

End-of-Sale and End-of-Life Announcement for the Cisco Jabber for Windows, Mac and VDI version 12.8.x and 12.9.x

Contents

Overview	3
End-of-life milestones	3
Product migration options	4
For more information	4

Overview

Cisco announces the end-of-sale and end-of-life dates for the Cisco Jabber for Windows, Mac and VDI version 12.8.x and 12.9.x. The last day to order the affected product(s) is July 31, 2026. 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 Jabber for Windows, Mac and VDI version 12.8.x and 12.9.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.	Jan 15, 2026
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.	July 31, 2026
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 31, 2026
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.	July 31, 2026
End of Vulnerability/Security Support: App SW	The last date that Cisco Engineering may release bug fixes for Vulnerability or Security issues for . After this date, bug fixes for Vulnerability or Security issues identified in may be provided through later supported software releases. Note that there will be no rebuild releases of provided after this End of Vulnerability/Security Support milestone date. The last date that Cisco Engineering may release a planned maintenance release or scheduled software remedy for a security vulnerability issue.	July 31, 2026
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.	July 31, 2026

Product migration options

Migration Path:

Migrated to the latest version of Cisco Jabber

Customers currently using Cisco Jabber for Windows, Mac and VDI 12.8.x and 12.9.x can upgrade to the latest Cisco Jabber version.

Refer to the following links for more information about the Cisco Jabber for Windows, Mac and VDI:

- <https://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/tsd-products-support-general-information.html>
- <https://www.cisco.com/c/en/us/support/unified-communications/jabber-mac/tsd-products-support-general-information.html>
- <https://www.cisco.com/c/en/us/support/collaboration-endpoints/virtualization-experience-media-engine/series.html>

The Cisco Takeback and Recycle program helps businesses properly dispose of surplus products that have reached their end of useful life. The program is open to all business users of Cisco equipment and its associated brands and subsidiaries. For more information, go to:

http://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html.

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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