

End-of-Sale and End-of-Life Announcement for the CiscoWorks IP Communications Service Monitor 1.0

EOL4080 - Amended

Cisco® announces the end-of-sale and end-of life dates for the CiscoWorks IP Communications Service Monitor 1.0. The last day to order the affected product(s) is November 9, 2006. 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 until the termination date of the contract, even if this date exceeds the Last Date of Support shown in Table 1.

Customers are encouraged to migrate to the Cisco Unified Service Monitor. Table 2 provides relevant information for migrating to the replacement product.

Table 1. End-of-Life Milestones and Dates for the CiscoWorks IP Communications Service Monitor 1.0

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.	May 11, 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 9, 2006
Last Ship Date: App. SW, HW	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 7, 2007
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.	November 9, 2007
End of Routine Failure Analysis Date: HW	The last-possible date a routine failure analysis may be performed to determine the cause of product failure or defect.	November 9, 2007
End of New Service Attachment Date: App. SW, HW	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 9, 2007
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	February 4, 2009
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	February 4, 2011
Last Date of Support: App. SW	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 8, 2009
Last Date of Support: HW	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 8, 2011

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
CWIPCSA-1.0-2PK	CiscoWorks IPC Sensor A 1.0 - 2 Pack	See the Product Migration Options section below for detailed information on replacing this product.	
CWIPCSA-1.0-6PK-K9	CiscoWorks IPC Sensor A 1.0 - 6 Pack 1 IPCSM SW	See the Product Migration Options section below for detailed information on replacing this product.	
CWIPCSA-1040	CiscoWorks IP Communications Service Monitor	See the Product Migration Options section below for detailed information on replacing this product.	
CWIPCSM-1.0-K9	CiscoWorks IPC Service Monitor 1.0	See the Product Migration Options section below for detailed information on replacing this product.	
SM-1040-PWR	Cisco 1040 Sensor Power Supply	See the Product Migration Options section below for detailed information on replacing this product.	

Product Migration Options

The recommended replacement for the CiscoWorks IP Communications Service Monitor 1.0 is the Cisco Unified Service Monitor.

Customers are encouraged to migrate to Cisco Unified Service Monitor 1.1. There is no cost to migrate from Service Monitor 1.0 to Service Monitor 1.1. Note: In Service Monitor 1.0, the ordering structure was hierarchical; with part number CWIPCSA-1040 being the top-line item i.e. the configuration option for CWIPCSA-1040 had all other Service Monitor 1.0 part numbers. Service Monitor 1.1 has flat ordering structure and does not require a top-line item. The SM-1040-PWR power adaptor will be discontinued and Cisco will not sell these power adapters. If necessary, customers can procure an industry standard DC 5V/2.6amps power adapter.

Customers can use the Cisco Technology Migration Plan (TMP) to trade in products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, go to: <http://www.cisco.com/go/tradein/>. The Cisco TMP application requires all users to have a Cisco.com user ID.

Customers may be able to continue to purchase the end-of-sale product through the Cisco Certified Refurbished Equipment program. Refurbished units of the end-of-sale product are available in limited supply for sale in certain countries on a first-come, first-served basis. For information about the refurbished equipment program, go to: <http://cisco.com/go/remarketing>.

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.

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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