

End-of-Sale and End-of-Life Announcement for the Cisco Identity Services Engine Passive Identity Connector (ISE-PIC)

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Overview

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Cisco announces the end-of-sale and end-of-life dates for the Cisco Identity Services Engine Passive Identity Connector (ISE-PIC). The last day to order the affected product(s) is November 3, 2025. 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.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco Identity Services Engine Passive Identity Connector (ISE-PIC)

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 5, 2025
End-of-Sale Date License	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	November 3, 2025
Last Ship Date 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.	February 1, 2026
End of SW Maintenance Releases Date License	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.	November 3, 2026
End of New Service Attachment Date License	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.	November 3, 2026
End of Service Contract Renewal Date License	The last date to extend or renew a service contract for the product.	November 3, 2027
Last Date of Support License	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.	November 30, 2027

Product part numbers

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
R-ISE-PIC-VM-K9=	ISE Passive Identity Connector Virtual Machine 3000 sessions	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-ISE-PIC-UPG=	ISE Passive Identity Connector Upgrade - 300,000 session	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-FMC-ISE-PIC=	ISE Passive Identity Connector for FMC, UPG 300K Sessions	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-ISE-PIC-SUPG=	ISE PIC Upgrade up to 300,000 sessions	See the Product Migration Options section below for detailed information on replacing this product.	-	-
R-ISE-PIC-VMC-K9=	ISE PIC 3000 sessions and VM Common license	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product migration options

To facilitate a seamless transition from ISE -PIC, Cisco is pleased to offer an upgrade path to Cisco Identity Services Engine (ISE) with an exclusive discount: Transition to Cisco ISE with an Advantage license, which includes support for Passive Identity and pxGrid functionalities, enhancing your network's identity and access management capabilities with advanced features and integrations. ISE -PIC customers are eligible for a 50% discount on the Cisco ISE Advantage license when ordering a 3-year Advantage license. This offer is available until June 2026, providing ample time to plan and execute your upgrade strategy. For more information on this program, please check section 7.1.1 (7.1.1. Migrate from 2.x licenses to 3.x Subscription licenses using Migration Offer) in the [Cisco ISE Licensing Guide](#).

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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