



End-of-Sale and End-of-Life Announcement for the Cisco Unified Attendant Console Advanced 10.x

EOL11909

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Attendant Console Advanced 10.x. The last day to order the affected product(s) is May 21, 2018. 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.

Table 1. End-of-Life Milestones and Dates for the Cisco Unified Attendant Console Advanced 10.x

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.	November 20, 2017
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.	May 21, 2018
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.	August 19, 2018
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.	May 21, 2019
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.	May 21, 2019
End of Service Contract Renewal Date: App SW	The last date to extend or renew a service contract for the product.	August 16, 2020
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.	May 31, 2021

HW = Hardware OS SW = Operating System Software App. SW = Application Software

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
CUAC10ADV-U-AC=	Cisco Unified Att Console Advanced Upg to 10.x	L-CUAC12ADV-U-AC=	Cisco Unified Att Console Advanced Upg to 12.x	-
CUAC10X	Cisco Unified Attendant Consoles 10.x	L-CUAC12X	Cisco Unified Attendant Consoles 12.x	-
CUAC10X-ADV	Cisco Unified Attendant Console Advanced 10.x - 1 Lic	L-CUAC12X-ADV	Cisco Unified Attendant Console Advanced 12.x - 1 Lic	-
CUAC10X-ADV-HA	Cisco Unified Attendant Console Advanced 10.x Server HA	L-CUAC12X-ADV-HA	Cisco Unified Attendant Console Advanced 12.x Server HA	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CUACADV10X-AC-UPG	Upgrade to Cisco Unified Att Console Advanced 10.x	CUACADV12X-AC-UPG	Upgrade to Cisco Unified Att Console Advanced 12.x	-
L-CUAC10ADV-U-AC=	Cisco Unified Att Console Advanced Upg to 10.x - eDelivery	L-CUAC12ADV-U-AC=	Cisco Unified Att Console Advanced Upg to 12.x	-
L-CUAC10X	Cisco Unified Attendant Consoles 10.x	L-CUAC12X	Cisco Unified Attendant Consoles 12.x	-
L-CUAC10X-ADV	Cisco Unified Attendant Console Advanced 10.x - 1 Lic	L-CUAC12X-ADV	Cisco Unified Attendant Console Advanced 12.x - 1 Lic	-
L-CUAC10X-ADV-HA	Cisco Unified Attendant Console Advanced 10.x Server HA	L-CUAC12X-ADV-HA	Cisco Unified Attendant Console Advanced 12.x Server HA	-

Product Migration Options

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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https://www.cisco.com/web/feeds/products/end_of_life_rss.xml.

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