



END-OF-SALE NOTICE FOR THE CISCO CALLMANAGER 3.2

Effective July 2005

Cisco Systems® announces the end of sale of Cisco® CallManager Version 3.2. Cisco CallManager is the software call-processing component of the enterprise IP telephony solution enabled by Cisco. It extends business telephony features and capabilities to packet telephony network devices such as IP phones, media processing devices, voice-over-IP (VoIP) gateways, and multimedia applications. Additional data, voice, and video services such as unified messaging, multimedia conferencing, collaborative contact centers, and interactive multimedia response systems interact with the IP telephony solution through the Cisco CallManager open telephony application programming interfaces (APIs). As such, the software content expands as it acquires improvements with each new version of Cisco CallManager. New version releases do not constitute end-of-life events; Cisco CallManager versions are replaced by successors that provide enhancements to the former version. These subsequent versions, along with associated services and phone firmware loads, accumulate significantly more intensive component, system, and solutions testing than any previous version of Cisco CallManager.

Cisco CallManager Version 3.2 was released on Cisco.com on February 15, 2002, and was further enhanced and substituted by several maintenance and feature versions, ending with Version 3.2(3) as outlined in Table 1.

Table 1. Cisco CallManager 3.2 Versions

Cisco CallManager Version	First Customer Ship Date	Milestone
Version 3.2(1)	February 15, 2002	Replaced by Version 3.2(2a)
Version 3.2(2a)	June 5, 2002	Replaced by Version 3.2(2c)
Version 3.2(2c)	July 10, 2002	Replaced by Version 3.2(3)
Version 3.2(3)	February 27, 2003	Replaced by Version 3.3(2), now 3.3(5)

As each new version became available, it became a better alternative to a previous version, so that, over time, demand for the previous versions decreased. With previous versions, compatibility was ensured through extensive testing. This notice applies to all versions of Cisco CallManager Version 3.2(x). The last day to order Cisco CallManager 3.2 is January 15, 2006.

Customers may choose to continue using Cisco CallManager Version 3.2(x). Customers with active service contracts will continue to receive support from the Cisco Technical Assistance Center (TAC) until January 15, 2009. Table 2 describes the end-of-sale milestones, definitions, and dates for the affected product. Table 3 lists the product part numbers affected by this announcement.

Table 2. End-of-Sale Milestones and Dates for the Cisco CallManager 3.2(3)

Milestone	Definition	Date
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.	January 13, 2006
Last Shipment 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.	April 13, 2006
End of Software Maintenance Date	The last date that Cisco Engineering may release any final software maintenance releases or bug fixes; migration may be required to major or minor releases. After this date, Cisco Engineering will no longer develop, repair, maintain or test the product software.	January 13, 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.	January 13, 2008
End of Service Contract Renewal Date	The last date to extend or renew a service contract for the product.	April 10, 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.	January 12, 2009

Customers can choose to continue using Cisco on CallManager Version 3.2(x). Customers with the appropriate support contract will continue to receive support from the Cisco Technical Assistance Center (TAC). However, customers with 3.2(x) releases deployed who encounter stability or defect issues problems with Cisco CallManager Version 3.2(x) that have been corrected in releases Versions 3.3 or Version 4 may be directed to upgrade to these versions to resolve the defects.

Table 3. Product Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description
SW-CCM-3.2-7815-NR	Cisco CallManager Version 3.2 software for reseller demonstration use on the Cisco 7815 Media Convergence Server
SW-CCM-3.2-7815	Cisco CallManager Version 3.2 software for the Cisco 7815; 300-server user license
SW-CCM-3.2-7815=	Cisco CallManager Version 3.2 software for the Cisco 7815; 300-server user license, spare
SW-CCM-3.2-7815R=	Cisco CallManager Version 3.2 software for the Cisco 7815; redundant; 300-server user license
SW-CCM-3.2-7815SE=	Cisco CallManager Version 3.2 software for the Cisco 7815; 100-server user license
SW-CCM-3.2-7825	Cisco CallManager Version 3.2 software for the Cisco 7825 Media Convergence Server
SW-CCM-3.2-7825=	Cisco CallManager Version 3.2 software for the Cisco 7825, spare
SW-CCM-3.2-7835	Cisco CallManager Version 3.2 software for the Cisco 7835 Media Convergence Server
SW-CCM-3.2-7835D=	Cisco CallManager Version 3.2 software for the Cisco 7835; 2 CPU
SW-CCM-3.2-7835=	Cisco CallManager Version 3.2 software for the Cisco 7835, spare
SW-CCM-3.2-7845	Cisco CallManager Version 3.2 software for the Cisco 7845 Media Convergence Server
SW-CCM-3.2-7845=	Cisco CallManager Version 3.2 software for the Cisco 7845, spare
SW-CCM-3.2-CPQ-V2=	Cisco CallManager Version 3.2 software for supported non-media convergence servers
SW-CCM-3.2-DL320=	Cisco CallManager Version 3.2 software for the HP DL320 server
SW-CCM-3.2-DL380=	Cisco CallManager Version 3.2 software for the HP DL380; 1 CPU

End-of-Sale Product Part Number	Product Description
SW-CCM-3.2-DL380D=	Cisco CallManager Version 3.2 software for the HP DL380 G2 2CPU; 2500-server user license
SW-CCM-3.2-X330=	Cisco CallManager Version 3.2 software for the IBM x330
SW-CCM-3.2-X345=	Cisco CallManager Version 3.2 software for the IBM x345; 1 CPU
SW-CCM-3.2-MCS	Cisco CallManager Version 3.2 on Cisco 7835 platforms
SW-CCM-3.2-PUT=	Cisco CallManager Version 3.2(3) software upgrade for Software Application Support and Upgrades (SASU)
SW-CCM-3.2-ICS	Cisco CallManager Version 3.2 for the Cisco System Processing Engine 310 (SPE) 310
SW-CCM-3.2-ICS=	Cisco CallManager Version 3.2 for the Cisco SPE 310, spare
SW-CCM-3.2-ICSBASE	Cisco CallManager Version 3.2.(x) in the Cisco 7750 Integrated Communication System chassis
SW-CCM-3.2.3-ICS	Cisco CallManager Version 3.2.3 for upgrades on the Cisco ICS 7750
SW-CCM-3.2.3-ICS=	Cisco CallManager Version 3.2.3 for upgrades on the Cisco ICS 7750, spare

PRODUCT MIGRATION OPTIONS

Cisco CallManager customers are encouraged to take advantage of new and updated features that address security, rich media, and interoperability components. Customers with current Software Application Support plus Upgrades (SASU) contracts may upgrade to Cisco CallManager Versions 3.3(5) and 4.X 0 with no software charge. Standard support allows for upgrades to the last release version on the current trains. For more information about supported upgrades and compatibility with other Cisco application releases, please visit:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/ccmcomp.htm

Customers with Cisco CallManager Version 3.2 Must Upgrade to Cisco CallManager 3.3

Customers currently running an environment with Cisco CallManager Version 3.2 must obtain the Cisco CallManager 3.3 upgrade (SW-CCM-3.3-UPG=). Customers who have a current SASU contract can order this stock-keeping unit (SKU) product at no charge using the Product Upgrade Tool (PUT), which is located at: <http://www.cisco.com/upgrade>

The customer must order one Cisco CallManager 3.3 upgrade SW-CCM-3.3-UPG= for each Cisco CallManager server that is being upgraded.

Upgrades to Cisco CallManager Version 3.3 require a fresh install of the operating system. Customers must therefore install the upgrade from a newly ordered package of Cisco CallManager 3.3 CD-ROMs. Upgrades from downloadable CCO Cisco.com images are not possible with the upgrade to version Version 3.3. The set of CDs in the upgrade package allows for software upgrades to existing Cisco MCS media-convergence-server platforms, the Cisco SPE 310, and all supported third-party platforms.

Customers with Cisco CallManager 3.2 Who Want to Upgrade to Cisco CallManager Version 4.0 or CallManager 4.1

Note that the current system (with 3.2) must first be upgraded to Cisco CallManager Version 3.3 before an upgrade to Cisco CallManager 4.0 or greater is attempted. In addition, a migration to a new server may also be required. The following servers are not supported with Cisco CallManager Version 4.0:

- MCS7820Cisco 7820 Media Convergence Server
- Cisco MCS7822 Media Convergence Server
- Cisco MCS7830 Media Convergence Server
- IBM x330 800 MHz, -1 GHz,800MHz-1GHz and IBM x340

Refer to www.cisco.com/go/swonly for details about server upgrades.

FOR MORE INFORMATION

For more information about upgrading to Cisco CallManager Version 4.0, please go to:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_installation_guide_book09186a008024ec49.html

When upgrading to Cisco CallManager Version 4.X, an upgrade SKU product must be purchased for every server being migrated to Cisco CallManager 4.X: http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_qanda_item09186a00801fac79.shtml



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