

# Cisco Workload Optimization Manager and Cisco Intersight Workload Optimizer

End-of-sale/End-of-life External Frequently Asked Questions





## General questions

**Q: Where can the End-of-Life (EOL) announcement for Cisco Intersight® Workload Optimizer and Cisco Workload Optimization Manager be found?**

A: The [EOL announcement](#) is available on Cisco.com, along with details regarding the EOL process and resources to assist in your path forward.

**Q: What are the key dates for Intersight Workload Optimizer and Cisco Workload Optimization Manager end-of-sale/end-of-life?**

A: Key dates are identified in Table 1.

Table 1. Key dates

Milestone	Definition	Intersight Workload Optimizer date	Cisco Workload Optimization Manager date
<a href="#">End-of-life announcement</a>	The date the document that announces the end-of-sale and end-of-life of a product is distributed to the public.	10/15/24	10/15/24
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.	11/15/24	11/15/24
End-of-change/renewal date	The last date to change or renew an existing subscription; however, no change or renewal may extend past the last date of support. Changes (upgrades and expansions) may be requested on a case-by-case basis subject to Cisco approval.	11/15/25	11/15/25
End of SW maintenance releases	The last date that Cisco Engineering will release any final software maintenance releases or bug fixes. After this date, Cisco, at its own discretion, may release critical security vulnerability fixes.	10/15/26	10/15/29

Milestone	Definition	Intersight Workload Optimizer date	Cisco Workload Optimization Manager date
Last date of support	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.	11/30/26	11/30/29

**Q: What happens to my existing entitlement to Intersight Workload Optimizer and Cisco Workload Optimization Manager?**

A: As with any change, the experience of our customers and end users is our top priority. Entitlements will continue to be serviced as usual. Products will be maintained per the [Cisco end-of-sale and end-of-life policy](#) timelines. Customers can continue using the product through the end of their subscription term or through the end of support timelines, whichever is earlier.

We will also work with customers on the transition to other products/vendors as they choose.

**Q: Can I still buy Intersight Workload Optimizer or Cisco Workload Optimization Manager?**

A: Customers can purchase until the end-of-sale date as outlined in the [end-of-life announcement](#). No new licenses can be

purchased after that date. Customers can also explore transitioning to IBM Turbonomic.

**Q: As an Intersight Workload Optimizer or Cisco Workload Optimization Manager customer, how can I migrate to IBM Turbonomic?**

A: Customers who require help to migrate to IBM Turbonomic are encouraged to work with their Cisco account teams or IBM sales teams to explore a transition to Turbonomic.

**Q: What is the strategy for Cisco Intersight going forward?**

A: Cisco is focusing its efforts on helping customers work smarter, not harder, by providing an IT operations platform delivered as a service that consolidates and automates infrastructure lifecycle management for Cisco Compute solutions, including Cisco® converged and hyperconverged infrastructure, and emerging compute needs for modern workloads

like AI/ML. Read more in the blog “[The Future of Data Center Operations Is Here.](#)”

**Q: As an Intersight Workload Optimizer or Cisco Workload Optimization Manager customer, what options do I have moving forward?**

A: Customers who require additional licenses or renewals are invited to work with their Cisco account teams to explore a transition to IBM Turbonomic. IBM Turbonomic served as the underlying technology for Cisco Workload Optimization Manager and Cisco Intersight Workload Optimizer. Moving to Turbonomic means customers can continue to use the features and benefits that they’ve come to rely upon to optimize and automate their data center and cloud workloads.

Intersight Workload Optimizer customers who wish to stay the course with their current

capabilities and revisit future workload optimization needs beyond the last day of support can migrate to Cisco Workload Optimization Manager. Intersight Workload Optimizer customers are invited to work with their account teams to understand migration support.

Cisco Workload Optimization Manager customers will have access to the features of the Intersight Workload Optimizer and Cisco Workload Optimization Manager OEM provider, as well as the option to renew, expand, or purchase professional services from our OEM partner, IBM Turbonomic.

## Support questions

### **Q: I have Intersight Workload Optimizer or Cisco Workload Optimization Manager licenses. Can I continue to use them?**

A: Yes. Customers may continue to use their licenses until the last date of support (see Table 1), as outlined in the [end-of-life announcement](#).

### **Q: Can I use Intersight Workload Optimizer or Cisco Workload Optimization Manager past the last date of support?**

A: No. Customers will not be able to use the software past the last date of support (see Table 1). Customers can work with their account teams to understand a path forward that will best support their business goals.

### **Q: Will I continue to get Cisco Technical Assistance Center (Cisco TAC) support for Intersight Workload Optimizer or Cisco Workload Optimization Manager?**

A: The announcement does not bring any immediate changes to support for customers with existing Cisco TAC support for Intersight Workload Optimizer and Cisco Workload Optimization Manager. Your entitlement grants three main rights: the right to use the software, the right to receive Cisco TAC support, and the right to receive patches and updates. These rights are not changing today and will continue through the end of your subscription or the last date of support (see Table 1), whichever comes first.

### **Q: My Intersight Workload Optimizer or Cisco Workload Optimization Manager licenses expire after the last date of support. Will I get credit for the remaining license term?**

A: No, Intersight Workload Optimizer and Cisco Workload Optimization Manager licenses are right-to-use subscriptions. They can be used until the subscription expires or the last date of support, whichever comes first. All Intersight Workload Optimizer customers with subscriptions that end after the last date of support (see Table 1) will be able to convert their licenses to Cisco Workload Optimization Manager. Cisco will assist customers in moving

all workloads to Cisco Workload Optimization Manager at that time.

### **Q: What happens to the published Intersight Workload Optimizer and Cisco Workload Optimization Manager roadmaps?**

A: Cisco will not deliver any new features on the roadmaps as of the date of the end-of-life announcement (see Table 1). Product upgrades will be done periodically to address product security and stability.

### **Q: What is Cisco offering as alternatives to Intersight Workload Optimizer and Cisco Workload Optimization Manager?**

A: Current customers are encouraged to transition to Cisco Workload Optimization Manager for a smooth experience with their current environment and to [connect with IBM](#) for all expansion and growth opportunities with IBM Turbonomic. IBM Turbonomic served as the underlying technology for Cisco Workload Optimization Manager and Cisco Intersight Workload Optimizer. Customers can [contact IBM](#) for more information.

### **Q: Who do I call for support if I migrate to Turbonomic (IBM)?**

A: Once you connect with the Turbonomic (IBM) account team and migrate to Turbonomic, you should have support entitlement from IBM and can contact them directly for any support needs.

## Licensing questions

### **Q: What happens to my existing entitlement to Intersight Workload Optimizer or Cisco Workload Optimization Manager?**

A: The announcement does not bring any immediate changes to customers with existing entitlements. Your entitlement grants three main rights: the right to use the software, the right to receive Cisco Technical Assistance Center (Cisco TAC) support, and the right to receive patches and updates. These rights are not changing today and will continue through the end of your subscription or the last date of support (see Table 1), whichever comes first.

### **Q: Will there be refunds for customers who choose to move off Intersight Workload Optimizer and/or Cisco Workload Optimization Manager before the last date of support?**

A: No, the licenses are right-to-use subscriptions. They can be used until the subscription expires or the last date of support, whichever comes first. Please contact your account team for more details on migration offers.

### **Q: Can my existing Intersight Workload Optimizer or Cisco Workload Optimization Manager licenses be renewed if I choose to continue using them?**

A: Both products may be renewed for 12 months following the end-of-sale date, but the term of those renewals cannot extend past the product's last date of support. Cisco encourages all Intersight Workload Optimizer and Cisco Workload Optimization Manager customers to consider long-term migration to IBM Turbonomic now and make plans according to their individual needs.

### **Q: If I want to purchase new Intersight Workload Optimizer or Cisco Workload Optimization Manager licenses, can I purchase them from Cisco?**

A: No. Customers will not be able to purchase new licenses past the end-of-sale date, as outlined in the [end-of-life announcement](#). Alternatively, customers will be able to purchase new IBM Turbonomic licenses directly from IBM or an IBM reseller and migrate workloads from Intersight Workload Optimizer to IBM Turbonomic.

### **Q: I have a Permanent License Reservation (PLR). Is there any special provision to continue using these licenses beyond the software end of support?**

A: A PLR is issued for the term of the product; thus, the PLR for Cisco Workload Optimization Manager will expire when the software reaches the last date of support.

### **Q: Can customers get credited for Intersight Workload Optimizer and Cisco Workload Optimization Manager licenses toward Turbonomic licenses?**

A: Cisco will not offer direct credit for existing license migrations to third parties.

### **Q: Where should I go to learn more and/or ask questions?**

A: Please review our Intersight Workload Optimizer and Cisco Workload Optimization Manager [end-of-life announcement](#) for details regarding this process as well as resources to assist in your transition. Connect with your account team to ask any additional questions.