End-of-Sale and End-of-Life Announcement for the Cisco FLEX Subscription 11.x for Unified Contact Center Enterprise, Packaged Contact Center Enterprise, Customer Voice Protocol, and Hosted Collaboration Solution for Contact Center

Contents

Overview

EOL13734

Cisco announces the end-of-sale and end-of life dates for the Cisco HCS 11.X. The last day to order the affected product(s) is April 23, 2021 . 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 are encouraged to migrate to Hosted solutions under A-FLEX-3.

The link to the ordering guide for subscription is below:

The ordering guide for Flex Plan 3.0 and HCS can be found at the link below: https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html

End-of-life milestones

Table 1. End-of-Life Milestones and Dates for the Cisco HCS 11.X

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.	January 23, 2021
End-of-Sale Date : App SW	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	April 23, 2021
Last Ship Date : App SW	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	July 23, 2021
End of SW Maintenance Releases Date : App SW	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.	January 23, 2022
End of New Service Attachment Date : App SW	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.	January 23, 2022
End of Service Contract Renewal Date : App SW	The last date to extend or renew a service contract for the product.	January 23, 2022
Last Date of Support : App SW	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.	January 31, 2024

HW = Hardware OS SW = Operating System Software   App. SW = Application Software

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
ER-HCS-ADD-USR	HCS Emergency Responder User Add on	See the Product Migration Options section below for detailed information on replacing this product.	–	–
HCS-11X-K9-PAK	HCS PAK for 11.0 Licensing + SW Kit	See the Product Migration Options section below for detailed information on replacing this product.	–	–
HCS-11X-K9-XU-PAK	HCS PAK for 11.x Licensing + SW Kit – Export Unrestricted	See the Product Migration Options section below for detailed information on replacing this product.	–	–
HCS-11X-SME-LAB	HCS SME Lab Bundle	See the Product Migration Options section below for detailed information on replacing this product.	–	–
HCS-11X-TP-ROOM	HCS UCM 11.x TP Room License	See the Product Migration Options section below for detailed information on replacing this product.	–	–
HCS-11X-UCM-LAB	HCS UCM 11.x Lab Bundle	See the Product Migration Options section below for detailed information on replacing this product.	–	–
HCS-BAS-MIG	HCS Basic Migration License	See the Product Migration Options section below for detailed information on replacing this product.	–	–
HCS-BAS-MIG-RTU	HCS Basic Migration RTU	See the Product Migration Options section below for detailed information on replacing this product.	–	–
HCS-BAS-OP1-LE	HCS Basic User License	See the Product Migration Options section below for detailed information on replacing this product.	–	–
HCS-BAS-OP2-LE	HCS Basic User License	See the Product Migration Options section below for detailed information on replacing this product.	–	–
HCS-BAS-OP3-LE	HCS Basic User License	See the Product Migration Options section below for	–	–

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
		detailed information on replacing this product.		
HCS-BTOF-MIG-OPA	HCS Basic to Foundation Migration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-FND-MIG	HCS Foundation Migration License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-FTOS-MIG-OPA	HCS Foundation to Standard Migration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-HCMF-EVAL-RTU	HCS HCM-F 90 day evaluation - Right To Use	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-HCMF-LAB-RTU	HCS HCM-F for lab use only	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-K9-LE-OPA-BNDL	HCS LE OPA Top Level PID	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-K9-NFR-90EVAL	HCS Not for Resale - 500 Standard Users 90 Day Evaluation	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-PARTNER-OWNED	HCS Partner Owned Deployment	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-SME-K9-NFRE	HCS SME Not for Resale Bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-SME-SESSION	HCS SME Not for Resale Sessions	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-STD-MIG	HCS Standard Migration License	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
HCS-TP-ROOM-11X	HCS TelePresence Room License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-UCM11-NFRE-TPR	HCS UCM 11.x Not for Resale Eval TP Rooms	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-UCM11-NFRE-USR	HCS UCM 11.x Not for Resale Eval Users	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-UCN11-NFRE-USR	HCS Unity Connection 11.x Not for Resale Eval Users	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-UC-STD-PS	HCS Standard User for Public Sector	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-UNCN11-LAB	HCS Unity Connection 11.x Lab Bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-VERS-11.0	HCS Version 11.x	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-VERS-11.0-XU	HCS Version 11.x Export Unrestricted	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-EXP-MSFT-HCS	Advanced Microsoft Interoperability Option	See the Product Migration Options section below for detailed information on replacing this product.	-	-
SME-11X-HCS	Session Manager 11.x for HCS	See the Product Migration Options section below for detailed information on replacing this product.	-	-
UCM-11X-BAS-HCS	UC Manager 11.x License for HCS Basic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
UCM-11X-ESS-HCS	UC Manager 11.x License for HCS Essential	See the Product Migration Options section below for	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
		detailed information on replacing this product.		
UCM-11X-FND-HCS	UC Manager 11.x License for HCS Foundation	See the Product Migration Options section below for detailed information on replacing this product.	-	-
UCM-11X-STD-HCS	UC Manager 11.x License for HCS Standard	See the Product Migration Options section below for detailed information on replacing this product.	-	-
UCXN11-HCS-BAS-USR	HCS Unity Connection 11.x Basic Messaging User	See the Product Migration Options section below for detailed information on replacing this product.	-	-
UCXN11-HCS-ENH-USR	HCS Unity Connection 11.x Enhanced Messaging User	See the Product Migration Options section below for detailed information on replacing this product.	-	-
UCXN11-HCS-STD-USR	Unity Connection 11.x User License for HCS Standard	See the Product Migration Options section below for detailed information on replacing this product.	-	-
VXME-LINUX-HCS	Cisco VXME for SUSE Linux for HCS	See the Product Migration Options section below for detailed information on replacing this product.	-	-
VXME-WINDOWS-HCS	Cisco VXME for Windows for HCS	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-11X-PCANALYTIX	HCS 11.x Prime Collaboration Analytics – Endpoints based	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-11X-ASW-K9-PAK	PAK for licensing Prime Collaboration Assurance for HCS	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-11X-PC-MASS	HCS 11.x Prime Collaboration Mass Endpoint License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-11X-PC-MASS-90	HCS 11.x Prime Collaboration Mass Endpoint License	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product migration options

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Service prices for Cisco products are subject to change after the product End of Sale date.

For more information

For more information about the Cisco End-of-Life Policy, go to:
http://www.cisco.com/en/US/products/products_end-of-life_policy.html

For more information about the Cisco Product Warranties, go to:
http://www.cisco.com/en/US/products/prod_warranties_listing.html

To subscribe to receive end-of-life/end-of-sale information, go to:
http://www.cisco.com/cisco/support/notifications.html

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