

End-of-Sale and End-of-Life Announcement for the Cisco Version 14 of On-premises Calling applications (including Cisco Unified Communications Manager) and associated On- premises Flex subscriptions

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Overview

EOL15219

Cisco announces the end-of-sale and end-of-life dates for the Cisco Version 14 of On-premises Calling applications (including Cisco Unified Communications Manager) and associated On-premises Flex subscriptions. The last day to order the affected product(s) is April 7, 2025. The last day to renew or add to an existing subscription is April 7, 2027. 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 EOL bulletin applies to the following releases of the following applications:

- Cisco Unified Communications Manager 14 (CUCM)
- Session Management Edition 14 (SME)
- CUCM Instant Messaging & Presence Service 14 (IMP)
- Cisco Emergency Responder 14 (CER)
- Unity Connection 14 (CUC)
- Cisco Prime Collaboration Deployment 14 (PCD)
- Cisco Expressway X14

Customers are encouraged to migrate to the latest release of On-premises Calling or to Cloud Calling under Collaboration Flex Plan 3.0. 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>

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco Version 14 of On-premises Calling applications (including Cisco Unified Communications Manager) and associated On-premises Flex subscriptions

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.	October 7, 2024
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.	April 7, 2025
Last Ship Date: Subscription	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	April 7, 2025
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.	April 7, 2026
End of New Service Attachment Date: Subscription	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.	April 7, 2025
End of Service Contract Renewal Date: Subscription	The last date to extend or renew a service contract for the product.	April 7, 2027
End of Change/Renewal Date*: Subscription	The last date to Renew or Add to an existing subscription.	April 7, 2027
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.	April 30, 2027

*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.

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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-14-K9	On-Premises SW Bundle v14 (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-SW-14-XU-K9	On-Premises SW Bundle v14 (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-SW-EXPWY-14X-K9	Expressway Version 14.2.5 Restricted Software	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-SW-EXPWY-14XU-K9	Expressway Version 14.2.5 Unrestricted Software	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product migration options

Customers are encouraged to migrate to the latest release of On-premises Calling or to Cloud Calling under Collaboration Flex Plan 3.0. 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>.

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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