

Software End Of Life (EOL) definition For Arc Pro 6.1 Call Center and Attendant Console

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 |

1.0 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'.

2.0 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.

3.0 Usage 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 Arc 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>

5.0 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.

| 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 |

Key

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

Table 1. End-of-Life Milestones and Dates