End-of-Sale and End-of-Life Announcement for the Version 11.5 Software of Cisco Unified Communications Manager, Cisco Emergency Responder, Cisco Unity Connection and associated On-Premises and Hosted Flex subscription

Contents

Overview

EOL13693 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Version 11.5 Software of Cisco Unified Communications Manager, Cisco Emergency Responder, Cisco Unity Connection and associated On-Premises and Hosted Flex subscription. The last day to order the affected product(s) is May 31, 2021. The last day to renew or add to an existing subscription is May 31, 2022 . Customers with active service contracts and subscriptions (as applicable) 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 and subscriptions (as applicable), support will be available under the terms and conditions of customers' service contract and subscription.

This end-of-life announcement includes these 11.5 components:

- Cisco Unified Communications Manager 11.5
- Cisco Emergency Responder 11.5
- Session Management Edition 11.5
- Cisco Unified Communications Instant Messaging & Presence 11.5
- Cisco Unity Connection 11.5

Customers should migrate to On Premises and Partner Hosted Smart Licensing under Cisco Collaboration Flex Plan 3.0. The ordering guide for Flex Plan 3.0 can be found at the link below: https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html.

Existing 11.5 customers may continue adding additional users through 31 May 2022.

For additional information related to End-of-Sale of the Version 11.x Unified Communication Manager Software refer to these previously announced EOL Bulletins:

- EOL11446 – https://www.cisco.com/c/en/us/products/collateral/unified-communications/unified-communications-manager-callmanager/eos-eol-notice-c51-738520.html
- EOL13549 – https://www.cisco.com/c/en/us/products/collateral/unified-communications/unified-communications-licensing/eos-eol-notice-c51-744284.html

End-of-life milestones

Table 1. End-of-Life Milestones and Dates for the Version 11.5 Software of Cisco Unified Communications Manager, Cisco Emergency Responder, Cisco Unity Connection and associated On-Premises and Hosted Flex subscription

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.	November 30, 2020
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.	May 31, 2021
End of SW Maintenance Releases Date: Subscription	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.	May 31, 2022
End of Change/Renewal Date [*]**: Subscription**	The last date to Renew or Add to an existing subscription.	May 31, 2022
Last Date of Support [**]**: Subscription**	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.	May 31, 2024

[*]The requested subscription start date needs to be on or before the End-of-Sale Date for new subscriptions, and on or before the End of Change/Renewal Date for subscription changes and renewals.

[**]The projected subscription term end date for new or changing subscriptions needs to be on or before the Last Date of Support.

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
A-FLEX-SW-11X-K9	On-Premises & Partner Hosted Calling SW Bundle v11 (1)	A-FLEX-SW-12X-K9	On-Premises & Partner Hosted Calling SW Bundle v12 (1)	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-FLEX-SW-11-XU-K9	On-Premises & Hosted Calling SW Bundle for Russia v11.5 (1)	A-FLEX-SW-12-XU-K9	On-Premises & Hosted Calling SW Bundle for Russia v12.5 (1)	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-FLEX-SW-11.5-K9	On-Premises & Partner Hosted Calling SW Bundle v11.5 (1)	A-FLEX-SW-12.5-K9	On-Premises & Partner Hosted Calling SW Bundle v12 (1)	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-FLEX-ER-11X-K9	Emergency Responder SW Bundle v11 (1)	A-FLEX-ER-12X-K9	Emergency Responder SW Bundle v12 (1)	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRM-S-UCM-11X-K9	UC Manager 11.x - SW Kit for UCM	A-PRMW-SW-CCS1-K9	Cisco Software Subscription - Software delivery	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRMW-S-UCM11X-K9	UC Manager 11.x - SW Kit for UCM	A-PRMW-SW-CCS1-K9	Cisco Software Subscription - Software delivery	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-HST-SW-NU-11X-K9	Cisco Collaboration Subscription (CCS) - Software Download	There is currently no replacement product available for this product.	–	Customers should migrate to Hosted NU or EA Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0
A-PRM-SW-CCS1-K9	Cisco Software Subscription - Software delivery	A-PRMW-SW-CCS1-K9	Cisco Software Subscription - Software delivery	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRM-LIC-ESS-11X	Essential 11.x - License Subscription	A-PRM-LIC-ESS-12X	Essential 12.x - License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-PRM-TPROOM-11X	TelePresence Room License for EntW 11.x-License Subscription	A-PRM-TPROOM-12X	TelePresence Room License for EntW 12.x-License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRM-LIC-PS-11X	Public Space License for 11X - License Subscription	A-PRM-LIC-PS-12X	Public Space License for 12X - License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-HST-LIC-ESS-11X	Hosted Essential 11.x - License Subscription	There is currently no replacement product available for this product.	-	Customers should migrate to Hosted NU or EA Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0
A-HST-TPROOM-11X	Hosted TelePresence Room License for EntW 11.x -License Subs	There is currently no replacement product available for this product.	-	Customers should migrate to Hosted NU or EA Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0
A-HSTW-LIC-PS-11X	Hosted Public Space License for 11X - License Subscription	There is currently no replacement product available for this product.	-	Customers should migrate to Hosted NU or EA Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0
A-FLEX-P-ESS-11X	Essential v11 License (1)	A-FLEX-P-ESS-12X	Essential v12 License (1)	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-FLEX-P-TPRM-11X	Telepresence Room v11 License (1)	A-FLEX-P-TPRM-12X	Telepresence Room v12 License (1)	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-FLEX-H-ESS-11X	Essential v11 License (1)	A-FLEX-H-ESS-12X	Essential v12 License (1)	Customers should migrate to Hosted NU or EA Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0
A-FLEX-H-TPRM-11X	Telepresence Room v11 License (1)	A-FLEX-H-TPRM-12X	Telepresence Room v12 License (1)	Customers should migrate to Hosted NU or EA Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0
A-FLEX-H-UCM-11X	Unified Communications Manager v11 License (1)	A-FLEX-H-UCM-12X	Unified Communications Manager v12 License (1)	Customers should migrate to Hosted NU or EA Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0
A-FLEX-P-COMMON11X	Common Area v11 License (1)	A-FLEX-P-COMMON12X	Common Area v12 License (1)	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-FLEX-P-ER-11X	Emergency Responder v11 License (1)	A-FLEX-P-ER-12X	Emergency Responder v12 License (1)	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-FLEX-P-UCM-11X	Unified Communications Manager v11 License (1)	A-FLEX-P-UCM-12X	Unified Communications Manager v12 License (1)	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-FLEX-P-UCXN-11X	Unity Connection v11 License (1)	A-FLEX-P-UCXN-12X	Unity Connection v12 License	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-FLEX-SME-11X	Session Manager v11 (1)	A-FLEX-SME-12X	Session Manager v12 (1)	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-HST-LIC-ER-11X	Hosted ER 11.x 911 – User License Subscription	There is currently no replacement product available for this product.	–	Customers should migrate to Hosted NU or EA Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0
A-HST-LIC-PS-11X	Hosted Public Space License for 11X – License Subscription	There is currently no replacement product available for this product.		Customers should migrate to Hosted NU or EA Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0
A-HST-LIC-UCM-11X	Hosted UC Manager 11.x – User License Subscription	There is currently no replacement product available for this product.	–	Customers should migrate to Hosted NU or EA Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0
A-HST-LIC-UCX-11X	Hosted Unity Connection 11.x – User License Subscription	There is currently no replacement product available for this product.	–	Customers should migrate to Hosted NU or EA Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0
A-HSTW-LIC-ER-11X	Hosted ER 11.x 911 – User License Subscription	There is currently no replacement product available for this product.	–	Customers should migrate to Hosted NU or EA Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0
A-HSTW-LIC-ESS-11X	Hosted Essential 11.x – License Subscription	There is currently no replacement product available for this product.	–	Customers should migrate to Hosted NU or EA Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0
A-HSTW-LIC-UCM-	Hosted UC Manager	There is currently no	–	Customers should

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
11X	11.x – User License Subscription	replacement product available for this product.		migrate to Hosted NU or EA Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0
A-HSTW-LIC-UCX-11X	Hosted Unity Connection 11.x – User License Subscription	There is currently no replacement product available for this product.	–	Customers should migrate to Hosted NU or EA Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0
A-HSTW-TP-PAK	Hosted Enable Advanced Networking Option – PAK	There is currently no replacement product available for this product.	–	Customers should migrate to Hosted NU or EA Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0
A-HSTW-TPROOM-11X	Hosted TelePresence Room License for EA 11.x – License Subs	There is currently no replacement product available for this product.	–	Customers should migrate to Hosted NU or EA Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0
A-HSTW-UCM-PAK	Hosted UC Manager – PAK	There is currently no replacement product available for this product.	–	Customers should migrate to Hosted NU or EA Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0
A-PRM-LIC-ER-11X	ER 11.x 911 – User License Subscription	A-PRM-LIC-ER-12X	ER 12.x 911 – User License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRM-LIC-PSPA-11X	Public Space License for 11X – License Subscription	A-PRM-LIC-PS-12X	Public Space License for 12X – License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRM-LIC-UCM-11X	UC Manager 11.x – User License Subscription	A-PRM-LIC-UCM-12X	UC Manager 12.x – User License Subscription	Customers should migrate to EA or NU Calling Smart Licensing

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
				under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRM-LIC-UCX-11X	Unity Connection 11.x - User License Subscription	A-PRM-LIC-UCX-12X	Unity Connection 12.x - User License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRM-LIC-UCXN-11X	Unity Connection 11.x - User License Subscription	A-PRM-LIC-UCX-12X	Unity Connection 12.x - User License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRMW-LIC-ER11X	ER 11.x 911 - User License Subscription	A-PRM-LIC-ER-12X	ER 12.x 911 - User License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRMW-LIC-ER-11X	ER 11.x 911 - User License Subscription	A-PRM-LIC-ER-12X	ER 12.x 911 - User License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRMW-LIC-ESS11X	Essential 11.x - License Subscription	A-PRM-LIC-ESS-12X	Essential 12.x - License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRMW-LIC-ESS-11X	Essential 11.x - License Subscription	A-PRM-LIC-ESS-12X	Essential 12.x - License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRMW-LIC-PS-11X	Public Space License for 11X - License Subscription	A-PRM-LIC-PS-12X	Public Space License for 12X - License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRMW-LIC-PSPA11X	Public Space License for 11X - License Subscription	A-PRM-LIC-PS-12X	Public Space License for 12X - License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
				Collaboration Flex Plan 3.0.
A-PRMW-LIC-UCM11X	UC Manager 11.x – User License Subscription	A-PRM-LIC-UCM-12X	UC Manager 12.x – User License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRMW-LIC-UCM-11X	UC Manager 11.x – User License Subscription	A-PRM-LIC-UCM-12X	UC Manager 12.x – User License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRMW-LIC-UCX-11X	Unity Connection 11.x – User License Subscription	A-PRM-LIC-UCX-12X	Unity Connection 12.x – User License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRMW-LIC-UCXN11X	Unity Connection 11.x – User License Subscription	A-PRM-LIC-UCX-12X	Unity Connection 12.x – User License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRMW-TPROOM11X	TelePresence Room License for EA 11.x – License Subscription	A-PRM-TPROOM-12X	TelePresence Room License for EntW 12.x– License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRMW-TPROOM-11X	TelePresence Room License for EA 11.x – License Subscription	A-PRM-TPROOM-12X	TelePresence Room License for EntW 12.x– License Subscription	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-PRMW-UCM-PAK	Collab Subscription UCM PAK SKU	There is currently no replacement product available for this product.	–	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-SPK-AU-C-HST11	Hosted Calling C3 Version 11 and Business Messaging	There is currently no replacement product available for this product.	–	Customers should migrate to Hosted NU or EA Calling Smart Licensing under A-FLEX-3 Cisco

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
				Collaboration Flex Plan 3.0
A-SPK-AU-C-PRM11	On-Premise Calling v11	A-SPK-AU-C-PRM12	On-Premise Calling v12	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-SPK-EDUEC-PCL2	On-Premise Calling v11 & Advanced Meetings (OA PID)	There is currently no replacement product available for this product.	-	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-SPK-EDUEC-PRM11	On-Premise Calling v11 & Advanced Meetings	There is currently no replacement product available for this product.	-	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-SPK-EMP-C1-HST11	Hosted Calling C1 Version 11 and Business Messaging	There is currently no replacement product available for this product.	-	Customers should migrate to Hosted NU or EA Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0
A-SPK-EMP-C1-PRM11	On-Premise Calling v11 & Business Messaging	A-SPK-EMP-C1-PRM12	On-Premise Calling v12 & Business Messaging	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-SPK-EMP-C3-HST11	Hosted Calling C3 Version 11 and Business Messaging	There is currently no replacement product available for this product.	-	Customers should migrate to Hosted NU or EA Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0
A-SPK-EMP-C3-PRM11	On-Premise Calling v11 & Advanced Meetings	A-SPK-EMP-C3-PRM12	On-Premise Calling v12 & Advanced Meetings	Customers should migrate to EA or NU Calling Smart Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0.
A-SPK-NU-C1-HST11	Hosted Calling C1 Version 11 (1)	There is currently no replacement product available for this	-	Customers should migrate to Hosted NU or EA Calling Smart

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
		product.		Licensing under A-FLEX-3 Cisco Collaboration Flex Plan 3.0

Product migration options

Customers should migrate to On Premises and Partner Hosted Smart Licensing under Cisco Collaboration Flex Plan 3.0. The ordering guide for Flex Plan 3.0 can be found at the link below:
https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html

For more information

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

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

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

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