



End-of-Sale and End-of-Life Announcement for Cisco Unity Express Version 9.x

EOL13081

Cisco announces the end-of-sale and end-of-life dates for Cisco Unity Express Version 9.x. The last day to order the affected product(s) is December 20, 2019. 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.

Customers are encouraged to upgrade to Cisco Unity Express version 10 for continued application support.

Table 1. End-of-Life Milestones and Dates for Cisco Unity Express Version 9.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.	June 21, 2019
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.	December 20, 2019
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.	March 19, 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.	December 19, 2020
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.	December 19, 2020
End of Service Contract Renewal Date: App SW	The last date to extend or renew a service contract for the product.	March 17, 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.	December 31, 2022

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

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
SCUE-ESXI-9-K9	Cisco Unity Express Virtual Release 9	SCUE-ESXI-10-K9	Cisco Unity Express Virtual Release 10	-
CUE-IVR	Cisco Unity Express v9.x - 1 IVR Session (E-Delivery Smart)	CUE10-IVR	Cisco Unity Express v10.x: 1 IVR Session (Smart License)	-
CUE-VM	Cisco Unity Express v9.x - 1 Voice Mailbox(E-Delivery Smart)	CUE10-VM	Cisco Unity Express v10.x: 1 Voice Mailbox (Smart license)	-

Product Migration Options

Cisco Unity Express version 10 licenses provide entitlement to use version 9 or version 10 software. Customers still using version 9 software are encouraged to purchase version 10 licenses to ensure continued entitlement when upgrading. Customers with SWSS support for version 9 licenses may use the Product Update Tool to upgrade their licenses at any time.

Customers may be able to use the Cisco Technology Migration Program (TMP) where applicable to trade-in eligible products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, customers should work with their Cisco Partner or Cisco account team. Cisco Partners can find additional TMP information on Partner Central at:

https://www.cisco.com/web/partners/incentives_and_promotions/tmp.html.

Customers may be able to continue to purchase the Cisco Unity Express Version 9.x through the Cisco Certified Refurbished Equipment program. Refurbished units may be available in limited supply for sale in certain countries on a first-come, first-served basis until the Last Date of Support has been reached. For information about the Cisco Certified Refurbished Equipment program, go to: <https://www.cisco.com/go/eos>.

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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