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End-of-Sale and End-of-Life Announcement for the Cisco Unified Attendant Console (CUAC) - Perpetual Licensing

Contents

Overview

EOL13847

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Attendant Console (CUAC) – Perpetual Licensing. The last day to order the affected product(s) is January 13, 2022. 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

Customers utilizing the Not for Resale program are encouraged to migrate to V14 or higher, as needed. Additional program details are available at this link:
https://www.cisco.com/c/en/us/partners/incentives/standard-not-for-resale.html#~cuwp-to-nfr-transition.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco Unified Attendant Console (CUAC) - Perpetual Licensing

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.	July 15, 2021
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.	October 30, 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.	January 30, 2022
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.	January 13, 2023
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.	January 31, 2025

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
CUACADV12X-EA-UPG	Cisco Unified Att Console Advanced Upg to 12.x - EA	CUACADV14X-EA-UPG	Cisco Unified Att Console Advanced Upg to 14.x - EA	–
CUACST12X-EA-UPG	Cisco Unified Att Console Standard Upg to 12.x - EA	CUACST14X-EA-UPG	Cisco Unified Att Console Standard Upg to 14.x - EA	–
CUAC10X-STND-NFR	Cisco Unified Attendant Console Standard 10.x NFR Lic	CUAC14X-STND-NFR	Cisco Unified Attendant Console Standard 14.x NFR Lic	–
CUAC11X-ADV-NFR	Cisco Unified Attendant Console Advanced 11.x NFR Lic	There is currently no replacement product available for this	–	–

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
		product.		
CUAC11X-ADVHA-NFR	Cisco Unified Attendant Console Advanced 11.x HA NFR Lic	There is currently no replacement product available for this product.	–	–
CUAC11X-STND-NFR	Cisco Unified Attendant Console Standard 11.x NFR Lic	CUAC14X-STND-NFR	Cisco Unified Attendant Console Standard 14.x NFR Lic	–
CUAC12X-ADV-NFR	Cisco Unified Attendant Console Advanced 12.x NFR Lic	There is currently no replacement product available for this product.	–	–
CUAC12X-STND-NFR	Cisco Unified Attendant Console Standard 12.x NFR Lic	CUAC14X-STND-NFR	Cisco Unified Attendant Console Standard 14.x NFR Lic	–
CUAC11ADV-U-AC=	Cisco Unified Att Console Advanced Upg to 11.x	CUACADV14X-AC-UPG	Upgrade to Cisco Unified Att Console Advanced 14.x	–
CUAC11ST-U-AC=	Cisco Unified Att Console Standard Upg to 11.x	CUACST14X-AC-UPG	Upgrade to Cisco Unified Att Console Standard 14.x	–
L-CUAC11ADV-U-AC=	Cisco Unified Att Console Advanced Upg to 11.x - eDelivery	CUACADV14X-AC-UPG	Upgrade to Cisco Unified Att Console Advanced 14.x	–
L-CUAC11ST-U-AC=	Cisco Unified Att Console Standard Upg to 11.x - eDelivery	CUACST14X-AC-UPG	Upgrade to Cisco Unified Att Console Standard 14.x	–
L-CUAC12ADV-U-AC=	Cisco Unified Att Console Advanced Upg to 12.x	CUACADV14X-AC-UPG	Upgrade to Cisco Unified Att Console Advanced 14.x	–
L-CUAC12ST-U-AC=	Cisco Unified Att Console Standard Upg to 12.x	CUACST14X-AC-UPG	Upgrade to Cisco Unified Att Console Standard 14.x	–
CUAC11X	Cisco Unified Attendant Consoles 11.x	There is currently no replacement product available for this product.	–	–
L-CUAC11X	Cisco Unified Attendant Consoles 11.x	There is currently no replacement product available for this product.	–	–
L-CUAC12X	Cisco Unified Attendant Consoles 12.x	There is currently no replacement product available for this product.	–	–

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CUAC11X-ADV	Cisco Unified Attendant Console Advanced 11.x - 1 Lic	CUACADV14X-AC-UPG	Upgrade to Cisco Unified Att Console Advanced 14.x	–
CUAC11X-ADV-HA	Cisco Unified Attendant Console Advanced 11.x Server HA	CUAC-14X-ADV-HA-EA	Cisco Unified Attendant Console Advanced 14.x Server HA - EA	–
CUAC11X-STND	Cisco Unified Attendant Console Standard 11.x - 1 Lic	CUACST14X-AC-UPG	Upgrade to Cisco Unified Att Console Standard 14.x	–
L-CUAC11X-ADV	Cisco Unified Attendant Console Advanced 11.x - 1 Lic	CUACADV14X-AC-UPG	Upgrade to Cisco Unified Att Console Advanced 14.x	–
L-CUAC11X-ADV-HA	Cisco Unified Attendant Console Advanced 11.x Server HA	CUAC-14X-ADV-HA-EA	Cisco Unified Attendant Console Advanced 14.x Server HA - EA	–
L-CUAC11X-STND	Cisco Unified Attendant Console Standard 11.x - 1 Lic	CUACST14X-AC-UPG	Upgrade to Cisco Unified Att Console Standard 14.x	–
L-CUAC12X-ADV	Cisco Unified Attendant Console Advanced 12.x - 1 Lic	CUACADV14X-AC-UPG	Upgrade to Cisco Unified Att Console Advanced 14.x	–
L-CUAC12X-ADV-HA	Cisco Unified Attendant Console Advanced 12.x Server HA	CUAC-14X-ADV-HA-EA	Cisco Unified Attendant Console Advanced 14.x Server HA - EA	–
L-CUAC12X-STND	Cisco Unified Attendant Console Standard 12.x - 1 Lic	CUACST14X-AC-UPG	Upgrade to Cisco Unified Att Console Standard 14.x	–
CUACADV11X-AC-UPG	Upgrade to Cisco Unified Att Console Advanced 11.x	CUACADV14X-AC-UPG	Upgrade to Cisco Unified Att Console Advanced 14.x	–
CUACST11X-AC-UPG	Upgrade to Cisco Unified Att Console Standard 11.x	CUACST14X-AC-UPG	Upgrade to Cisco Unified Att Console Standard 14.x	–
CUACADV12X-AC-UPG	Upgrade to Cisco Unified Att Console Advanced 12.x	CUACADV14X-AC-UPG	Upgrade to Cisco Unified Att Console Advanced 14.x	–
CUACST12X-AC-UPG	Upgrade to Cisco Unified Att Console Standard 12.x	CUACST14X-AC-UPG	Upgrade to Cisco Unified Att Console Standard 14.x	–

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

Customers utilizing the Not for Resale program are encouraged to migrate to V14 or higher, as needed. Additional program details are available at this link: https://www.cisco.com/c/en/us/partners/incentives/standard-not-for-resale.html#~cuwp-to-nfr-transition

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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