



The bridge to possible

Product End-of-Life Notice
Cisco public

End-of-Sale and End-of-Life Announcement for the Cisco Unified Communications Manager and Session Management Edition 10.X

Contents

Overview	3
End-of-life milestones	3
Product part numbers	4
Product migration options	5
For more information	5

Overview

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Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Communications Manager and Session Management Edition 10.X. The last day to order the affected product(s) is July 2, 2019. 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 Communications Manager and Session Management Edition 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.	January 1, 2019
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.	July 2, 2019
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.	September 30, 2019
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.	July 1, 2020
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.	July 1, 2020
End of Service Contract Renewal Date: App SW	The last date to extend or renew a service contract for the product.	September 27, 2021
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.	July 31, 2022

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

In response to the worldwide COVID-19 pandemic, Cisco Engineering is providing a limited extension to End of Software Maintenance for version 10.5 from Jul 1, 2020 until Oct 1, 2020, to help Customers continue use their existing servers and plan for an upgrade. For more details refer:

<https://www.cisco.com/c/en/us/products/unified-communications/unified-communications-manager-callmanager/limited-extension-of-software-maintenance-support-for-cucm-10-5-release.html>.

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
CM10.X-K9-LAB=	SW CM 10.X Lab Only, 20 CUWL PRO, 5 TP Room	CM12.0-K9-LAB	SW CM/SME 12.0 Lab Only, 20 CUWL, 5 TP Room , 50 CER	-
CM10.X-K9-NFR	SW CM 10.X Not For Resale, 20 CUWL PRO, 5 TP Room, 100 CER	CM12.0-K9-NFR	SW CM/SME 12.0 Not for Resale, 20 CUWL ,5 TP Room,100 CER	-
CUCM-VERS-10.X	CUCM Software Version 10.X	CUCM-VERS-12.0	CUCM Software version 12.0	-
CUCM-VERS-10.X-XU	CUCM Software Version 10.X Unrestricted	CUCM-VERS-12.0-XU	CUCM Software version 12.0 (Export Unrestricted)	-
R-PC-10X-STD-K9=	Prime Collaboration Standard 10.x	R-PC-12.X-STD-K9=	SW PID for Prime Collaboration 12.X	-
SME-10.X-K9-UPG=	SW Upgrade to SME 10.X for ESW/UCSS	SME-12.0-K9-UPG=	SW Upgrade to SME 12.0 for SWSS	-
SME-VERS-10.X	SME Software Version 10.X	SME-VERS-12.0	SME Software Version 12	-
SME10.X-K9-LAB=	SW CM-SME 10.X Lab Use Only	CM12.0-K9-LAB	SW CM/SME 12.0 Lab Only, 20 CUWL, 5 TP Room , 50 CER	-
SME10.X-K9-NFR	SW CM-SME10.X Not For Resale Use Only	CM12.0-K9-NFR	SW CM/SME 12.0 Not for Resale, 20 CUWL ,5 TP Room,100 CER	-
UCM-10.X-SW-K9-XU=	CUCM Software Version 10.X for PUT Only, Export Unrestricted	UCM-12.0-SW-K9-XU=	CUCM Software Version 12.0 for PUT Only, Export Unrestricted	-
UCM-10.X-SW-K9=	CUCM Software Version 10.X for PUT Only	UCM-12.0-SW-K9=	CUCM Software Version 12.0 for PUT Only	-
UP-UCM9TO10-ENHP-A	Upg to UCM 10.x Enh Plus from 9.x	UP-UCM9TO12-ENHP	Upg to UCM 12.x Enh Plus from 9.x	-
UPG-TP-9TO10-ROOM	Upg to UCM 10.x TP Room from 9.x	UPG-TP-9TO12-ROOM	Upg to UCM 12.x TP Room from 9.x	-
UPG-UCM9TO10-BAS-A	Upg to UCM 10.x Basic from 9.x	UPG-UCM9TO12-BAS	Upg to UCM 12.x Basic from 9.x	-
UPG-UCM9TO10-ENH-A	Upg to UCM 10.x Enhanced from 9.x	UPG-UCM9TO12-ENH	Upg to UCM 12.x Enhanced from 9.x	-
UPG-UCM9TO10-ESS-A	Upg to UCM 10.x Essential from 9.x	UPG-UCM9TO12-ESS	Upg to UCM 12.x Essential from 9.x	-

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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Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

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