End-of-Sale and End-of-Life Announcement for the Cisco FLEX Subscription v10.x for Unified Communication Suite

Contents

Overview

EOL13694

Cisco announces the end-of-sale and end-of-life dates for the Cisco FLEX Subscription v10.x for Unified Communication Suite. The last day to order the affected product(s) is April 23, 2021. The last day to renew or add to an existing subscription is April 23, 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.

Customers should migrate to On Premises and Partner Hosted Smart Licensing under Cisco Collaboration Flex Plan 3.0. The ordering guide for Flex Plan 3.0 can be found at the link below: https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html.

For additional information related to End-of-Sale of the perpetual Version 10.x Unified Communication Manager Software refer to this previously announced bulletin EOL12642: https://www.cisco.com/c/en/us/products/collateral/unified-communications/unified-communications-manager-callmanager/eos-eol-notice-c51-741767.html.

End-of-life milestones

Table 1.   End-of-life milestones and dates for the Cisco FLEX Subscription v10.x for Unified Communication Suite

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.	January 23, 2021
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.	April 23, 2021
End of Change/Renewal Date[*]**: Subscription**	The last date to Renew or Add to an existing subscription.	April 23, 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 milestone dates are aligned with the perpetual software bulletin EOL12642. Refer to this bulletin for additional information: https://www.cisco.com/c/en/us/products/collateral/unified-communications/unified-communications-manager-callmanager/eos-eol-notice-c51-741767.html.

*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-ER-10X-K9	Emergency Responder SW Bundle v10 (1)	A-FLEX-ER-12X-K9	Emergency Responder SW Bundle v12 (1)	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-FLEX-H-UCXN-10X	Unity Connection v10 License (1)	A-FLEX-H-UCXN-12X	Unity Connection v12 License (1)	Customers should migrate to Hosted EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-FLEX-P-COMMON10X	Common Area v10 License (1)	A-FLEX-P-COMMON12X	Common Area v12 License (1)	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-FLEX-P-ER-10X	Emergency Responder v10 License (1)	A-FLEX-P-ER-12X	Emergency Responder v12 License (1)	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-FLEX-P-ESS-10X	Essential v10 License (1)	A-FLEX-P-ESS-12X	Essential v12 License (1)	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-FLEX-P-TPRM-10X	Telepresence Room v10 License (1)	A-FLEX-P-TPRM-12X	Telepresence Room v12 License (1)	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-FLEX-P-UCM-10X	Unified Communications Manager v10 License (1)	A-FLEX-P-UCM-12X	Unified Communications Manager v12 License (1)	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-FLEX-P-UCXN-10X	Unity Connection v10 License (1)	A-FLEX-P-UCXN-12X	Unity Connection v12 License	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-FLEX-SME-10X	Session Manager v10 (1)	A-FLEX-SME-12X	Session Manager v12 (1)	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-FLEX-SW-10X-K9	On-Premises & Partner Hosted Calling SW Bundle v10 (1)	A-FLEX-SW-12X-K9	On-Premises & Partner Hosted Calling SW Bundle v12 (1)	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-HSTW-LIC-ER-10X	Hosted ER 10.x 911 - User License Subscription	There is currently no replacement product available for this product.	-	-
A-HSTW-LIC-ESS-10X	Hosted Essential 10.x - License Subscription	There is currently no replacement product available for this product.	-	-
A-HSTW-LIC-PS-10X	Hosted Public Space License for 10X - License Subscription	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
A-HSTW-LIC-UCM-10X	Hosted UC Manager 10.x - User License Subscription	There is currently no replacement product available for this product.	-	-
A-HSTW-LIC-UCX-10X	Hosted Unity Connection 10.x - User License Subscription	There is currently no replacement product available for this product.	-	-
A-HSTW-TPROOM-10X	Hosted TelePresence Room License for EA 10.x - License Subs	There is currently no replacement product available for this product.	-	-
A-PRM-LIC-ER-10X	ER 10x 911 - User License Subscription	A-PRM-LIC-ER-12X	ER 12.x 911 - User License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRM-LIC-ESS-10X	Essential 10.x - License Subscription	A-PRM-LIC-ESS-12X	Essential 12.x - License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRM-LIC-PS-10X	Public Space License for 10X - License Subscription	A-PRM-LIC-PS-12X	Public Space License for 12X - License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRM-LIC-PSPA-10X	Public Space License for 10X - License Subscription	A-PRM-LIC-PS-12X	Public Space License for 12X - License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRM-LIC-UCM-10X	UC Manager 10.x - User License Subscription	A-PRM-LIC-UCM-12X	UC Manager 12.x - User License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-PRM-LIC-UCX-10X	Unity Connection 10.x - User License Subscription	A-PRM-LIC-UCX-12X	Unity Connection 12.x - User License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRM-LIC-UCXN-10X	Unity Connection 10.x - User License Subscription	A-PRM-LIC-UCX-12X	Unity Connection 12.x - User License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRM-S-UCM-10X-K9	UC Manager 10x - SW Kit for UCM	A-PRMW-SW-CCS1-K9	Cisco Software Subscription - Software delivery	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRM-TPROOM-10X	TelePresence Room License for EntW 10x - License Subscription	A-PRM-TPROOM-12X	TelePresence Room License for EntW 12.x- License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRMW-LIC-ER-10X	ER 10.x 911 - User License Subscription	A-PRM-LIC-ER-12X	ER 12.x 911 - User License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRMW-LIC-ESS-10X	Essential 10.x - License Subscription	A-PRM-LIC-ESS-12X	Essential 12.x - License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRMW-LIC-PS-10X	Public Space License for 10X - License Subscription	A-PRM-LIC-PS-12X	Public Space License for 12X - License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-PRMW-LIC-UCM-10X	UC Manager 10.x – User License Subscription	A-PRM-LIC-UCM-12X	UC Manager 12.x – User License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRMW-LIC-UCX-10X	Unity Connection 10.x – User License Subscription	A-PRM-LIC-UCX-12X	Unity Connection 12.x – User License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRMW-TPROOM-10X	TelePresence Room License for EA 10.x – License Subscription	A-PRM-TPROOM-12X	TelePresence Room License for EntW 12.x– License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-SPK-AU-C-PRM10	On-Premise Calling v10	A-SPK-AU-C-PRM12	On-Premise Calling v12	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-SPK-EMP-C1-PRM10	On-Premise Calling v10 & Business Messaging	A-SPK-EMP-C1-PRM12	On-Premise Calling v12 & Business Messaging	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-SPK-EMP-C3-PRM10	On-Premise Calling v10 & Advanced Meetings	A-SPK-EMP-C3-PRM12	On-Premise Calling v12 & Advanced Meetings	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.

Product migration options

Customers should migrate to On Premises and Partner Hosted Smart Licensing under Cisco Collaboration Flex Plan 3.0. The ordering guide for Flex Plan 3.0 can be found at the link below: https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html.

For additional information related to End-of-Sale of the perpetual Version 10.x Unified Communication Manager Software refer to this previously announced bulletin EOL12642:
https://www.cisco.com/c/en/us/products/collateral/unified-communications/unified-communications-manager-callmanager/eos-eol-notice-c51-741767.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.

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.