

# Arc Pro Attendant Console & Call Centre Software End of Life Definition



# Document History

Reason of Modification	Author/Reviewer	Version	Date
Updated for new version	Rupert Adair	2.5	30/04/15
Updated for corrections	Rupert Adair	2.6	02/03/16
Updated to extend Arc 6.1.1 lifespan	Rupert Adair	2.7	30/03/16
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## 1.0 About this document

### Purpose and Audience

This document defines the Arc Solutions policy with relation to Arc software End Of Life (EOL). It explains our policy on supplying & supporting Arc Pro Call Centre and Attendant Console suite or 'Console for Cisco Enterprise'.

### Copyright Statement

Copying of this document by any third party is strictly prohibited. This document contains confidential information and cannot be disclosed without the permission of Arc Solutions.

### Use of this document

This document is to be used by End Users, Resellers and Distributors in order to understand Arc Solutions EOL policy. This will be used to define ongoing Support offerings from Arc for current and old software versions.

## 4.0 Arc Solutions – End of Life Policy

Whilst End-of-Life of software product versions are an established part of the overall product life cycle, Arc solutions recognises that end-of-life milestones often prompt companies to review the way in which such end-of-sale and end-of-life milestones impact the products in their networks. With that in mind, we have set out below Arc's end-of-life policy to help customers better manage their end-of-life transition.

Table 1 describes the end-of-life policy for Arc Solutions, including milestones, definitions, and dates for Arc Enterprise and Arc Call Connect.

Please refer to the Arc Solutions Compatibility matrix available at the Enghouse Partner Portal or directly from the below location to establish which of the Arc versions remaining in-life below are appropriate for your Cisco platform.

Technical Documentation for current version of **Arc Pro** is available here

<http://enghouseinteractive.co.uk/support/console-cisco-enterprise-edition-technical-documentation/>

or by logging in to the Enghouse Interactive **Partner Portal** here

<http://partnerportal.enghouseinteractive.com/asp/HomePage>

### 4.1 Milestone Definitions

**Arc Announces End Of Life Date:** This is the date that Arc announces the End Of Life milestones for the software version in question.

**Arc will not supply this version after this date (+6 months):** The quoted version will not be supplied to new end users after this date as the version has been superseded by a later version.

**Arc will make no further code changes or generate patches after this date (+12 months):** Arc will no longer make changes to the product code after this date and if support issues arise that are down to the code interaction with the customer environment then the end user may be advised to upgrade to a later version of software to resolve the issue.

**Arc will make not provide new support contracts for the product after this date (+24 months):** Customers wishing Arc to take on a new support contract for the version of code in question after this date will be advised to upgrade to a later version at the time of the contract starting.

**Arc will not support this product anymore (+36 months):** Arc will no longer provide any support on this version of software after this date and customers will be advised to upgrade to a later version.

## 4.2 End of Life milestones for Arc Pro portfolio

Arc Pro - End Of Life definition					
Arc Software Version	Arc Announces EOL Date	Arc will not supply this version after this date (+6 months)	Arc will make no further code changes nor generate patches after this date (+12 months)	Arc will not provide new support contracts for the product after this date (+24 months)	Arc will not support this product any more (+36 months)
2.X	June 2004	January 2005	June 2005	June 2006	June 2007
3.0.3	January 2005	June 2005	January 2006	January 2007	January 2008
3.1.0 & 3.1.3	March 2005	Sept 2005	March 2006	March 2007	March 2008
3.1.5	March 2006	Sept 2006	March 2007	March 2008	March 2009
4.1.0 Solutions Plus	Aug 2007	Feb 2008	Aug 2008	Aug 2009	Aug 2010
4.1.0 Premium	Aug 2007	Feb 2008	Aug 2008	Aug 2009	Aug 2010
4.1.3	Aug 2008	Feb 2009	Aug 2009	Aug 2010	Aug 2011
4.1.4	Nov 2008	May 2009	Nov 2009	Nov 2010	Nov 2011
5.0.0	Oct 2009	April 2010	Oct 2010	Oct 2011	Oct 2012
5.0.1	Oct 2009	April 2010	Oct 2010	Oct 2011	Oct 2012
5.0.2	Oct 2009	April 2010	Oct 2010	Oct 2011	Oct 2012
5.1.0	Dec 2010	Jun 2011	Dec 2011	Dec 2012	Dec 2013
5.1.1	Dec 2011	Mar 2012	Dec 2012	Dec 2013	Oct 2014
5.1.2 Solutions Plus	Feb 2012	Aug 2012	Feb 2013	Feb 2014	Feb 2015
5.1.2 Premium	Feb 2012	Aug 2012	Feb 2013	Feb 2014	Feb 2015
5.1.3	Jan 2013	July 2013	Jan 2014	Jan 2015	Jan 2016
5.1.4	July 2013	Jan 2014	Jul 2014	Jul 2015	Jul 2016
5.2 Customer Special	Aug 2011	Feb 2012	Aug 2012	Aug 2013	Aug 2014
6.0.0	Jul 2014	Jan 2015	Jul 2015	Jul 2016	Jul 2017
6.0.1	Apr 2015	Oct 2015	Apr 2016	Apr 2017	Apr 2018
6.1	Aug 2015	Feb 2016	Aug 2016	Aug 2017	Aug 2018
6.1.1	Aug 2016	Feb 2017	Aug 2017	Aug 2018	Aug 2019
6.2	Aug 2017	Feb 2019	Aug 2019	Aug 2020	Aug 2021
6.3	May 2018	Nov 2019	May 2020	May 2021	May 2022

KEY		Amber	Patch fixing only, on a case by case basis
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Red	No more new support contracts given		Blue	Code changes and patches still supplied
Green	Current version		Grey	End of life and out of support