

End-of-Sale and End-of-Life Announcement for the Cisco Version 12.5 of On-premises Calling applications (including Cisco Unified Communications Manager) and associated On- premises Flex subscriptions

Contents

Overview	3
End-of-life milestones	4
Product part numbers	4
Product migration options	7
For more information	7

Overview

EOL14949

Cisco announces the end-of-sale dates for the Cisco Version 12.5 of On-premises Calling applications (including Cisco Unified Communications Manager) and associated On-premises Flex subscriptions. The last day to order the affected product(s) is August 31, 2023. The last day to renew or add to an existing subscription is August 31, 2025. Customers with active service contracts and subscriptions (as applicable) 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 and subscriptions (as applicable), support will be available under the terms and conditions of customers' service contract and subscription.

This EOL bulletin applies to the following releases of the following applications:

- Cisco Unified Communications Manager 12.5 (CUCM)
- Session Management Edition 12.5 (SME)
- CUCM Instant Messaging & Presence Service 12.5 (IMP)
- Cisco Emergency Responder 12.5 (CER)
- Unity Connection 12.5 (CUC)
- Cisco Paging Server 12.5 (CPS)
- Cisco Prime Collaboration Deployment 12.6 (PCD)

Customers are encouraged to migrate to the latest release of On-premises Calling or to Cloud Calling under Collaboration Flex Plan.

For more information about Collaboration Flex Plan 3.0, reference the ordering guides at this link:

<https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html>

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco Version 12.5 of On-premises Calling applications (including Cisco Unified Communications Manager) and associated On-premises Flex subscriptions

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.	March 1, 2023
End-of-Sale Date*	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	August31, 2023
End of SW Maintenance Releases Date: Subscription	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.	August31, 2024
End of Change/Renewal Date*: Subscription	The last date to Renew or Add to an existing subscription.	August31, 2025
Last Date of Support**: Subscription	The last date to receive applicable subscription entitlements, service and support for the product as entitled by active subscriptions and service contracts(as applicable) or by warranty terms and conditions. After this date, all subscription and support services for the product are unavailable, and the product becomes obsolete.	August 31, 2025

*The requested subscription start date needs to be on or before the End of Sale Date for new subscriptions, and on or before the End of Change/Renewal Date for subscription changes and renewals.

**The projected subscription term end date for new or changing subscriptions needs to be on or before the Last Date of Support.

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
A-FLEX-CLD-AAC-12	Attendant Console-Advanced High Availability License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-CLD-HA-12	Attendant Console-Advanced High Availability Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-ER-12X-K9	Emergency Responder SW Bundle v12 (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-FLEX-P-COMMON12X	Common Area v12 License (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-P-ER-12X	Emergency Responder v12 License (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-P-ESS-12X	Essential v12 License (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-P-TPRM-12X	Telepresence Room v12 License (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-P-UCM-12X	Unified Communications Manager v12 License (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-P-UCXN-12X	Unity Connection v12 License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-SME-12X	Session Manager v12 (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-SW-12X-K9	On-Premises & Partner Hosted Calling SW Bundle v12 (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-SW-12-XU-K9	On-Premises & Hosted Calling SW Bundle for Russia v12.5 (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-FLEX-SW-12.5-K9	On-Premises SW Bundle v12.5 (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-PRM-LIC-ER-12X	ER 12.x 911 - User License Subscription	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-PRM-LIC-ESS-12X	Essential 12.x - License Subscription	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-PRM-LIC-UCM-12X	UC Manager 12.x - User License Subscription	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-PRM-TPROOM-12X	TelePresence Room License for EntW 12.x- License Subscription	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-PRM-LIC-SME-12X	Flex On Prem specific term-based billing PID for Session	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-PRM-LIC-PS-12X	Public Space License for 12X - License Subscription	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-PRM-LIC-UCX-12X	Unity Connection 12.x - User License Subscription	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product migration options

Customers are encouraged to migrate to the latest release of On-premises Calling or to Cloud Calling under Collaboration Flex Plan.

For more information about Collaboration Flex Plan 3.0, reference the ordering guides at this link: <https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html>.

For more information

For more information about the Cisco End-of-Life Policy, go to: <https://www.cisco.com/c/en/us/products/eos-eol-policy.html>.

For more information about the Cisco Product Warranties, go to: <https://www.cisco.com/c/en/us/products/warranty-listing.html>.

To subscribe to receive end-of-life/end-of-sale information, go to: <https://cway.cisco.com/mynotifications>.

Any authorized translation issued by Cisco Systems or affiliates of this end-of-life Product Bulletin is intended to help customers understand the content described in the English version. This translation is the result of a commercially reasonable effort; however, if there are discrepancies between the English version and the translated document, please refer to the English version, which is considered authoritative.

Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

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

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at <https://www.cisco.com/go/offices>.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <https://www.cisco.com/go/trademarks>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)