

End-of-Sale and End-of-Life Announcement for the Cisco Unified Communications Manager and Session Management Edition Software 12.0



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Overview

EOL13303

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Communications Manager and Session Management Edition Software 12.0. The last day to order the affected product(s) is August 17, 2020. 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.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco Unified Communications Manager and Session Management Edition Software 12.0

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.	February 17, 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.	August 17, 2020
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.	November 15, 2020
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.	August 17, 2021
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.	August 17, 2021
End of Service Contract Renewal Date: App SW	The last date to extend or renew a service contract for the product.	November 13, 2022
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.	August 31, 2023

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
BE6K-SW-12.0-XU	Business Edition 6000 v12.0 export unrestricted software	BE6K-SW-12.5-XU	Business Edition 6000 v12.5 export unrestricted software	-
SME-12.0-K9-UPG=	SW Upgrade to SME 12.0 for SWSS	SME-12.5-K9-UPG=	SW Upgrade to SME 12.5 for SWSS	-
CM12.0-K9-NFR	SW CM/SME 12.0 Not for Resale, 20 CUWL, 5 TP Room, 100 CER	CM12.5-K9-NFR	SW CM/SME 12.5 Not for Resale, 20 CUWL, 5 TP Room, 100 CER	-
SME-VERS-12.0	SME Software Version 12	SME-VERS-12.5	SME Software Version 12.5	-
CM12.0-K9-LAB	SW CM/SME 12.0 Lab Only, 20 CUWL, 5 TP Room, 50 CER	CM12.5-K9-LAB	SW CM/SME 12.5 Lab Only, 20 CUWL, 5 TP Room, 50 CER	-
UCM-12.0-SW-K9-XU=	CUCM Software Version 12.0 for PUT Only, Export Unrestricted	UCM-12.5-SW-K9-XU=	CUCM Software Version 12.5 for PUT Only, Export Unrestricted	-
UCM-12.0-SW-K9=	CUCM Software Version 12.0 for PUT Only	UCM-12.5-SW-K9=	CUCM Software Version 12.5 for PUT Only	-
CUCM-VERS-12.0	CUCM Software version 12.0	CUCM-VERS-12.5	CUCM Software version 12.5	-
CUCM-VERS-12.0-XU	CUCM Software version 12.0 (Export Unrestricted)	CUCM-VERS-12.5-XU	CUCM Software version 12.5 (Export Unrestricted)	-
BE6K-SW-12.0	Business Edition 6000 v12.0 export restricted software	BE6K-SW-12.5	Business Edition 6000 v12.5 export restricted software	-
UCAPPS-SW-12.0-K9	Version 12.x Software Kit	UCAPPS-SW-12.5-K9	Version 12.x Software Kit	-

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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Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

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