



End-of-Life Notice, No. 2982

End-of-Sale and End-of-Life Announcement for the CiscoWorks IP Telephony Environment Monitor 2.0

Cisco Systems® announces the end-of-sale and end-of-life dates for the CiscoWorks IP Telephony Environment Monitor (ITEM) 2.0 suite of products. This end-of-sale bulletin covers the CiscoWorks IP Telephony Monitor (ITM) 2.0 and associated products: CiscoWorks Gateway Statistics Utility 2.0, CiscoWorks IP Phone Information Utility 2.0, CiscoWorks WAN Performance Utility 2.0, CiscoWorks Tactical Graphics Utility 2.0, and CiscoWorks IP Phone Help Desk Utility 2.0. The last day to order the affected products is March 18, 2006. Customers with active service contracts will continue to receive support from the Cisco® Technical Assistance Center (TAC) until March 18, 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.

Table 1. End-of-Life Milestones and Dates for the CiscoWorks IP Telephony Environment Monitor 2.0

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.	September 18, 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.	March 18, 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.	June 18, 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.	March 18, 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.	March 18, 2007
End of Service Contract Renewal Date	The last date to extend or renew a service contract for the product.	September 18, 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.	March 18, 2009

Table 2. Product Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description
CWITEM-2.0-WIN-K9	CiscoWorks ITEM 2.0 (for Windows) for new customer installations; includes CiscoWorks ITM. This suite is intended for the enterprise customer.
CWITEM-2.0-ADD-K9	CiscoWorks ITEM 2.0 Add-On Kit for customers who already have CiscoWorks LMS 2.x; includes ITM. This suite is intended for the enterprise customer.
CWITEM-2.0-UP-K9	Upgrade kit for existing Cisco ITEM customers; includes CiscoWorks ITM. This suite is intended for the enterprise customer.
CWITEM-2.0-MV-K9	CiscoWorks ITEM 2.0 Multi-View 2.0 (WIN) for new customer installations; includes ITM Multi-View. This suite is intended for the large enterprise customer and for managed services providers.



Product Migration Options

The recommended replacement for the CiscoWorks ITEM 2.0 suite is CiscoWorks IP Communications Operations Manager 1.0. It will be orderable before the end-of-sale date for the CiscoWorks ITEM 2.0 suite. Additional details about CiscoWorks IP Communications Operations Manager 1.0 may be obtained by contacting your local account representative.

Additional Information

For more information about the CiscoWorks IP Telephony Environment Monitor (ITEM) 2.0 or its replacement options, send an e-mail message to the product-marketing group at ciscoworks@cisco.com 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>.

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