



# End-of-Sale and End-of-Life Announcement for the Cisco Unified Communications Manager and Session Management Edition Software Version 9.x

EOL10359 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Communications Manager and Session Management Edition Software Version 9.x. The last day to order the affected product(s) is December 29, 2015. 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 Communications Manager and Session Management Edition Software Version 9.x

Milestone	Definition	Date
<b>End-of-Life Announcement Date</b>	The date the document that announces the end-of-sale and end-of-life of a product is distributed to the general public.	June 30, 2015
<b>End-of-Sale Date</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	December 29, 2015
<b>Last Ship Date: App. SW</b>	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	March 28, 2016
<b>End of SW Maintenance Releases Date: App. SW</b>	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.	March 31, 2017
<b>End of New Service Attachment Date: App. SW</b>	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.	December 28, 2016
<b>End of Service Contract Renewal Date: App. SW</b>	The last date to extend or renew a service contract for the product.	March 26, 2018
<b>Last Date of Support: App. SW</b>	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.	December 31, 2018

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
CM9.X-K9-LAB	SW CM 9.X Lab Only, 20 CUWL PRO, 5 TP Room	CM10.X-K9-LAB=	SW CM 10.X Lab Only, 20 CUWL PRO, 5 TP Room	-
CM9.X-K9-NFR	SW CM 9.X Not For Resale, 20 CUWL PRO, 5 TP Room	CM10.X-K9-NFR	SW CM 10.X Not For Resale, 20 CUWL PRO, 5 TP Room, 100 CER	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CUCM-VERS-9.X	CUCM Software Version 9.X	CUCM-VERS-10.X	CUCM Software Version 10.X	-
CUCM-VERS-9.X-XU	CUCM Software Version 9.X Unrestricted	CUCM-VERS-10.X-XU	CUCM Software Version 10.X Unrestricted	-
R-UCM-9.X-SW-K9=	CUCM Software Version 9.X for PUT Only - Electronic Delivery	UCM-10.X-SW-K9=	CUCM Software Version 10.X for PUT Only	-
R-UCM-9.XSW-K9-XU=	CUCM Soft Ver 9.X for PUT Only, Exp Unrestricted, Electronic	UCM-10.X-SW-K9-XU=	CUCM Software Version 10.X for PUT Only, Export Unrestricted	-
SME-9.X-K9-UPG=	SW Upgrade to SME 9.X for ESW/UCSS	SME-10.X-K9-UPG=	SW Upgrade to SME 10.X for ESW/UCSS	-
SME-VERS-9.X	SME Software Version 9.X	SME-VERS-10.X	SME Software Version 10.X	-
SME9.X-K9-LAB	SW CM-SME 9.X Lab Use Only	SME10.X-K9-LAB=	SW CM-SME 10.X Lab Use Only	-
SME9.X-K9-NFR	SW CM-SME9.X Not For Resale Use Only	SME10.X-K9-NFR	SW CM-SME10.X Not For Resale Use Only	-
UCM-9.X-SW-K9-XU=	CUCM Software Version 9.X for PUT Only, Export Unrestricted	UCM-10.X-SW-K9-XU=	CUCM Software Version 10.X for PUT Only, Export Unrestricted	-
UCM-9.X-SW-K9=	CUCM Software Version 9.X for PUT Only	UCM-10.X-SW-K9=	CUCM Software Version 10.X for PUT Only	-

## Product Migration Options

Customers are encouraged to migrate to the Cisco Unified Communications Manager and Session Management Edition Software Version 10.x. Information about this product can be found at:

<http://www.cisco.com/c/en/us/products/unified-communications/unified-communications-manager-callmanager/index.html>.

Customers may be able to use the Cisco Technology Migration Program (TMP) where applicable to trade-in eligible products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, customers should work with their Cisco Partner or Cisco account team. Cisco Partners can find additional TMP information on Partner Central at

[http://www.cisco.com/web/partners/incentives\\_and\\_promotions/tmp.html](http://www.cisco.com/web/partners/incentives_and_promotions/tmp.html).

Customers may be able to continue to purchase the Cisco Unified Communications Manager and Session Management Edition Software Version 9.x through the Cisco Certified Refurbished Equipment program. Refurbished units may be available in limited supply for sale in certain countries on a first-come, first-served basis until the Last Date of Support has been reached. For information about the Cisco Certified Refurbished Equipment program, go to: <http://www.cisco.com/go/eos>.

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:

[http://www.cisco.com/web/about/ac227/ac228/ac231/about\\_cisco\\_takeback\\_recycling.html](http://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html).

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## For More Information

For more Information about the Cisco Unified Communications Manager and Session Management Edition Software Version 10.x, visit <http://www.cisco.com/c/en/us/products/unified-communications/unified-communications-manager-callmanager/index.html>, or contact your local account representative.

For more information about the Cisco End-of-Life Policy, go to:  
[http://www.cisco.com/en/US/products/products\\_end-of-life\\_policy.html](http://www.cisco.com/en/US/products/products_end-of-life_policy.html).

For more information about the Cisco Product Warranties, go to:  
[http://www.cisco.com/en/US/products/prod\\_warranties\\_listing.html](http://www.cisco.com/en/US/products/prod_warranties_listing.html).

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