

End-of-Sale and End-of-Life Announcement for the Perpetual Licensing for Unified Communications Manager Express Version 14

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Overview

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Cisco announces the end-of-sale and end-of-life dates for the Perpetual Licensing for Unified Communications Manager Express Version 14. The last day to order the affected product(s) is July 31, 2022. 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.

Renewing with Collaboration Flex Plan

Cisco is committed to long-term support for our customers with Cisco Unified Communications Manager Express (CME) deployments through our Collaboration Flex Plan which offers benefits including:

- Flexible payment methods - monthly, annual, and full
- Software Support that is included - never find yourself uncovered
- Simplified licensing structure
- Better license entitlements to Cisco Collaboration solutions
- An easy migration to the cloud

The last day to renew Software Support Services (SWSS) for perpetual licenses is listed in Table 1. Customers who need additional licensing and / or to renew software support after this date will be able to get full support for their on-premises calling deployments by renewing with Collaboration Flex Plan.

For more information about Collaboration Flex Plan 3.0, reference the ordering guides at this link:

<https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html>

This announcement describes the end-of-sale of Cisco Unified Communications Manager Express (CME) **perpetual licenses only**. There is no change to the product itself, or existing subscription offers. Version upgrades will remain available for customers with existing SWSS contracts.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Perpetual Licensing for Unified Communications Manager Express Version 14

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 31, 2022
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, 2022
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.	October 30, 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.	July 31, 2022
End of Service Contract Renewal Date: App SW	The last date to extend or renew a service contract for the product.	July 31, 2023
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, 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
L-CME	Communication Manager Express (CME) - E-Delivery-Top Level	A-FLEX-3	Collaboration Flex Plan 3.0	-
CME14-UL	Communication Manager Express (CME) V14 - 1 User License	A-FLEX-EP-CME	Communications Manager Express (CME)	-
UPG-CME-UL-12TO14	Upgrade CME v12 User License to v14 (No SWSS)	A-FLEX-EP-CME	Communications Manager Express (CME)	-
UPG-CME-UL-12-14=	Upgrade CME V12 User License to V14 (With SWSS)	A-FLEX-EP-CME	Communications Manager Express (CME)	-

Product migration options

Customers should migrate from Cisco Unified Communications Manager Express (CME) perpetual licenses with Software Service and Support (SWSS) to equivalent entitlements available through a Collaboration Flex subscription.

Ordering information for Flex Plan 3.0 may be found at the following site:

<https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html>

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: <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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