

End of Sale for Legacy Software Support Enhanced and Premium PIDs for Cisco Email Security and Email Security Appliance

Cisco Systems© announces the end-of-sale date for the legacy Software Support Enhanced and Premium PIDs for Cisco Email Security Cisco Email Security (CES) and Email Security Appliance (ESA). The last day to order these affected services is Nov 22, 2019. Customers with active service contracts will continue to receive support until the termination date of their contract. Table 1 describes the end-of-sale milestones, definitions, and dates for the affected service.

Table 1. End-of-Life milestones, definitions, and dates

Milestone	Definition	Date
End-of-Sale Announcement Date	The date that the document announcing the end-of-life and end-of-sale is made available to the general public	Oct/18/2019
End-of-Sale date	This is the last date to order the affected service using Cisco point-of-sale mechanisms. The service is no longer for sale after this date.	Nov/22/2019
End of new service attachment date	This is the last-date to order a new contract or add equipment and/or software to an existing contract for the affected service.	Nov/22/2019
End of service contract renewal date	This is the last date to extend or renew an existing service contract for affected service.	Nov/22/2019
Last Date of Support	The last-possible date to receive support for covered services, after which the service becomes obsolete and End-of-Life.	Nov/22/2022

Table 2. End of Sale and End of Life PIDs

EOL Ordering PID	Services SKU Description
L-SWSS-ENH-EMAILS=	Software Support Enhanced 1 EMAILS Seat, up to 9,999 seats
L-SWSS-ENH-EMAIL2=	Software Support Enhanced 1 EMAILS Seat, 10k to 19,999 seats
L-SWSS-ENH-EMAIL3=	Software Support Enhanced 1 EMAILS Seat, 20k seats and above
L-SWSS-PRE-EMAILS=	Software Support Premium 1 EMAILS Seat, up to 9,999 seats
L-SWSS-PRE-EMAIL2=	Software Support Premium 1 EMAILS Seat, 10k to 19,999 seats
L-SWSS-PRE-EMAIL3=	Software Support Premium 1 EMAILS Seat, 20k seats and above

Service Migration Options

Table 3. Software Support Product IDs for Software Support Enhanced and Premium for Email Security Subscription – Replacement PIDs

Ordering ATO	Support PID	Description
EMAIL-SW-SUP	L-SWSS-ENH-EMAIL1	Software Support Enhanced up to 5,000 seats
	L-SWSS-ENH-EMAIL2	Software Support Enhanced 1 EMAILS Seat, 5001 to 10,000 seats
	L-SWSS-ENH-EMAIL3	Software Support Enhanced 1 EMAILS Seat, 10,001 seats and above

	L-SWSS-PRE-EMAIL1	Software Support Premium 1 EMAILS Seat, up to 10,000 seats
	L-SWSS-PRE-EMAIL2	Software Support Premium 1 EMAILS Seat 10,001 to 50,000 seats
	L-SWSS-PRE-EMAIL3	Software Support Premium 1 EMAILS Seat 50,001 seats and above



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