



The bridge to possible

Product End-of-Life Notice

Cisco public

End-of-Sale and End-of-Life Announcement for the Cisco Unified IP Interactive Voice Response 12.0

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Overview

EOL13495 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified IP Interactive Voice Response 12.0. The last day to order the affected product(s) is August 13, 2020. 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.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco Unified IP Interactive Voice Response 12.0

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.	July 13, 2020
End-of-Sale Date: App SW	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	August 13, 2020
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.	November 11, 2020
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.	August 13, 2021
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.	August 13, 2021
End of Service Contract Renewal Date: App SW	The last date to extend or renew a service contract for the product.	November 9, 2022
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.	August 31, 2023

HW = Hardware

OS SW = Operating System Software

App. SW = Application Software

Product part numbers

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
IVR-12-ADD-K9	IVR 12.0 Add-on IP IVR	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-12-HA-LIC	IVR 12.0 New IP IVR HA Qty 1 License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-12-HA-LIC=	IVR 12.0 New IP IVR HA Qty 1 License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-12-HA-UPG	Upgrade IP IVR HA (Dual Server Cluster) License Only	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-12-MED-K9	IVR 12.0 Media	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-12-NFR=	IVR 12.0 Not for Resale (with HA) Kit	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-12-PAK	IVR 12.0 Delivery PAK	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-12-PORT-UPG	IVR 12.0 Upgrade Port	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
IVR-12-PORT1	IVR 12.0 Port	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-12-PORT1=	IVR 12.0 Port Qty 1	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-12-SS-LIC	New IP IVR Single Server Qty 1 License Only	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-12-SS-UPG	Upgrade IP IVR (Single Server) License Only	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-12-SYS-K9	IPIVR 12.0 System	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-12-UPG-K9	IVR 12.0 Upgrade IP IVR	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-10-12K9=	IVR 10.0 to 12.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-11-12K9=	IVR 11.0 to 12.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-3X-12K9=	IVR 3.X to 12.0 Upgrade	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
IVR-UPG-4X-12K9=	IVR 4.X to 12.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-50-12K9=	IVR 5.0 to 12.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-60-12K9=	IVR 6.0 to 12.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-70-12K9=	IVR 7.0 to 12.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-80-12K9=	IVR 8.0 to 12.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-85-12K9=	I+AB2Delivery PAK	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-90-12K9=	IVR 9.0 to 12.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-HA10-12K9=	10.0 HA to 11.0 HA Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-HA11-12K9=	11.0 HA to 12.0 HA Upgrade	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
IVR-UPG-HA4X-12K9=	4.0 HA to 12.0 HA Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-HA50-12K9=	5.0 HA to 12.0 HA Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-HA60-12K9=	6.0 HA to 12.0 HA Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-HA70-12K9=	7.0 HA to 12.0 HA Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-HA80-12K9=	8.0 HA to 12.0 HA Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-HA85-12K9=	8.5 HA to 12.0 HA Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-HA90-12K9=	9.0 HA to 12.0 HA Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product migration options

Customers should migrate to IPIVR 12.5.

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

The Cisco Takeback and Recycle program helps businesses properly dispose 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:

https://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:

https://www.cisco.com/en/US/products/products_end-of-life_policy.html.

For more information about the Cisco Product Warranties, go to:

https://www.cisco.com/en/US/products/prod_warranties_listing.html.

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

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

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