



End-of-Sale and End-of-Life Announcement for the Cisco Unified CRM Connector for SAP

EOL9195

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified CRM Connector for SAP. The last day to order the affected product(s) is November 9, 2013. 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 under the terms and conditions of customers' service contract.

Table 1. End-of-Life Milestones and Dates for the Cisco Unified CRM Connector for SAP

| 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, 2013 |
| 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, 2013 |
| Last Ship Date: App. SW | 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, 2014 |
| 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, 2014 |
| End of New Service Attachment Date: App. SW | 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, 2014 |
| End of Service Contract Renewal Date: App. SW | The last date to extend or renew a service contract for the product. | February 5, 2016 |
| Last Date of Support: App. SW | The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions. After this date, all support services for the product are unavailable, and the product becomes obsolete. | November 30, 2016 |

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 | Additional Information |
|---------------------------------|---|--|--|------------------------|
| ICME-SAPCRM | ICME SAP Connector Lic. for Regular ERI or ARI Agent | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| ICME-SAPCRM-M | Migrate Existing CTI Toolkit or CRM to SAP CRM Conn. | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| ICMH-SAPCRM | ICMH SAP Connector License for Regular ERI or ARI Agent | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |

| End-of-Sale Product Part Number | Product Description | Replacement Product Part Number | Replacement Product Description | Additional Information |
|---------------------------------|--|--|--|------------------------|
| ICMH-SAPCRM-M | Migrate Existing CTI Toolkit or CRM to SAP CRM Conn. | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| IPCE-OD-SAPCRM | CC Enterprise On Demand SAP Connector License | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| IPCE-ODNS-SAPCRM | CC ENT On Demand SAP Connector License-SUPPORT NOT INCL | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| IPCE-SAPCRM | IPCE Cisco SAP Connector License for IPCE Agent | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| IPCE-SAPCRM-M | Migrate Existing CRM Connector to Cisco SAP Connector | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| IPCH-OD-SAPCRM | CC Hosted On Demand SAP Connector License | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| IPCH-ODNS-SAPCRM | CC HOSTED On Demand SAP Connector License-SUPPORT NOT INCL | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| IPCH-SAPCRM | IPCH Cisco SAP Connector License for IPCH Agent | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| IPCH-SAPCRM-M | Migrate Existing CRM Connector to Cisco SAP Connector | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| L-UCSS-SAPCRM-1-1 | UCSS SAP CRM Desktop One Year - 1 agent | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| L-UCSS-SAPCRM-1M-1 | UCSS SAP CRM Desktop One Month - 1 agent | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| L-UCSS-SAPCRM-2-1 | UCSS SAP CRM Desktop Two Year - 1 agent | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| L-UCSS-SAPCRM-3-1 | UCSS SAP CRM Desktop Three Year - 1 agent | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| L-UCSS-SAPCRM-5-1 | UCSS SAP CRM Desktop Five Year - 1 agent | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| UCSS-SAPCRM-1-1 | UCSS SAP CRM Desktop One Year - 1 agent | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| UCSS-SAPCRM-1-10 | UCSS SAP CRM Desktop One Year - 10 agents | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| UCSS-SAPCRM-1-100 | UCSS SAP CRM Desktop One Year - 100 agents | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| UCSS-SAPCRM-1-1K | UCSS SAP CRM Desktop One Year - 1K agents | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| UCSS-SAPCRM-1-5K | UCSS SAP CRM Desktop One Year - 5K agents | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| UCSS-SAPCRM-1M-1 | UCSS SAP CRM Desktop One Month - 1 agent | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| UCSS-SAPCRM-1M-10 | UCSS SAP CRM Desktop One Month - 10 agents | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| UCSS-SAPCRM-2-1 | UCSS SAP CRM Desktop Two Year - 1 agent | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| UCSS-SAPCRM-2-10 | UCSS SAP CRM Desktop Two Year - 10 agents | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| UCSS-SAPCRM-2-100 | UCSS SAP CRM Desktop Two Year - 100 agents | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| UCSS-SAPCRM-2-1K | UCSS SAP CRM Desktop Two Year - 1K agents | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| UCSS-SAPCRM-2-5K | UCSS SAP CRM Desktop | See Product Migration | Bucher+Suter Multi | |

| End-of-Sale Product Part Number | Product Description | Replacement Product Part Number | Replacement Product Description | Additional Information |
|---------------------------------|--|--|--|------------------------|
| | Two Year - 5K agents | Options section for details. | Channel Adapter for SAP | |
| UCSS-SAPCRM-3-1 | UCSS SAP CRM Desktop Three Year - 1 agent | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| UCSS-SAPCRM-3-10 | UCSS SAP CRM Desktop Three Year - 10 agents | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| UCSS-SAPCRM-3-100 | UCSS SAP CRM Desktop Three Year - 100 agents | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| UCSS-SAPCRM-3-1K | UCSS SAP CRM Desktop Three Year - 1K agents | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| UCSS-SAPCRM-3-5K | UCSS SAP CRM Desktop Three Year - 5K agents | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| UCSS-SAPCRM-5-1 | UCSS SAP CRM Desktop Five Year - 1 agent | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| UCSS-SAPCRM-5-10 | UCSS SAP CRM Desktop Five Year - 10 agents | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| UCSS-SAPCRM-5-100 | UCSS SAP CRM Desktop Five Year - 100 agents | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| UCSS-SAPCRM-5-1K | UCSS SAP CRM Desktop Five Year - 1K agents | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |
| UCSS-SAPCRM-5-5K | UCSS SAP CRM Desktop Five Year - 5K agents | See Product Migration Options section for details. | Bucher+Suter Multi Channel Adapter for SAP | |

Product Migration Options

Customers are encouraged to migrate to the Bucher+Suter Multi Channel Adapter for SAP. Information about this product can be found at: <https://communities.cisco.com/docs/DOC-32212>.

Customers may be able to use the Cisco Technology Migration Program (TMP) where applicable to trade-in eligible products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, customers should work with their Cisco Partner or Cisco account team. Cisco Partners can find additional TMP information on Partner Central at http://www.cisco.com/web/partners/incentives_and_promotions/tmp.html.

Customers may be able to continue to purchase the Cisco Unified CRM Connector for SAP through the Cisco Certified Refurbished Equipment program. Refurbished units may be available in limited supply for sale in certain countries on a first-come, first-served basis until the Last Date of Support has been reached. For information about the Cisco Certified Refurbished Equipment program, go to: <http://www.cisco.com/go/eos>.

Service prices for Cisco products are subject to change after the product End-of-Sale date.

The Cisco Takeback and Recycle program helps businesses dispose properly of surplus products that have reached their end of useful life. The program is open to all business users of Cisco equipment and its associated brands and subsidiaries. For more information, go to: http://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html.

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.

For more information about the Cisco Product Warranties, go to: http://www.cisco.com/en/US/products/prod_warranties_listing.html.

To subscribe to receive end-of-life/end-of-sale information, go to:

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