



CLARIFICATION OF SALE AND SUPPORT STATUS OF CISCO CALLMANAGER 3.1

OVERVIEW

This notice is designed to clarify the sale and support status of Cisco® CallManager 3.1(X) and previous Cisco CallManager software releases.

Cisco CallManager is the software call-processing component of the enterprise IP telephony solution enabled by Cisco AVVID (Architecture for Voice, Video and Integrated Data). Cisco CallManager extends enterprise 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 Cisco CallManager's open telephony applications programming interfaces (APIs). As such, the software content expands as it acquires improvements with each new release of Cisco CallManager. Each release does not constitute an end of Cisco Life; CallManager releases are replaced by a successor that provides enhancements to the former release. These subsequent releases, 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 3.1(1) was released on Cisco.com on July 31, 2001, and was further enhanced and substituted by several maintenance and feature releases ending with Release 3.1(4). As each new release became available, it became a better alternative to a previous release, so that, over time, demand for the previous release versions decreased. With previous releases compatibility was ensured through extensive testing. This notice applies to all versions of Cisco CallManager 3.1(X). Sales of these releases ended on December 18, 2003, with the availability of Cisco CallManager 3.3(2).

Table 1. Cisco: CallManager Release End of Orderability Dates

Cisco CallManager Release	First Customer Ship Date	End of Orderability
Release 3.1(X)	July 31, 2001	December 23, 2002
Release 3.2(X)	December 31, 2001	Shipping
Release 3.3(2)	December 23, 2002	Replaced by Release 3.3(3)
Release 3.3(3)	July 8, 2003	Replaced by Release 3.3(4)
Release 3.3(4)	April 1, 2004	Shipping

Customer Support

Customers can choose to continue using Cisco on CallManager 3.1(X). Customers with the appropriate support contract will continue to receive support from the Cisco Technical Assistance Center (TAC). However, customers with 3.1(X) releases deployed who encounter stability or defect issues that have been corrected in releases 3.2(X), 3.3(X) or 4.0 will be directed to upgrade to these versions to resolve the defects. The last maintenance version for Cisco CallManager 3.1 was 3.1(4). Limiting the number of orderable Cisco CallManager releases improves customer satisfaction with Cisco IP Communications solutions by allowing Cisco Systems® to concentrate more engineering resources on improved quality and performance in current releases.

Cisco CallManager Upgrades

Cisco CallManager customers are encouraged to take advantage of new and updated features that address security and interoperability components. Customers with current Software Application Support plus Upgrades (SASU) contracts may upgrade to Cisco CallManager 3.3 or 4.0 with no software charge. Standard support allows for upgrades to the last release on the current trains and the last maintenance release on the two previous 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 3.1 May Upgrade to Cisco CallManager 3.3

Customers currently running an environment with Cisco CallManager 3.1 must obtain Cisco CallManager 3.3 Upgrade (SW-CCM-3.3-UPG=). Customers who have a current SASU contract can order this stock-keeping unit (SKU) at no charge using the Product Upgrade Tool (PUT), which is located at: <http://www.cisco.com/upgrade>.

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

Upgrades to Cisco CallManager 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 images are not possible with the upgrade to version 3.3. The set of CDs in the upgrade package allows for software upgrades to existing Cisco MCS platforms, the Cisco SPE 310 and all supported third party platforms.

Customers with CallManager 3.1 May Upgrade to CallManager 4.0

Please note that the current system (with 3.1) MUST first be upgraded to CallManager 3.3 before an upgrade to CallManager 4.0 is attempted. In addition, a migration to a new server may also be required. The following servers are not supported with CallManager 4.0,

- MCS7820
- MCS7822
- MCS7830
- IBM x330 800MHz-1GHz and IBM x340

Table 2. MCS Servers Supported with CallManager 4.0

MCS-7815-1000	MCS-7815I-2.0-EVV1	MCS-7815I-3.0-IPC1
MCS-7825-800	MCS-7825-1133	MCS-7825H-2.2-EVV1
MCS-7825H-3.0-IPC1	MCS-7825I-3.0-IPC1	MCS-7835
MCS-7835-1000	MCS-7835-1266	MCS-7835H-2.4-EVV1
MCS-7835H-3.0-IPC1	MCS-7835I-2.4-EVV1	MCS-7845-1400
MCS-7845H-2.4-EVV1	MCS-7845H-3.0-IPC1	HP DL320*
HP DL380/1CPU*	HP DL380/2CPU*	IBM x306*

IBM x330 1.2GHz only*	IBM x342*	IBM x345/1CPU*
IBM x345/2CPU*		

* See <http://www.cisco.com/go/swonly> for details

For more information on upgrading to Cisco CallManager 4.0, please go to,

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

As above customers with current SASU contracts may go to, <http://www.cisco.com/upgrade>

For customers that currently do not have a SASU contract the following table should be used to determine the SKU that needs to be ordered.

SKU	Description	List Price
CM4.X-U-K9-7815SE=	Cisco CallManager 3.X to 4.X Upgrade, MCS 7815s, 100 Server User License	US\$995
CM4.X-U-K9-7815=	Cisco CallManager 3.X to 4.X Upgrade, MCS 7815s, 300 Server User License	\$1995
CM4.X-U-K9-7825SE=	Cisco CallManager 3.X to 4.X Upgrade, MCS 7825s, 100 Server User License	\$995
CM4.X-U-K9-7825=	Cisco CallManager 3.X to 4.X Upgrade, MCS 7825s, 1000 Server User License	\$2995
CM4.X-U-K9-7835=	Cisco CallManager 3.X to 4.X Upgrade, MCS 7835s, 2500 Server User License	\$3995
CM4.X-U-K9-7845=	Cisco CallManager 3.X to 4.X Upgrade, MCS 7845s, 5000 Server User License	\$7995
CM4.X-U-K9-DL320=	Cisco CallManager 3.X to 4.X Upgrade, HP DL320s, 1000 Server User License	\$2995
CM4.X-U-K9-DL380=	Cisco CallManager 3.X to 4.X Upgrade, HP DL380s/1CPU, 2500 Server User License	\$3995
CM4.X-U-K9-DL380D=	Cisco CallManager 3.X to 4.X Upgrade, HP DL380s/2CPU, 5000 Server User License	\$7995
CM4.X-U-K9-X306=	Cisco CallManager 3.X to 4.X Upgrade, IBM xSeries 306, 1000 Server User License	\$2995
CM4.X-U-K9-X345=	Cisco CallManager 3.X to 4.X Upgrade, IBM xSeries 345/1CPU, 2500 Server User License	\$3995
CM4.X-U-K9-X345D=	Cisco CallManager 3.X to 4.X Upgrade, IBM xSeries 345/2CPU, 5000 Server User License	\$7995

When upgrading to Cisco CallManager 4.0, an upgrade SKU must be purchased for every server being migrated to Cisco CallManager 4.0.

Server Migration Program with Cisco CallManager 4.0

Customers intending to go to Cisco CallManager 4.0 who have upgraded to Cisco CallManager 3.3 and who have servers not supported by Cisco CallManager 4.0 can retain their investment in the Cisco CallManager software they have already purchased. The migration has two components that can provide credit to the customer. The first component is a credit for the existing Cisco CallManager software when trading up to a new Cisco CallManager software installation that supports the new server. The second component is a hardware credit for returning an existing Cisco MCS when a new Cisco MCS Server is being purchased.

Cisco CallManager uses a value price model where the price of Cisco CallManager is determined by the number of IP phones being supported on the server platform. Table 3 outlines the current pricing steps for Cisco CallManager.

Table 3. Cisco CallManager Prices by Server Class

Server Class	Server Platform	List Price
7815SE	<ul style="list-style-type: none">• Cisco MCS 7815I-2000 or Cisco MCS 7815I-3000 running SW-CCM-3.3-7815SE= or CM4.0-K9-7815SE=Or• Cisco MCS 7815I-2000 purchased as part of the MID-MKT-IPC-A bundleOr• Cisco MCS 7825H-2266 purchased as part of MID-MKT-IPC-B or MID-MKT-IPC-C bundles• Cisco MCS 7825H-3000 purchased as part of MID-MKT-IPC-B1 or MID-MKT-IPC-C1 bundles	US\$1995
7815	<ul style="list-style-type: none">• Cisco MCS 7815-XXXX running SW-CCM-3.1-7815 or SW-CCM-3.2-7815 or SW-CCM-3.3-7815	\$3995
7825	<ul style="list-style-type: none">• Cisco MCS 7820• Cisco MCS 7822• Cisco MCS 7825-XXXX• Cisco MCS 7825H-XXXX• Cisco MCS 7825I-XXXX• HP DL320• IBM x306• IBM x330	\$5995
7835	<ul style="list-style-type: none">• Cisco MCS 7830• Cisco MCS 7835-XXXX• Cisco MCS 7835H-XXXX• Cisco MCS 7835I-XXXX• HP DL380 (1CPU)• IBM x340• IBM x342• IBM x345 (1CPU)	\$7995
7845	<ul style="list-style-type: none">• Cisco MCS 7845-XXXX• Cisco MCS 7845H-XXXX• HP DL380 (2CPU)• IBM x345 (2CPU)	\$15,995

To determine the cost of the software component of the upgrade, perform the following steps:

1. Determine the Server class of your current server.
2. Determine the Server class of your new server.

3. Use Table 5 to obtain the part number and list price of the software upgrade component.

Table 4. Part Numbers for Software Upgrade Components

From Server Class	To Server Class				
	7815SE	7815	7825	7835	7845
7815SE	CM4.0-K9-MIG0=	CM4.0-K9-MIG5	CM4.0-K9-MIG6=	CM4.0-K9-MIG7=	CM4.0-K9-MIG8=
7815		CM4.0-K9-MIG1=	CM4.0-K9-MIG9=	CM4.0-K9-MIG10=	CM4.0-K9-MIG11=
7825			CM4.0-K9-MIG2=	CM4.0-K9-MIG12=	CM4.0-K9-MIG13=
7835				CM4.0-K9-MIG3=	CM4.0-K9-MIG14=
7845					CM4.0-K9-MIG4=

Repeat this process for each server being replaced.

To determine the credit to be obtained when trading in a Cisco MCS for a new Cisco MCS, use the Cisco Technology Migration Program (CTPM) located at http://www.cisco.com/offer/tic/TMP_PA.html. Repeat this process for each Cisco MCS platform being replaced by a Cisco MCS platform. Please note that no credit will be provided for customers migrating from a third-party platform to a Cisco MCS platform or for customers migrating from a Cisco MCS platform to a third-party platform.



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