWCX-CSGSM-4.0-UP for Cisco CSG Service Manager 4.0.

**Note:** An end-of-sale and end-of-life announcement for Cisco Mobile Wireless Fault Mediator (MWFM) 3.3 has been made. For more information, please visit: <http://www.cisco.com/go/mwc-cmx>.

## Additional Information

For more information or if you have questions about Cisco CSG Service Manager, e-mail the product-marketing group at [cs-mwc@cisco.com](mailto:cs-mwc@cisco.com).

For more information about Cisco products, please contact your Cisco account manager or Cisco channel partner.

For more information about the Cisco End-of-Life Policy, go to: [http://www.cisco.com/en/US/products/prod\\_end\\_of\\_life.html](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>.

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