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End-of-Sale and End-of-Life Announcement for Perpetual Licensing for Cisco Unity Connection

Contents

Overview

EOL13550 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Perpetual Licensing for Cisco Unity Connection. The last day to order the affected product(s) is January 23, 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 Perpetual Licensing for Cisco Unity Connection

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, License	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	January 23, 2021
Last Ship Date: App SW, License	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	April 23, 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.	January 23, 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.	January 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
UNITYCN12-K9	Unity Connection 12.x Software (E-Delivery Only)	See the Product Migration Options section below for detailed information on replacing this product.	–	–
CUC-SL-EXRTKY-K9=	Export Restricted Authorization Key for CUC -Smart Licensing	CUCM-SL-EXRTKY-K9=	Export Restricted Authorization Key for CUCM-Smart Licensing	–
LIC-SPCHVIEW-1MO	SpeechView for Unity Connection - 1 month license	See Product Migration Options section for details.	SpeechView Feature under Cisco Collaboration FLex	–

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
			Plan 3.0	
LIC-SPCHVIEW-1YR	SpeechView for Unity Connection - 1 Year license	See Product Migration Options section for details.	SpeechView Feature under Cisco Collaboration FLex Plan 3.0	–
LIC-SPVIEWPRO-1MO	SpeechView Pro for Unity Connection - 1 Month License	See Product Migration Options section for details.	SpeechView Feature under Cisco Collaboration FLex Plan 3.0	–
L-SPCHVIEWPRO-1YR	SpeechView Pro for Unity Connection 8.x 1 Year license	See Product Migration Options section for details.	SpeechView Feature under Cisco Collaboration FLex Plan 3.0	–
L-SPEECHVIEW-1YR	SpeechView for Unity Connection 8.x 1 year license	See Product Migration Options section for details.	SpeechView Feature under Cisco Collaboration FLex Plan 3.0	–
L-SPEECHVIEW-PAK	SpeechView for Unity Connection PAK	See Product Migration Options section for details.	SpeechView Feature under Cisco Collaboration FLex Plan 3.0	–
L-UCXN10-GOV-UPG	Unity Connection 10.x, SW Feature License Add-ons	There is currently no replacement product available for this product.	–	–
L-UCXN10-LICGV-UPG	Unity Connection 10.x, SW Feature License Add-ons	There is currently no replacement product available for this product.	–	–
L-UCXN10-LIC-UPG	Unity Connection 10.x, SW Feature License Add-ons	There is currently no replacement product available for this product.	–	–
L-UCXN11-LIC-UPG	Unity Connection 11.x, SW Feature License Add-ons	See the Product Migration Options section below for detailed information on replacing this product.	–	–
MIG-UCXN11-BAS2ENH	One Unity Connection 11.x Bas to Enh Upgrade User	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
MIG-UCXN11-USR	Upg From Unity Cxn 2.x, 7.x, or 8.x to 11.x Users	See the Product Migration Options section below for detailed information on replacing this product.	–	–
MIG-UCXN12-BAS2ENH	One Unity Connection 12.x Bas to Enh Upgrade User	See the Product Migration Options section below for detailed information on replacing this product.	–	–
MIG-UCXN-BAS-9TO11	Upgrade from Unity Cxn Basic 9.x-10.x to 11.x	See the Product Migration Options section below for detailed information on replacing this product.	–	–
MIG-UCXN-ENH-9TO11	Upgrade from Unity Cxn Enhanced 9.x-10.x to 11.x	See the Product Migration Options section below for detailed information on replacing this product.	–	–
MIG-UTY2CUC11-USR	Migrate From Unity to Unity Cxn 11.x Users	See the Product Migration Options section below for detailed information on replacing this product.	–	–
MIG-UTYCXN-8TO10=	UNTYCXN - Migrate - 8x to 10x - Order correct license qty	See the Product Migration Options section below for detailed information on replacing this product.	–	–
MIG-UTYCXN-8TO11=	UNTYCXN - Migrate - 8x to 11x - Order correct license qty	See the Product Migration Options section below for detailed information on replacing this product.	–	–
MIG-UTYCXN-8TO9=	UNTYCXN - Migrate - 8x to 9x - Order correct license qty	See the Product Migration Options section below for detailed information on replacing this product.	–	–
R-UCXN11-VUP-XU-K9	Upgrade and Migration from Unity / Unity Cxn to Unity Cxn11x	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
R-UNITYCN11-K9	Unity Connection 11.x Software	See the Product Migration Options section below for detailed information on replacing this product.	–	–
R-UNITYCN11-K9-LAB	Unity Connection 11.x Lab Software Bundle	There is currently no replacement product available for this product.	–	–
R-UNITYCN11-VUP-K9	Upgrade and Migration from Unity or Unity Cxn to Unity Cxn11	See the Product Migration Options section below for detailed information on replacing this product.	–	–
R-UNITYCN11-XU-K9	Unity Connection 11.x Software – Export Unrestricted	See the Product Migration Options section below for detailed information on replacing this product.	–	–
SPCHVIEW-NFR	Speechview NFR Kit – 5 Users for 1 Year	See Product Migration Options section for details.	SpeechView Feature under Cisco Collaboration FLex Plan 3.0	–
SPCHVIEW-PAK	SpeechView for Unity Connection 9.x PAK	See Product Migration Options section for details.	SpeechView Feature under Cisco Collaboration FLex Plan 3.0	–
SPEECHVIEW-1YR	SpeechView for Unity Connection 8.x 1 Year license	See Product Migration Options section for details.	SpeechView Feature under Cisco Collaboration FLex Plan 3.0	–
SPEECHVIEW-DEMO	SpeechView Demo License for 50 users for 6 months	See Product Migration Options section for details.	SpeechView Feature under Cisco Collaboration FLex Plan 3.0	–
SPEECHVIEW-NFR	Speechview NFR Kit – 5 Users for 1 Year	See Product Migration Options section for details.	SpeechView Feature under Cisco Collaboration FLex Plan 3.0	–
SPEECHVIEWPRO-1YR	SpeechView Pro for Unity Connection 8.x 1 Year license	See Product Migration Options section for details.	SpeechView Feature under Cisco Collaboration FLex Plan 3.0	–
UCXN10-GOV-K9	Unity Connection 10.x Software	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
UCXN-10TO12-SW-K9=	Unity Connection 10.x or later to 12.x Upgrade SW Kit	See the Product Migration Options section below for detailed information on replacing this product.	-	-
UCXN10TO12SWXU-K9=	Unity Conn 10.x or later to 12.x Upg SW Kit-Exp Unrestricted	See the Product Migration Options section below for detailed information on replacing this product.	-	-
UCXN10-VUP-GOV-K9	Upgrade from Unity Cxn 2.x - 8.x to Unity Connection 10.x	There is currently no replacement product available for this product.	-	-
UCXN10-VUP-GOV-K9=	Upgrade from Unity Cxn 2.x or later to Unity Connection 10.x	There is currently no replacement product available for this product.	-	-
UCXN11-UTYMIG-K9=	Upg/Mig from Unity Cxn 1.x/Unity 4.x - 8.x to Unity Cxn 11x	See the Product Migration Options section below for detailed information on replacing this product.	-	-
UCXN11-VER-UPG-K9=	Upgrade from Unity Cxn 2.x - 8.x to Unity Connection 11.x	See the Product Migration Options section below for detailed information on replacing this product.	-	-
UCXN11-VUP-XU-K9	Upgrade and Migration from Unity or Unity Cxn to Unity Cxn11	See the Product Migration Options section below for detailed information on replacing this product.	-	-
UCXN12-UTYMIG-K9=	Upg/Mig from Unity Cxn 2.x or later to Unity Cxn 12x	See the Product Migration Options section below for detailed information on replacing this product.	-	-
UCXN12-VER-UPG-K9=	Upgrade from Unity Cxn 2.x or later to Unity Connection 12.x	See the Product Migration Options section below for detailed information on replacing this product.	-	-
UCXN12-VUP-XU-K9	Unity Conn 12.x Software - Export Unrestricted (E-Delivery)	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
UCXN-9TO10-GOV-K9=	Unity Connection 9.x to 10.x Upgrade SW Kit	There is currently no replacement product available for this product.	–	–
UCXN-9TO11-SW-K9=	Unity Connection 9.x–10.x to 11.x Upgrade SW Kit	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UCXN9TO11SW-XU-K9=	Unity Connection 9.x–10.x to 11.x Upgrade SW Kit–Exp XU	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UCXN-BAS-10TO12UP=	Upgrade from Unity Cxn Basic 10.x or later to 12.x	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UCXN-BAS-10TO12UPG	Upgrade from Unity Cxn Basic 10.x or later to 12.x	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UCXN-BAS-9TO11-UP=	Upgrade from Unity Cxn Basic 9.x–10.x to 11.x	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UCXN-BAS-9TO11-UPG	Upgrade from Unity Cxn Basic 9.x–10.x to 11.x	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UCXN-DVOP-NU-HIP	Internal DVOP pid for tracking	There is currently no replacement product available for this product.	–	–
UCXN-ENH-10TO12UP=	Upgrade from Unity Cxn Enhanced 10.x or later to 12.x	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UCXN-ENH-10TO12UPG	Upgrade from Unity Cxn Enhanced 10.x or later to 12.x	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
UCXN-ENH-9TO11-UP=	Upgrade from Unity Cxn Enhanced 9.x–10.x to 11.x	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UCXN-ENH-9TO11-UPG	Upgrade from Unity Cxn Enhanced 9.x–10.x to 11.x	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UCXN-MIG-CUECUC	Migrate From Unity Express v9+ to Unity Cxn 12.x	There is currently no replacement product available for this product.	–	–
UCXN-SC-10TO12-UPG	Upgrade from Unity Cxn Speech Connect 10.x or later to 12.x	There is currently no replacement product available for this product.	–	–
UCXN-SC-9TO11-UPG	Upgrade from Unity Cxn Speech Connect 9.x–10.x to 11.x	There is currently no replacement product available for this product.	–	–
UNCN11-MIG-XU-K9=	Mig from Unity Cxn 1.x/Unity 4.x – 8.x to Unity Cxn 11x XU	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UNCN11-UPG-XU-K9=	Upgrade from Unity Cxn 2.x – 8.x to Unity Connection 11.x XU	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UNCN12-MIG-XU-K9=	Mig from Unity Cxn 2.x or later to Unity Cxn 12x XU	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UNCN12-UPG-XU-K9=	Upgrade from Unity Cxn 2.x or later to Unity Connection 12.x	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UNCN861-MIG-D-K9=	Unity Connection 8.6.1 Mig from Unity/UCXn 1.x – Domino	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
UNCN861-VUP-D-K9=	Unity Connection 8.6.1 Upgrade - Domino	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UNITYCN10-ENH-USR	One Unity Connection 10.x Enhanced Voice Messaging User	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UNITYCN10-PAK	Unity Connection 10.x PAK	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UNITYCN10-SC-GUEST	Speech Connect for Cisco Unity Connection 10.x Guest User	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UNITYCN10-SC-PORT	Unity Connection Speech Connect/ASR 10.x Add-on ports	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UNITYCN10-STD-USR	One Unity Connection 10.x Voice Messaging User	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UNITYCN11-ENH-USR	One Unity Connection 11.x Enhanced Voice Messaging User	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UNITYCN11-K9	Unity Connection 11.x Software	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UNITYCN11-LAB-USR	Unity Connection 11.x Lab User	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
UNITYCN11-MIG-USR	Migrate From Unity to Unity Cxn 11.x Users	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UNITYCN11-PAK	Unity Connection 11.x PAK	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UNITYCN11-SC-GUEST	Speech Connect for Cisco Unity Connection 11.x Guest User	See Product Migration Options section for details.	SpeechConnect Feature under Cisco Collaboration Flex Plan 3.0	–
UNITYCN11-SC-PORT	Unity Connection Speech Connect/ASR 11.x Add-on ports	See Product Migration Options section for details.	SpeechConnect Feature under Cisco Collaboration Flex Plan 3.0	–
UNITYCN11-STD-USR	One Unity Connection 11.x User – All user Features–eDelivery	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UNITYCN11-VUP-K9	Upgrade and Migration from Unity or Unity Cxn to Unity Cxn11	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UNITYCN11-VUP-USR	Upg From Unity Cxn 2.x, 7.x, or 8.x to 11.x Users	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UNITYCN11-XU-K9	Unity Connection 11.x Software – Export Unrestricted	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UNITYCN12-ENH-USR	One Unity Connection 12.x Enhanced Voice Messaging User	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UNITYCN12-K9-LAB	Unity Connection 12.x Lab Software Bundle (E-Delivery Only)	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
UNITYCN12-LAB-USR	Unity Connection 12.x Lab User	There is currently no replacement product available for this product.	–	–
UNITYCN12-MIG-USR	Migrate From Unity to Unity Cxn 12.x Users	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UNITYCN12-PAK	Unity Connection 12.x PAK	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UNITYCN12-SC-GUEST	Speech Connect for Cisco Unity Connection 12.x Guest User	See Product Migration Options section for details.	SpeechConnect Feature under Cisco Collaboration Flex Plan 3.0	–
UNITYCN12-SC-PORT	Unity Connection Speech Connect/ASR 12.x Add-on ports	See Product Migration Options section for details.	SpeechConnect Feature under Cisco Collaboration Flex Plan 3.0	–
UNITYCN12-STD-USR	One Unity Connection 12.x Voice Messaging User	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UNITYCN12-VUP-K9	Unity Connection 12.x Software (E-Delivery Only)	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UNITYCN12-VUP-USR	Upg From Unity Cxn 2.x or later to 12.x Users	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UNITYCN12-XU-K9	Unity Conn 12.x SW-Export Unrestricted (E-Delivery)	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UNITYCN9-BAS-ENH	One Unity Connection 9.x Bas to Enh Upgrade User	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
UNITYCN9-ENH-USR	One Unity Connection 9.x Enhanced Voice Messaging User	There is currently no replacement product available for this product.	-	-
UNITYCN9-SC-GUEST	Speech Connect for Cisco Unity Connection 9.x Guest User	There is currently no replacement product available for this product.	-	-
UNITYCN9-SC-PORT	Unity Connection Speech Connect 9.x Add-on ports	There is currently no replacement product available for this product.	-	-
UNITYCN9-STD-USR	One Unity Connection 9.x Voice Messaging User	There is currently no replacement product available for this product.	-	-
UPG-UCXN09TO10-BAS	Upgrade UnityCxn 9.x to UnityCxn 10.x – Basic user	See the Product Migration Options section below for detailed information on replacing this product.	-	-
UPG-UCXN09TO10-ENH	Upgrade UnityCxn 9.x to UnityCxn 10.x – Enhanced user	See the Product Migration Options section below for detailed information on replacing this product.	-	-
UPG-UCXN10TO11-BAS	Upgrade UnityCxn 10.x to UnityCxn 11.x – Basic user	See the Product Migration Options section below for detailed information on replacing this product.	-	-
UPG-UCXN10TO11-ENH	Upgrade UnityCxn 10.x to UnityCxn 11.x – Enhanced user	See the Product Migration Options section below for detailed information on replacing this product.	-	-
UPG-UCXN10-USR	Upgrade Unity 4.x or UnityCxn 1.x to UnityCxn 10.x	See the Product Migration Options section below for detailed information on replacing this product.	-	-
UPG-UCXN11TO12-BAS	Upgrade UnityCxn 11.x to UnityCxn 12.x – Basic user	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
UPG-UCXN11TO12-ENH	Upgrade UnityCxn 11.x to UnityCxn 12.x – Enhanced user	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UPG-UCXN11-USR	Upgrade Unity 4.x or later or UnityCxn 1.x to UnityCxn 11.x	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UPG-UCXN12-USR	Upg Unity 4.x & later; UnityCxn 2.x & later to UnityCxn 12.x	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UPG-UTY2CUC10-USR	Upgrade Unity 4.x or UnityCxn 1.x to UnityCxn10.x–Basic user	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UPG-UTY2CUC11-USR	Upgrade Unity 4.x or later or UnityCxn 1.x to UnityCxn 11.x	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UPG-UTY2CUC12-USR	Upg Unity 4.x & later; UnityCxn 2.x & later to UnityCxn 12.x	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UPG-UTYCXN-10TO11=	UNTYCXN – Upgrade – 10x to 11x – Order correct license qty	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UPG-UTYCXN-9TO10=	UNTYCXN – Upgrade – 9x to 10x – Order correct license qty	See the Product Migration Options section below for detailed information on replacing this product.	–	–
UPG-UTYCXN-9TO11=	UNTYCXN – Upgrade – 9x to 11x – Order correct license qty	See the Product Migration Options section below for detailed information on replacing this product.	–	–

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

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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