



End-of-Sale and End-of-Life Announcement for the Cisco CMX Connect and CMX Connect with Presence Analytics

EOL12495

Cisco announces the end-of-sale and end-of-life dates for the Cisco CMX Connect and CMX Connect with Presence Analytics. The last day to order the affected product(s) is July 28, 2018. 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 with active subscriptions for those products shown in Table 2 of the EoL bulletin will continue to receive support as detailed in the CMX Offer Description

(https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/connected-mobile-experiences-cloud.pdf), for the duration of such Customers' subscription terms.

Customers can reach TAC support at cmx-cloud-support@external.cisco.com or 1-877-330-9746.

Table 1. End-of-Life Milestones and Dates for the Cisco CMX Connect and CMX Connect with Presence Analytics

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.	May 16, 2018
End-of-Sale Date: Subscription	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	July 28, 2018
Last Ship Date: Subscription	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	September 28, 2018
End of SW Maintenance Releases Date: Subscription	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.	July 28, 2019
End of New Service Attachment Date: Subscription	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.	July 28, 2019
End of Service Contract Renewal Date: Subscription	The last date to extend or renew a service contract for the product.	October 28, 2020
Last Date of Support: Subscription	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.	July 31, 2021

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
AIR-CMX-SVC-CPAX	CMX Cloud Connect with Presence Analytics	AIR-CMX-SVC-ENG	CMX Engage Subscription License	-
AIR-CMX-SVC-CX	Connected Mobile Experience Cloud Connect	AIR-CMX-SVC-ENG	CMX Engage Subscription License	-
EMSP-1_50-1M	EMSP Run Time (1-50) Access Points: 1 Month Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
AIR-CMX-CLD-CPA-1Y	CMX Cloud - Connect with Presence Analytics 1Yr license	AIR-CMX-SVC-ENG	CMX Engage Subscription License	-
C1-AIR-CMX-CPAX	Cisco ONE - CMX Cloud Connect with Presence Analytics	AIR-CMX-SVC-ENG	CMX Engage Subscription License	-
EMSP-1_50-1Y	EMSP Run Time (1-50) Access Points: 1 Year Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-1_50-2Y	EMSP Run Time (1-50) Access Points: 2 year Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-1_50-3M	EMSP Run Time (1-50) Access Points: 3 Month Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-1_50-3Y	EMSP Run Time (1-50) Access Points: 3 year Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-1_50-6M	EMSP Run Time (1-50) Access Points: 6 Month Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-250+-1M	EMSP Run Time (250+) Access Points: 1 Month Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-250+-1Y	EMSP Run Time (250+) Access Points: 1 Year Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-250+-2Y	EMSP Run Time (250+) Access Points: 2 Year Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-250+-3M	EMSP Run Time (250+) Access Points: 3 Month Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-250+-3Y	EMSP Run Time (250+) Access Points: 3 Year Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-250+-5Y	EMSP Run Time (250+) Access Points: 5 Year Duration	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
EMSP-250+-6M	EMSP Run Time (250+) Access Points: 6 Month Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-50_250-1M	EMSP Run Time (50-250) Access Points: 1 Month Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-50_250-1Y	EMSP Run Time (50-250) Access Points: 1 Year Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-50_250-2Y	EMSP Run Time (50-250) Access Points: 2 Year Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-50_250-3M	EMSP Run Time (50-250) Access Points: 3 Month Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-50_250-3Y	EMSP Run Time (50-250) Access Points: 3 Year Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-50_250-6M	EMSP Run Time (50-250) Access Points: 6 Month Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-A-ADV-LIC	EMSP Advance Subscription License	AIR-CMX-SVC-ENG-AD	CMX Engage Advanced Subscription License	-
EMSP-ADV-1Y	EMSP for 1 Yr Subscription w/ advanced connections	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-ADV-2Y	EMSP for 2 Yr Subscription w/ advanced connections	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-ADV-3Y	EMSP for 3 Yr Subscription w/ advanced connections	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-BA-1Y	EMSP for 1 Yr Subscription w/ base connections	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-BA-2Y	EMSP for 2 Yr Subscription w/ base connections	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-BA-3Y	EMSP for 3 Yr Subscription w/ base connections	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-HSPTLY-1Y	EMSP Hospitality Run Time Access Points: 1 Year Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-HSPTLY-3Y	EMSP Hospitality Run Time Access Points: 3 Year Duration	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
EMSP-HSPTLY-5Y	EMSP Hospitality Run Time Per Room: 5 Year Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-L-BASE-1M	EMSP Base Platform Large package - 1 Month Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-L-BASE-1Y	EMSP Base Platform Large package - 1 Year Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-L-BASE-2Y	EMSP Base Platform Large package - 2 Year Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-L-BASE-3M	EMSP Base Platform Large package - 3 Month Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-L-BASE-3Y	EMSP Base Platform Large package - 3 Year Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-L-BASE-5Y	EMSP Base Platform Large package - 5 Year Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-L-BASE-6M	EMSP Base Platform Large package - 6 Month Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-M-BASE-1M	EMSP Base Platform Medium package - 1 Month Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-M-BASE-1Y	EMSP Base Platform Medium package - 1 Year Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-M-BASE-2Y	EMSP Base Platform Medium package - 2 Year Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-M-BASE-3M	EMSP Base Platform Medium package - 3 Month Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-M-BASE-3Y	EMSP Base Platform Medium package - 3 Year Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-M-BASE-6M	EMSP Base Platform Medium package - 6 Month Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-NFR-6M	EMSP NFR Base Platform package - 12 Month Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-S-BASE-1M	EMSP Base Platform Small package - 1 Month Duration	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
EMSP-S-BASE-1Y	EMSP Base Platform Small package - 1 Year Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-S-BASE-2Y	EMSP Base Platform Small package - 2 Year Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-S-BASE-3M	EMSP Base Platform Small package - 3 Month Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-S-BASE-3Y	EMSP Base Platform Small package - 3 Year Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-S-BASE-6M	EMSP Base Platform Small package - 6 Month Duration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-S-DEVX-LIC	EMSP Development Studio License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-S-MXSTU-LIC	EMSP Additional Studio License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
EMSP-S-PRINT-LIC	EMSP Premium Integration License	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product Migration Options

Going forward, customers are encouraged to transition to the Cisco CMX Engage solution which has more capability than CMX Connect or CMX Connect with Presence Analytics. More information related to migration to CMX Engage can be found here <https://support.cmxcisico.com/hc/en-us/articles/360002792413-CMX-Cloud-Migration-to-CMX-Engage>.

Also, customers can use CMX Engage SKUs (AIR-CMX-SVC-ENG for CMX Engage Base and AIR-CMX-SVC-ENG-ADV for CMX Engage Advanced) as a replacement for the above EMSP SKUs. All existing EMSP customers do not need to do anything to migrate as it is only a SKU change and the platform will continue to operate as CMX Engage.

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.

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>.

Subscribe for RSS Notifications for End-of-Life and End-of-Sale Notices

To subscribe to the End-of-Life and End-of-Sale RSS Feed, insert the following URL into your RSS application:

https://www.cisco.com/web/feeds/products/end_of_life_rss.xml.

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.




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

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at <https://www.cisco.com/go/offices>.

 Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <https://www.cisco.com/go/trademarks>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)