

End-of-Sale and End-of-Life Announcement for the Cisco HCM-F 11.X & 10.X

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Overview

EOL13297 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco HCM-F 11.X & 10.X. The last day to order the affected product(s) is March 24, 2021. 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.

Renewing to Collaboration Flex Plan

Cisco is committed to long-term support for our customers with on-premises calling deployments. We are also committed to supporting our customers as they move to cloud calling. Our Collaboration Flex Plan supports both deployment models. In September 2021, we announced that customers with perpetual on-premises calling deployments should renew to Collaboration Flex Plan. Some of the customer benefits of Flex Plan include:

- Flexible payment methods - monthly, annual, and full
- Software Support that is included - never find yourself uncovered
- Simplified licensing structure
- Better license entitlements to Cisco Collaboration solutions
- An easy migration to the cloud

The last day to renew Software Support Services (SWSS) for perpetual on-premises calling has been moved up to October 30, 2021. Customers who need additional licensing and / or to renew software support after this date will be able to get full support for their on-premises calling deployments by renewing to 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 HCM-F 11.X & 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.	September 23, 2020
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.	March 24, 2021
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.	June 22, 2021
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.	March 24, 2022
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.	October 30, 2021
End of Service Contract Renewal Date: App SW	The last date to extend or renew a service contract for the product.	October 30, 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.	March 31, 2024

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

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
EA-HCMF-K9-RTU	HCM-F RTU & SW Kit - HCS LE for EA	A-FLEX-3	Collaboration Flex Plan 3.0	-
EA-HCMF-USER	HCM-F User - HCS LE for EA	A-FLEX-3	Collaboration Flex Plan 3.0	-
HCS-10X-HCMF-BF	HCS 10.x HCM-F Basic/Foundation User	HCS12-HCMF-RTU	HCS 12.5x HCM-F RTU	-
HCS-10X-HCMF-EVAL	HCS HCM-F 10.x 90 day evaluation	HCS-HCMF-EVAL-RTU	HCS HCM-F 90 day evaluation - Right To Use	-
HCS-10X-HCMF-LAB	HCS HCM-F 10.x for lab use only	HCS-HCMF-LAB-RTU	HCS HCM-F for lab use only	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
HCS-10X-HCMF-S	HCS 10.x HCM-F Standard User	HCS12-HCMF-RTU	HCS 12.5x HCM-F RTU	-
HCS-HCMF-BF-RTU	HCS v10 and v11 HCM-F Basic/Foundation - Right To Use	HCS12-HCMF-RTU	HCS 12.5x HCM-F RTU	-
HCS-HCMF-BF-TIER1	HCS Tier 1 HCM-F for Basic/Foundation Users for 1K to 25K	HCS12-HCMF-RTU	HCS 12.5x HCM-F RTU	-
HCS-HCMF-BF-TIER2	HCS Tier 2 HCM-F for Basic/Foundation Users for 25K to 100K	HCS12-HCMF-RTU	HCS 12.5x HCM-F RTU	-
HCS-HCMF-BF-TIER3	HCS Tier 3 HCM-F for Basic/Foundation Users for 100K to 250K	HCS12-HCMF-RTU	HCS 12.5x HCM-F RTU	-
HCS-HCMF-BF-TIER4	HCS Tier 4 HCM-F for Basic/Foundation Users for 250K to 750K	HCS12-HCMF-RTU	HCS 12.5x HCM-F RTU	-
HCS-HCMF-BF-TIER5	HCS Tier 5 HCM-F for Basic/Foundation Users - 750K to 1.25M	HCS12-HCMF-RTU	HCS 12.5x HCM-F RTU	-
HCS-HCMF-BF-TIER6	HCS Tier 6 HCM-F for Basic/Foundation Users - 1.25M and above	HCS12-HCMF-RTU	HCS 12.5x HCM-F RTU	-
HCS-HCMF-F-PS	HCS HCMF Foundation for Public Sector	There is currently no replacement product available for this product.	-	-
HCS-HCMF-S-PS	HCS HCMF Standard for Public Sector	There is currently no replacement product available for this product.	-	-
HCS-HCMF-S-RTU	HCS v10 and v11 HCM-F Standard - Right To Use	HCS12-HCMF-RTU	HCS 12.5x HCM-F RTU	-
HCS-HCMF-S-TIER1	HCS Tier 1 HCM-F for Standard Users for 1K to 25K	HCS12-HCMF-RTU	HCS 12.5x HCM-F RTU	-
HCS-HCMF-S-TIER2	HCS Tier 2 HCM-F for Standard Users for 25K to 100K	HCS12-HCMF-RTU	HCS 12.5x HCM-F RTU	-
HCS-HCMF-S-TIER3	HCS Tier 3 HCM-F for Standard Users for 100K to 250K	HCS12-HCMF-RTU	HCS 12.5x HCM-F RTU	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
HCS-HCMF-S-TIER4	HCS Tier 4 HCM-F for Standard Users for 250K to 750K	HCS12-HCMF-RTU	HCS 12.5x HCM-F RTU	-
HCS-HCMF-S-TIER5	HCS Tier 5 HCM-F for Standard Users for 750K to 1.25M	HCS12-HCMF-RTU	HCS 12.5x HCM-F RTU	-
HCS-HCMF-S-TIER6	HCS Tier 6 HCM-F for Standard Users for 1.25M and above	HCS12-HCMF-RTU	HCS 12.5x HCM-F RTU	-
HCS11-HCMF-RTU-K9	HCS 11.x HCM-F SW Kit	HCS12-HCMF-RTU	HCS 12.5x HCM-F RTU	-

Product migration options

Customers who need additional licensing or to attach / renew software support after October 30, 2021 will be able to get full support for their on-prem calling deployments with 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>

Service prices for Cisco products are subject to change after the product End-of-Sale date.

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>.

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