End-of-Sale and End-of-Life Announcement for the Cisco Telepresence Management System

Contents

Overview

EOL15365

Cisco announces the end-of-sale and end-of-life dates for the Cisco Telepresence Management System. The last day to order the affected product(s) is May 2, 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 Telepresence Management System

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 1, 2024
End-of-Sale Date: App SW,License	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	May 2, 2025
Last Ship Date: App SW,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.	July 31, 2025
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.	May 2, 2026
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.	May 2, 2026
End of Service Contract Renewal Date: App SW	The last date to extend or renew a service contract for the product.	May 2, 2027
Last Date of Support: App SW,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.	May 31, 2027

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

Note: This includes TMS-Exchange Integration (XE). TMS will not have any new video device types support starting in 2025.

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
CTI-TMS-SW-K9	Cisco TelePresence Management Suite - Includes 10 Systems	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-TMS-100	Order L-TMS-APL-PAK for E-dlvry of add TMS 100 system lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-TMS-25	Order L-TMS-APL-PAK for E-deliveryof add TMS 25 system lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-TMS-APPINT	Ordr L-TMS-SW-PAK forE-dlivry TMS App Intg Pkg per srvr intg	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-TMS-BAPI-25	Order L-TMS-SW-PAKfor E-dlvry TMS Booking API Int Pkg 25 sys	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-TMS-MSEX-25	OrdrL-TMS-SW-PAKfor E-dlvry TMS MS Exchange Int Pack, 25 sys	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-TMS-NETINT	Network Integration Package (3rd Party, Unmanaged Bridge)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-TMS-SW-PAK	TMS Suite e-Delivery License PAK	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-TMS-10-INCL	Cisco TMS - included 10 System License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-TMS-10-UPG	Cisco TMS - Base 10 System 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
LIC-TMS-100	Cisco TMS - Additional 100 Direct Managed Systems	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-TMS-25	Cisco TMS - Additional 25 Direct Managed Systems	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-TMS-APPINT	Cisco TMS Application Integ License - Per Server Integrated	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-TMS-APPINT-PMP	Cisco TMS-XE Per Server (Aappint) Lic - Included with PMP	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-TMS-BAPI-25	Cisco TMSBA -Extension Booking API - Per 25 sys reg.	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-TMS-MSEX-25	Cisco TMSXE - Extension for MS Exchange - Per 25 sys reg.	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-TMS-NETINT	Network Integration Package (3rd Party, Unmanaged Bridge)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-TMS-SW-PAK	TMS PAK for Configuration Use	See the Product Migration Options section below for detailed information on replacing this product.	-	-
SW-TMS-15.X-K9	TMS Base Software Image Version 15.X	See the Product Migration Options section below for detailed information on replacing this product.	-	-
LIC-TMS-APL-S80100	TMS Serial Number included with Base Software	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product migration options

TMS customers can migrate devices to Webex cloud registration or Edge with Calendar Services for device management & One-Button-to-Push (OBTP) or consider Cisco Solutions Plus partner VQ Communications Conferencing Manager with DMA or Synergy SKY as direct on-prem replacement for TMS. For info on VQ visit https://www.vqcomms.com or https://www.synergysky.com/cisco.

Customers may be able to use the Cisco Technology Migration Program (TMP) where applicable to trade-in eligible products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, customers should work with their Cisco Partner or Cisco account team. Cisco Partners can find additional TMP information on Partner Central at https://www.cisco.com/web/partners/incentives_and_promotions/tmp.html.

Customers may be able to continue to purchase the Cisco Telepresence Management System through the Cisco Certified Refurbished Equipment program. Refurbished units may be available in limited supply for sale in certain countries on a first-come, first-served basis until the Last Date of Support has been reached. For information about the Cisco Certified Refurbished Equipment program, go to: https://www.cisco.com/go/eos.

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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