

End-of-Sale and End-of-Life Announcement for the Cisco Crosswork Network Controller - Change Automation and Health Insights Add-on

Contents

Overview	3
End-of-life milestones	3
Product part numbers	4
Product Migration Options	4
For more information	4

Overview

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Cisco announces the end-of-sale and end-of-life dates for the Cisco Crosswork Network Controller - Change Automation and Health Insights Add-on. The last day to order the affected product(s) is April 9, 2026. The last day to renew or add to an existing subscription is April 9, 2026. 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.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco Crosswork Network Controller - Change Automation and Health Insights Add-on

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.	April 9, 2026
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 9, 2026
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.	April 9, 2026
End of Change/Renewal Date*: Subscription	The last date to Renew or Add to an existing subscription.	April 9, 2026
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.	December 31, 2026

*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	Migration Product Part Number
CNC-CAHI-RTM-LRG	CNC CAHI RTM license for Large Network Elements	See the Product Migration Options section below for detailed information on replacing this product.
CNC-CAHI-RTM-SML	CNC CAHI RTM license for Small Network Elements	See the Product Migration Options section below for detailed information on replacing this product.
CNC-CAHI-RTU-K9	Cisco CNC CAHI RTU Lic	See the Product Migration Options section below for detailed information on replacing this product.

Product Migration Options

Crossword Network Controller (CNC) customers with active subscription may utilize the following migration options:

- Use Device Performance function within CNC Essentials tier to implement custom KPI.
- Use Integrated Workflow Automation function in CNC Premier to implement custom workflows. Integrated Workflow Automation function requires customers to purchase CNC Premier tier.

For the migration effort customers are encouraged to engage Cisco Experience (CX) team.

For more information

For more information about the Cisco End-of-Life Policy, go to: <https://www.cisco.com/c/en/us/products/eos-eol-policy.html>.

For more information about the Cisco Product Warranties, go to: <https://www.cisco.com/c/en/us/products/warranty-listing.html>.

To subscribe to receive end-of-life/end-of-sale information, go to: <https://cway.cisco.com/mynotifications>.

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