End-of-Life and End-of-Support Announcement for All Versions (8.1 and Earlier) of Cisco Click to Call

PB730948

Published Date: February 06, 2014

Cisco announces end of life and end of support for all versions (including version 8.1 and earlier) of Cisco® Click to Call, a Cisco Unified Communications Widget.

Table 1 lists the affected versions.

Table 1. Affected Versions

Product or Package Name	Release Version
Cisco Click to Call	On 8.1, 8.0, and 7.X versions of software

Support for Affected Product

Cisco engineering will provide software fixes for only severity 1 and severity 2 defects found in the Click to Call application until July 31, 2014. Defects with severity ratings 3, 4, 5, and 6 will stop being addressed beginning the day of this announcement.

Cisco Technical Assistance Center (TAC) will continue to provide configuration and troubleshooting assistance for this application until July 31, 2014. Table 2 lists the end-of-life milestones.

Table 2. End-of-Life Milestones

Milestone	Definition	Date
End-of-life and end-of-support announcement	The date of this notice that announces the end of life and end of support for all versions (including version 8.1 and earlier) of Cisco Click to Call.	January 15, 2014
End of software downloads	All versions, including 8.1 and earlier, of Cisco Click to Call software downloads will be unavailable after this date.	July 31, 2014
End of engineering support to address severity 3, 4, 5, and 6 defects	Any defects in all Cisco Click to Call software versions (including 8.1 and earlier) with severity ratings of 3, 4, 5, and 6 will stop being addressed on this date.	July 31, 2014
End of engineering support to address severity 1 and severity 2 defects	The last date that Cisco Engineering will provide any bug fix that resolves a severity 1 or severity 2 defect for all versions (including 8.1 and earlier) of Cisco Click to Call. After this date, Cisco Engineering will no longer develop, resolve, maintain, or test the Cisco Click to Call product.	July 31, 2014
Last date of support	The last date to receive service and support for this product from Cisco TAC. After this date, all support services for Cisco Click to Call will be unavailable. The documentation for all versions of Cisco Click to Call in Table 1 will be unavailable after this date.	July 31, 2013

Migration Path

Customers currently using Cisco Click to Call are encouraged to update to the latest Cisco Jabber Unified Communication products. The Jabber suite includes client software for Windows, Mac, and mobile devices. Jabber also offers a rich integration with Outlook and SharePoint, including multiple access points to initiate communication with contacts. Product information is available at:
http://www.cisco.com/web/products/voice/jabber.html.

With Cisco Jabber, you can quickly and easily find people, see if and how they are available (on which application or device). Collaborate using instant messaging (IM), voice, high-definition video, voice messaging, desktop sharing, and conferencing. Cisco Jabber offers integration with Microsoft Outlook and SharePoint. See a user's availability and click to initiate communications such as chat, voice or video calls, or multiparty conferences.

Cisco Jabber for Windows can help you:

- Reduce communication delays by providing presence information so you can see when your colleagues are available
- Accelerate team performance by instantly expanding one-on-one conversations to group chats or multiparty audio, video, and web conferences
- Collaborate directly from Microsoft Outlook by viewing a contact's availability and simply clicking to IM or call
- Limit the costs of business travel and phone calls by communicating with IM; audio, video, and web conferencing; or IP telephony
- Choose the best provisioning model for your business; Cisco Jabber can be deployed on-premises or on demand as a cloud-based service

Refer to the following links for more information about the Cisco Jabber products:

- Product information for the Cisco Jabber suite
- Cisco Jabber for Windows release notes
- Cisco Jabber for Windows data sheet
- Cisco Jabber for Windows software download

Ordering Information

The Cisco Jabber client can connect to either the Cisco Cloud or the Cisco Unified Presence server for IM and Presence. The ordering mechanism will vary based on the deployment model selected. The Ordering Guide (links below) provides an overview of the various configurations and client part numbers available for Jabber for Windows. In addition to the client licenses, phone licenses will be required to register as a softphone with Cisco Unified Communications Manager as described in the Ordering Guide.

- Ordering Guide for Cisco Unified Communications Applications:
    - Cisco Unified Communications Applications Ordering Guide
- Cisco Jabber is also available in Cisco Unified Workspace Licensing (CUWL). For details please refer to:
    - Ordering Guide for Cisco Unified Workspace Licensing (CUWL)

To place an order, visit the Cisco Ordering Home Page or contact your local Cisco account representative.

For more product information, please visit the Product information for the Cisco Jabber suite.

For More Information

If you require further assistance, or if you have any further questions regarding this field notice, please contact the Cisco TAC by one of the following methods:

- Open a service request on Cisco.com
- By email
- By telephone