



End-of-Sale and End-of-Life Announcement for the Cisco Unified CRM Connector for Microsoft Dynamics CRM, PeopleSoft, and Salesforce

EOL7968

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified CRM Connector for Microsoft Dynamics CRM, PeopleSoft, and Salesforce. The last day to order the affected product(s) is June 30, 2012. 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.

Cisco Unified CRM Connectors offer an integration solution with the following products: Cisco Unified Contact Center Enterprise, Cisco Unified Contact Center Hosted, Cisco Unified Intelligent Contact Management Enterprise, and Cisco Unified Intelligent Contact Management Hosted.

Table 1. End-of-Life Milestones and Dates for the Cisco Unified CRM Connector for Microsoft Dynamics CRM, PeopleSoft, and Salesforce

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.	December 31, 2011
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.	June 30, 2012
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.	September 28, 2012
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.	June 30, 2013
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.	June 30, 2013
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	September 26, 2014
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.	June 30, 2015

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-MSFTCRM	ICME Microsoft CRM Conn. Lic. for Regular ERI or ARI Agent	See the Product Migration Options section below for detailed information on replacing this product.		
ICME-MSFTCRM-M	Migrate Existing CTI Toolkit or CRM to MicroSoft CRM Conn.	See the Product Migration Options section below for detailed information on replacing this product.		
ICME-PSTCRM	ICME PeopleSoft Connector Lic. for Regular ERI or ARI Agent	See the Product Migration Options section below for detailed information on replacing this product.		
ICME-PSTCRM-M	Migrate Existing CTI Toolkit or CRM to PeopleSoft CRM Conn.	See the Product Migration Options section below for detailed information on replacing this product.		
ICME-SFDCCRM	ICME Salesforce Connector Lic. for Regular ERI or ARI Agent	See the Product Migration Options section below for detailed information on replacing this product.		
ICME-SFDCCRM-M	Migrate Existing CTI Toolkit or CRM to Salesforce CRM Conn.	See the Product Migration Options section below for detailed information on replacing this product.		
ICMH-MSFTCRM	ICMH Microsoft CRM Conn. Lic. for Regular ERI or ARI Agent	See the Product Migration Options section below for detailed information on replacing this product.		
ICMH-MSFTCRM-M	Migrate Existing CTI Toolkit or CRM to MicroSoft CRM Conn.	See the Product Migration Options section below for detailed information on replacing this product.		
ICMH-PSTCRM	ICMH PeopleSoft Connector Lic. for Regular ERI or ARI Agent	See the Product Migration Options section below for detailed information on replacing this product.		
ICMH-PSTCRM-M	Migrate Existing CTI Toolkit or CRM to PeopleSoft CRM Conn.	See the Product Migration Options section below for detailed information on replacing this product.		
ICMH-SFDCCRM	ICMH Salesforce Conn. License for Regular ERI or ARI Agent	See the Product Migration Options section below for detailed information on replacing this product.		
ICMH-SFDCCRM-M	Migrate Existing CTI Toolkit or CRM to Salesforce CRM Conn.	See the Product Migration Options section below for detailed information on replacing this product.		
IPCE-MSFTCRM	IPCE Cisco Microsoft CRM Connector License for IPCE Agent	See the Product Migration Options section below for detailed information on replacing this product.		
IPCE-MSFTCRM-M	Migrate Existing CRM Connector to Cisco MicroSoft CRM Conn.	See the Product Migration Options section below for detailed information on replacing this product.		
IPCE-OD-MSFTCRM	CC Enterprise On Demand Microsoft CRM Connector License	See the Product Migration Options section below for detailed information on replacing this product.		

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
IPCE-OD-PSTCRM	CC Enterprise On Demand PeopleSoft Connector License	See the Product Migration Options section below for detailed information on replacing this product.		
IPCE-OD-SFDCCRM	CC Enterprise On Demand Sales force Connector License	See the Product Migration Options section below for detailed information on replacing this product.		
IPCE-ODNS-MSFTCRM	CC ENT On Demand Microsoft CRM Conn. Lic.- SUPPORT NOT INCL	See the Product Migration Options section below for detailed information on replacing this product.		
IPCE-ODNS-PSTCRM	CC ENT On Demand PeopleSoft Connector Lic.- SUPPORT NOT INCL	See the Product Migration Options section below for detailed information on replacing this product.		
IPCE-ODNS-SFDCCRM	CC ENT On Demand Sales force Connector Lic.- SUPPORT NOT INCL	See the Product Migration Options section below for detailed information on replacing this product.		
IPCE-PSTCRM	IPCE Cisco PeopleSoft Connector License for IPCE Agent	See the Product Migration Options section below for detailed information on replacing this product.		
IPCE-PSTCRM-M	Migrate Existing CRM Connector to Cisco PeopleSoft Connector	See the Product Migration Options section below for detailed information on replacing this product.		
IPCE-SFDCCRM	IPCE Cisco Salesforce.com Connector License for IPCE Agent	See the Product Migration Options section below for detailed information on replacing this product.		
IPCE-SFDCCRM-M	Migrate Existing CRM Connector to Cisco Salesforce Connector	See the Product Migration Options section below for detailed information on replacing this product.		
IPCH-MSFTCRM	IPCH Cisco Microsoft CRM Connector License for IPCH Agent	See the Product Migration Options section below for detailed information on replacing this product.		
IPCH-MSFTCRM-M	Migrate Existing CRM Connector to Cisco MicroSoft CRM Conn.	See the Product Migration Options section below for detailed information on replacing this product.		
IPCH-OD-MSFTCRM	CC Hosted On Demand Microsoft CRM Connector License	See the Product Migration Options section below for detailed information on replacing this product.		
IPCH-OD-PSTCRM	CC Hosted On Demand PeopleSoft Connector License	See the Product Migration Options section below for detailed information on replacing this product.		
IPCH-OD-SFDCCRM	CC Hosted On Demand Sales force Connector License	See the Product Migration Options section below for detailed information on replacing this product.		
IPCH-ODNS-MSFTCRM	CC HOSTED On Demand Microsoft CRM Conn. Lic.- SUPPORT NOT INCL	See the Product Migration Options section below for detailed information on replacing this product.		
IPCH-ODNS-PSTCRM	CC HOSTED On Demand PeopleSoft Conn. Lic.- SUPPORT NOT INCL	See the Product Migration Options section below for detailed information on replacing this product.		

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
IPCH-ODNS-SFDCCRM	CC HOSTED On Demand Sales force Conn. Lic.- SUPPORT NOT INCL	See the Product Migration Options section below for detailed information on replacing this product.		
IPCH-PSTCRM	IPCH Cisco PeopleSoft Connector License for IPCH Agent	See the Product Migration Options section below for detailed information on replacing this product.		
IPCH-PSTCRM-M	Migrate Existing CRM Connector to Cisco PeopleSoft Connector	See the Product Migration Options section below for detailed information on replacing this product.		
IPCH-SFDCCRM	IPCH Cisco Salesforce.com Connector License for IPCH Agent	See the Product Migration Options section below for detailed information on replacing this product.		
IPCH-SFDCCRM-M	Migrate Existing CRM Connector to Cisco SalesForce Connector	See the Product Migration Options section below for detailed information on replacing this product.		
L-UCSS-MSFTCRM-1-1	UCSS Microsoft CRM Desktop One Year – 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
L-UCSS-MSFTCRM-1M	UCSS Microsoft CRM Desktop One Month – 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
L-UCSS-MSFTCRM-2-1	UCSS Microsoft CRM Desktop Two Year – 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
L-UCSS-MSFTCRM-3-1	UCSS Microsoft CRM Desktop Three Year – 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
L-UCSS-MSFTCRM-5-1	UCSS Microsoft CRM Desktop Five Year – 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
L-UCSS-PSFTCRM-1-1	UCSS Peoplesoft CRM Desktop One Year – 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
L-UCSS-PSFTCRM-1M	UCSS Peoplesoft CRM Desktop One Month – 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
L-UCSS-PSFTCRM-2-1	UCSS Peoplesoft CRM Desktop Two Year – 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
L-UCSS-PSFTCRM-3-1	UCSS Peoplesoft CRM Desktop Three Year – 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
L-UCSS-PSFTCRM-5-1	UCSS Peoplesoft CRM Desktop Five Year – 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
L-UCSS-SFDMCRM-1-1	UCSS SalesForDotCom CRM Desktop One Year - 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
L-UCSS-SFDMCRM-1M	UCSS SalesForDotCom CRM Desktop One Month - 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
L-UCSS-SFDMCRM-2-1	UCSS SalesForDotCom CRM Desktop Two Year - 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
L-UCSS-SFDMCRM-3-1	UCSS SalesForDotCom CRM Desktop Three Year - 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
L-UCSS-SFDMCRM-5-1	UCSS SalesForDotCom CRM Desktop Five Year - 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
UCSS-MSFTCRM-1-1	UCSS Microsoft CRM Desktop One Year – 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
UCSS-MSFTCRM-1M-1	UCSS Microsoft CRM Desktop One Month – 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
UCSS-MSFTCRM-2-1	UCSS Microsoft CRM Desktop Two Year – 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
UCSS-MSFTCRM-3-1	UCSS Microsoft CRM Desktop Three Year – 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
UCSS-MSFTCRM-5-1	UCSS Microsoft CRM Desktop Five Year – 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
UCSS-PSFTCRM-1-1	UCSS Peoplesoft CRM Desktop One Year - 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
UCSS-PSFTCRM-1M-1	UCSS Peoplesoft CRM Desktop One Month - 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
UCSS-PSFTCRM-2-1	UCSS Peoplesoft CRM Desktop Two Year - 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
UCSS-PSFTCRM-3-1	UCSS Peoplesoft CRM Desktop Three Year - 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
UCSS-PSFTCRM-5-1	UCSS Peoplesoft CRM Desktop Five Year - 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
UCSS-SFDMCRM-1-1	UCSS SalesForDotCom CRM Desktop One Year - 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
UCSS-SFDMCRM-1M-1	UCSS SalesForDotCom CRM Desktop One Month - 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
UCSS-SFDMCRM-2-1	UCSS SalesForDotCom CRM Desktop Two Year - 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
UCSS-SFDMCRM-3-1	UCSS SalesForDotCom CRM Desktop Three Year - 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
UCSS-SFDMCRM-5-1	UCSS SalesForDotCom CRM Desktop Five Year - 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
UCSS-U-CCE-MSFT-1	UCSS for Microsoft CRM Desktop One Year - 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
UCSS-U-CCE-PSFT-1	UCSS for Peoplesoft CRM Desktop One Year - 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
UCSS-U-CCE-SFDC-1	UCSS for Salesforce.com CRM Desktop One Year - 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		
UCSS-U-CCE-SIEBL-1	UCSS for Siebel CRM Desktop One Year - 1 agent	See the Product Migration Options section below for detailed information on replacing this product.		

Product Migration Options

Customers are encouraged to migrate to an integration solution offered by Cisco Developer Network partners. Information on CDN partner offerings can be found at: <http://developer.cisco.com/web/partner/search>.

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:

<http://www.cisco.com/cisco/support/notifications.html>.

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