End-of-Sale and End-of-Life Announcement for the Cisco Prime Collaboration Assurance and Analytics, Cisco Prime Collaboration Assurance and Analytics for HCS, and Cisco Prime Collaboration Provisioning

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Overview

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Cisco announces the end-of-sale and end-of-life dates for the Cisco Prime Collaboration Assurance and Analytics, Cisco Prime Collaboration Assurance and Analytics for HCS, and Cisco Prime Collaboration Provisioning. The last day to order the affected product(s) is October 14, 2021. 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 Prime Collaboration Assurance and Analytics, Cisco Prime Collaboration Assurance and Analytics for HCS, and Cisco Prime Collaboration Provisioning

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.	April 15, 2021
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.	October 14, 2021
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.	January 12, 2022
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.	October 14, 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.	October 14, 2022
End of Service Contract Renewal Date: App SW	The last date to extend or renew a service contract for the product.	January 10, 2024
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.	October 31, 2024

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

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Product part numbers

Table 2. Product part numbers affected by this announcement

End-of-Sale Product Part Number	Product Description
HCS-12X-PCANALYTIX	HCS 12.5x Prime Collab Analytics - Endpoints based
HCS-12X-PC-MASS	HCS 12.5x Prime Collaboration Mass Endpoint License
HCS-PC-MASS-ADD	HCS Prime Collaboration Mass Endpoint
L-PC12-AAN-LIC	Prime Collaboration 12.x Assur,Analytics Lic Bundle-1 endpnt
L-PC12-AN-BUN	Prime Collaboration Analytics 12 Lic Bundle expansion
L-PC12-AN-LIC=	Prime Collaboration 12.x Analytics per endpoint license
L-PC12-AN-LIC-UPG=	Prime Collab 12.x Analytics Lic Purch Upgrade - 1 endpoint
L-PC12-AN-PUT=	Prime Collaboration 12.x Analytics Lic PUT upgrade-1 endpt
L-PC12-AS-BUN	Prime Collaboration Assurance 12 Lic Bundle expansion
L-PC12-AS-LIC=	Prime Collaboration 12.x Assurance per endpoint license
L-PC12-AS-LIC-UPG=	Prime Collaboration 12.x Assurance Lic Purch Upgrade -1 endp
L-PC12-AS-PUT=	Prime Collaboration 12.x Assurance Lic PUT upgrade-1 endpt
L-PC12-CCA-LIC=	Prime Collaboration 12.x Assurance CCA Lic 1 concurrent age
L-PC12-CCALIC-UPG=	PC 11.x Contact Center Assurance Purch Lic Upg - 1 conc agnt
L-PC12-CCA-PUT=	Prime Collaboration 12.x CC Assurance Lic PUT upgrade-1 endp
L-PC12-PAAN10K-LIC	Prime Collaboration 12.x Assur,Analytics Lic Bundle-10K endp
L-PC12-PAAN30K-LIC	Prime Collaboration 12.x Assur,Analytics Lic Bundle-30K endp
L-PC12-PAAN60K-LIC	Prime Collaboration 12.x Assur,Analytics Lic Bundle-60K endp
L-PC12-PAAN-LIC	Prime Collaboration 12.xProv,Assur,Any Lic Bundle-1 endpnt
L-PC12-PR-BUN-PAK	Prime Collaboration Provisioning 12 Lic Bundle expansion
L-PC12-PR-LIC=	Prime Collaboration 12.x Provisioning per endpoint license
L-PC12-PR-LIC-UPG=	Prime Collaboration 12.x Prov Lic purchased upgrd 1endpt
L-PC12-PR-PUT=	Prime Collaboration 12.x Provisioning Lic PUT Upgrade-1 ep
L-PC12-PRSL-LIC=	Prime Collaboration 12.x Provisioning per endpoint smartlic
R-PC12.1-ASSW-K9=	Prime Collaboration 12.1 Assurance Software and base Lic
R-PC12.1-ASSWU-K9=	Prime Collab 12.1 Assurance Upg SW Image and Lic on PUT
R-PC12.5-PRSSU-K9=	Prime Collaboration 12.5 Provisioning SW and BASE SL upgrade
R-PC12.6-PRSSU-K9=	Prime Collaboration 12.6 Provisioning SW and BASE SL upgrade
R-PC12.6-PRSW-K9=	Prime Collaboration 12.6 Provisioning Software and BASE
R-PC12.6-PRSWS-K9=	Prime Collaboration 12.6 Provisioning SW and BASE SL upgrade
R-PC12.6-PRSWU-K9=	Prime Collaboration 12.6 Provisioning SW and BASE upgrade
R-PC12-PRSW-M-K9=	Prime Collab 12.0 Provisioning Migration 11.x-12.1

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End-of-Sale Product Part Number	Product Description
R-PC12-PRSW-U-K9=	Prime Collab 12.0 Provisioning Upg SW Image and Lic on PUT
L-PC11-AAB-LIC	Prime Collaboration 11 Assurance/Analytics License
L-PC11-AAB-LIC=	Prime Collaboration 11 Assurance/Analytics License
HCS-10X-PC-CC-90	HCS 10.x Prime Collab Cont Cntr Assurance Endpoint LIC-NFR
HCS-10X-PCH-MUL	HCS 10.x Prime Collab High End Multi Codec Endpoint License
HCS-10X-PCH-MUL-90	HCS 10.x Prime Collab High End Multi Codec Endpoint Lic-NFR
HCS-10X-PCH-SIN	HCS 10.x Prime Collab High End Single Codec Endpoint License
HCS-10X-PCH-SIN-90	HCS 10.x Prime Collab High End Single Codec Endpoint Lic-NFR
HCS-10X-PC-MID	HCS 10.x Prime Collaboration Mid Endpoint License
HCS-10X-PC-MID-90	HCS 10.x Prime Collaboration Mid Endpoint License-NFR
HCS-10X-PC-ML-UPG=	HCS 10.x Prime Collab High End Multi Codec Endpoint Lic-PUT
HCS-PC-CCA-AGENT	HCS 10.x Prime Collaboration Contact Center Assurance Agent
HCS-PC-CC-PAK	HCS Prime Collaboration Contact Center Assurance License PAK
HCS-PC-CC-T1	HCS 10.x Prime Collaboration Contact Center Assurance Tier 1
HCS-PC-CC-T2	HCS 10.x Prime Collaboration Contact Center Assurance Tier 2
HCS-PC-CC-T3	HCS 10.x Prime Collaboration Contact Center Assurance Tier 3
HCS-PC-CC-T4	HCS 10.x Prime Collaboration Contact Center Assurance Tier 4
HCS-PC-CC-T5	HCS 10.x Prime Collaboration Contact Center Assurance Tier 5
HCS-PC-CC-T6	HCS 10.x Prime Collaboration Contact Center Assurance Tier 6
HCS-PC-HI	HCS Prime Collaboration High End Single Codec Endpoint
HCS-PC-HI-ADD	HCS 10.x Prime Collab High End Single Codec Endpoint
HCS-PC-HI-LE	HCS 10.x PC High End Single Codec Endpoint LE
HCS-PC-HI-T1	HCS 10.x Prime Collab High End Single Codec Endpoint Tier 1
HCS-PC-HI-T2	HCS 10.x Prime Collab High End Single Codec Endpoint Tier 2
HCS-PC-HI-T3	HCS 10.x Prime Collab High End Single Codec Endpoint Tier 3
HCS-PC-HI-T4	HCS 10.x Prime Collab High End Single Codec Endpoint Tier 4
HCS-PC-HI-T5	HCS 10.x Prime Collab High End Single Codec Endpoint Tier 5
HCS-PC-HI-T6	HCS 10.x Prime Collab High End Single Codec Endpoint Tier 6
HCS-PC-MA-LE	HCS 10.x Prime Collaboration Assurance Mass Endpoint LE
HCS-PC-MA-PS	HCS 10.x Prime Collaboration Mass Endpoint PS
HCS-PC-MA-T1	HCS 10.x Prime Collaboration Mass Endpoint Tier 1
HCS-PC-MA-T2	HCS 10.x Prime Collaboration Mass Endpoint Tier 2
HCS-PC-MA-T3	HCS 10.x Prime Collaboration Mass Endpoint Tier 3
HCS-PC-MA-T4	HCS 10.x Prime Collaboration Mass Endpoint Tier 4
HCS-PC-MA-T5	HCS 10.x Prime Collaboration Mass Endpoint Tier 5

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End-of-Sale Product Part Number	Product Description
HCS-PC-MA-T6	HCS 10.x Prime Collaboration Mass Endpoint Tier 6
HCS-PC-MID	HCS Prime Collaboration Mid-range Endpoint
HCS-PC-MID-ADD	HCS 10.x Prime Collaboration Mid Range Endpoint
HCS-PC-MID-LE	HCS 10.x Prime Collaboration Assurance Mid Range Endpoint LE
HCS-PC-MID-T1	HCS 10.x Prime Collaboration Mid Range Endpoint Tier 1
HCS-PC-MID-T2	HCS 10.x Prime Collaboration Mid Range Endpoint Tier 2
HCS-PC-MID-T3	HCS 10.x Prime Collaboration Mid Range Endpoint Tier 3
HCS-PC-MID-T4	HCS 10.x Prime Collaboration Mid Range Endpoint Tier 4
HCS-PC-MID-T5	HCS 10.x Prime Collaboration Mid Range Endpoint Tier 5
HCS-PC-MID-T6	HCS 10.x Prime Collaboration Mid Range Endpoint Tier 6
HCS-PC-MULT	HCS Prime Collaboration High End Multi Codec Endpoint
HCS-PC-MULT-ADD	HCS 10.x Prime Collab High End Multi Codec Endpoint
HCS-PC-MULT-LE	HCS 10.x PC High End Multi Codec Endpoint LE
HCS-PC-MULT-T1	HCS 10.x Prime Collab High End Multi Codec Endpoint Tier 1
HCS-PC-MULT-T2	HCS 10.x Prime Collab High End Multi Codec Endpoint Tier 2
HCS-PC-MULT-T3	HCS 10.x Prime Collab High End Multi Codec Endpoint Tier 3
HCS-PC-MULT-T4	HCS 10.x Prime Collab High End Multi Codec Endpoint Tier 4
HCS-PC-MULT-T5	HCS 10.x Prime Collab High End Multi Codec Endpoint Tier 5
HCS-PC-MULT-T6	HCS 10.x Prime Collab High End Multi Codec Endpoint Tier 6
L-HCS-10X-PCHIUPG=	HCS 10.x Prime Collab High End Single Codec Endpoint Lic-PUT
L-HCS-10X-PCMAUPG=	HCS 10.x Prime Collaboration Mass Endpoint License-PUT
L-HCS-10XPCMIDUPG=	HCS 10.x Prime Collaboration Mid Endpoint License-PUT
L-HCS-10X-PCMLUPG=	HCS 10.x Prime Collab High End Multi Codec Endpoint Lic-PUT
L-PC11-AN-BUN	Prime Collaboration Analytics 11 Lic Bundle expansion
L-PC11-AS-BUN	Prime Collaboration Assurance 11 Lic Bundle expansion
L-PC11-PR-BUN-PAK	Prime Collaboration Provisioning 11 Lic Bundle expansion
L-PC11-PR-LIC=	Prime Collaboration 11.x Provisioning per endpoint license
L-PC11-PR-LIC-UPG=	Prime Collaboration 11.x Prov Lic purchased upgrd 1endpt
L-PC11-PR-PUT=	Prime Collaboration 11.x Provisioning Lic PUT Upgrade-1 ep
PCP-BE6K-90-K9	Cisco Prime Collaboration Provisioning for BE6K 9.0
ER12-HCS-ADD-USR	HCS Emergency Responder User Add on for v12.5x

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Product migration options

There is no replacement available for the Cisco Prime Collaboration Assurance and Analytics, Cisco Prime Collaboration Assurance and Analytics for HCS, and Cisco Prime Collaboration Provisioning at this time.

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/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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