End-of-Sale and End-of-Life Announcement for the Cisco HCS v10 for subscription

Contents

Overview

EOL13548 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco HCS v10 for subscription. The last day to order the affected product(s) is March 2, 2021. The last day to renew or add to an existing subscription is March 2, 2021. 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.

End-of-life milestones

Table 1.   End-of-life milestones and dates for the Cisco HCS v10 for subscription

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.	September 1, 2020
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.	March 2, 2021
End of Change/Renewal Date[*]: **Subscription**	The last date to Renew or Add to an existing subscription.	March 2, 2021
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.	July 31, 2022

[*]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-H-COMMON10X	Common Area v10 License (1)	A-FLEX-H-COMMON11X	Common Area v11 License (1)	–
A-FLEX-H-ER-10X	Emergency Responder v10 License (1)	A-FLEX-H-ER-11X	Emergency Responder v11 License (1)	–
A-FLEX-H-ESS-10X	Essential v10 License (1)	A-FLEX-H-ESS-11X	Essential v11 License (1)	–
A-FLEX-H-TPRM-10X	Telepresence Room v10 License (1)	A-FLEX-H-TPRM-11X	Telepresence Room v11 License (1)	–
A-FLEX-H-UCM-10X	Unified Communications Manager v10 License (1)	A-FLEX-H-UCM-11X	Unified Communications Manager v11 License (1)	–
A-FLEX-HCMF-10X	HCMF v10 License (1)	A-FLEX-HCMF-12X	HCMF v12 License (1)	–
A-FLEX-HCMF-10X-K9	HCMF SW Bundle v10 (1)	A-FLEX-HCMF-12X	HCMF v12 License (1)	–
A-HST-LIC-ER-10X	Hosted ER 10.x 911 – User License Subscription	A-HST-LIC-ER-11X	Hosted ER 11.x 911 – User License Subscription	–
A-HST-LIC-ESS-10X	Hosted Essential 10.x – License Subscription	A-HST-LIC-ESS-11X	Hosted Essential 11.x – License Subscription	–
A-HST-LIC-PS-10X	Hosted Public Space License for 10X – License Subscription	A-HST-LIC-PS-11X	Hosted Public Space License for 11X – License Subscription	–
A-HST-LIC-UCM-10X	Hosted UC Manager 10.x – User License Subscription	A-HST-LIC-UCM-11X	Hosted UC Manager 11.x – User License Subscription	–
A-HST-LIC-UCX-10X	Hosted Unity Connection 10.x – User License Subscription	A-HST-LIC-UCX-11X	Hosted Unity Connection 11.x – User License Subscription	–
A-HST-SW-NU-10X-K9	Cisco Collaboration Subscription (CCS) – Software Download	A-HST-SW-NU-11X-K9	Cisco Collaboration Subscription (CCS) - Software Download	–
A-HST-TPROOM-10X	Hosted TelePresence Room License for EntW 10.x –License Subs	A-HST-TPROOM-11X	Hosted TelePresence Room License for EntW 11.x –License Subs	–
A-SPK-AU-C-HST10	Hosted Calling C3 Version 10 and Business Messaging	A-SPK-AU-C-HST11	Hosted Calling C3 Version 11 and Business Messaging	–

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-SPK-EMP-C1-HST10	Hosted Calling C1 Version 10 and Business Messaging (1)	A-SPK-EMP-C1-HST11	Hosted Calling C1 Version 11 and Business Messaging	–
A-SPK-EMP-C3-HST10	Hosted Calling C3 Version 10 and Business Messaging	A-SPK-EMP-C3-HST11	Hosted Calling C3 Version 11 and Business Messaging	–
A-SPK-NU-C1-HST10	Hosted Calling C1 Version 10 (1)	A-SPK-NU-C1-HST11	Hosted Calling C1 Version 11 (1)	–

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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