# End-of-Sale and End-of-Life Announcement for the Cisco Version 12.5/12.6 of On-Premises Contact Center applications (UCCE, PCCE, UCCX, CVP) and associated On-Premises software and licenses

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## Overview

**EOL15696**

Cisco announces the end-of-sale and end-of-life dates for the Cisco Version 12.5/12.6 of On-Premises Contact Center applications (UCCE, PCCE, UCCX, CVP) and associated On-Premises software and licenses. The last day to order the affected product(s) is December 31, 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 Version 12.5/12.6 of On-Premises Contact Center applications (UCCE, PCCE, UCCX,CVP) and associated On-Premises software and licenses

| 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. | June 30, 2025 |
| **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. | December 31, 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. | March 31, 2026 |
| **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. | December 31, 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. | December 31, 2026 |
| **End of Service Contract Renewal Date: App SW** | The last date to extend or renew a service contract for the product. | December 31, 2027 |
| **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. | December 31, 2027 |

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 | Replacement Product Part Number | Replacement Product Description | Additional Information |
|---|---|---|---|---|
| **EUR-UCCE-125-SW** | 12.5 UCCE Software | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **EUR-UCCE-126-SW** | 12.6 UCCE Software | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **EUR-CCX125MEDIA** | CCX 12.5 Media | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **EUR-CCX126MEDIA** | CCX 12.6 Media | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **EUR-UCCE-125-VVB** | Migration SKU for IOS to Virtual Voice Browser | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **EUR-UCCE-126-VVB** | Migration SKU for IOS to Virtual Voice Browser 12.6 | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **EUR-UCCE-125-VVB-E** | VVB Security Enabled Media Kit v12.5 | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **EUR-UCCE-125-VVB-D** | VVB Security Disabled Media Kit v12.5 | See the Product Migration Options section below for detailed information on replacing this product. | - | - |

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| End-of-Sale Product Part Number | Product Description | Replacement Product Part Number | Replacement Product Description | Additional Information |
|---|---|---|---|---|
| **EUR-UCCE-126-VVB-E** | VVB Security Enabled Media Kit v12.6 | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **EUR-UCCE-126-VVB-D** | VVB Security Disabled Media Kit v12.6 | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **EUR-PCCE-125-VVB** | Migration SKU for IOS to Virtual Voice Browser license | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **EUR-PCCE-126-VVB** | Migration SKU for IOS to Virtual Voice Browser license | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **EUR-PCCE-125-SW** | 12.5 PCCE Software | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **EUR-PCCE-126-SW** | 12.6 PCCE Software | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **EUR-PCCE-125-VVB-E** | VVB Security Enabled Media Kit v12.5 | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **EUR-PCCE-125-VVB-D** | VVB Security Disabled Media Kit v12.5 | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **EUR-PCCE-126-VVB-E** | VVB Security Enabled Media Kit v12.6 | See the Product Migration Options section below for detailed information on replacing this product. | - | - |

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| End-of-Sale Product Part Number | Product Description | Replacement Product Part Number | Replacement Product Description | Additional Information |
|---|---|---|---|---|
| **EUR-PCCE-126-VVB-D** | VVB Security Disabled Media Kit v12.6 | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **EUR-CVP125VVB-SEC** | VVB 12.5 Server Software [Security Enabled] | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **EUR-CVP125VVBMED** | VVB 12.5 Server Software [Security Disabled] | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **EUR-CVP126VVB-SEC** | VVB 12.6 Server Software [Security Enabled] | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **EUR-CVP126VVBMED** | VVB 12.6 Server Software [Security Disabled] | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **CCX-125-NPS-K9=** | CCX 12.5 Non Production System | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **CCX-125-SYS-K9** | CCX 12.5 System | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **IPCE-DIALPT-NPS-SL** | Dial ports for NPS (Smart) | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **CCEH-MED125-NPS-K9** | Media Kit for Enterprise & Hosted NPS 12.5 (Smart) | See the Product Migration Options section below for detailed information on replacing this product. | - | - |

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| End-of-Sale Product Part Number | Product Description | Replacement Product Part Number | Replacement Product Description | Additional Information |
|---|---|---|---|---|
| **CCX-125-PLR-LIC** | CCX 12.5 PLR License | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **IPCE-NPSENT-EC** | IPCC Enterprise Non-Production Suite End Customer | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **HCS-CONTACT-CNTR** | Cloud Compensation for HCS-CONTACT-CNTR | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **HCS-CC-ADONCVP-ACT** | Cloud Compensation for HCS Activations; not orderable | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **HCS-CONT-CNTR-ACT** | Cloud Compensation for HCS Activations; not orderable | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **HCS-CC-ADD-ON-CVP** | Cloud Compensation for HCS-CC Add-on/Standalone IVR/CVP | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **CVP-NPS-KIT=** | CVP 12.5 Not-for-production system | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **CVP-IVRPORT-LAB** | Port License (Smart) | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **IPCE-PRMAGT-NPS-SL** | Premium agents for NPS (Smart) | See the Product Migration Options section below for detailed information on replacing this product. | - | - |

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| End-of-Sale Product Part Number | Product Description | Replacement Product Part Number | Replacement Product Description | Additional Information |
|---|---|---|---|---|
| **CVP-125-BDL-NPS-EC** | CVP 12.5 NPS Lic Kit for End Customers | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **CVP-125-RPT-LAB** | CVP 12.5 Report System - Premium (Smart) | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **CVP-125-SRV-LAB** | CVP 12.5 Server Software (Smart) | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **CVP-CCPORT-LAB** | CVP 12.x Call Control Session Upgrade (Smart) | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **IVR-125-NFR=** | IVR 12.5 Not for Resale (with HA) Kit | See the Product Migration Options section below for detailed information on replacing this product. | - | - |

## Product migration options

Customers are encouraged to move to version 15 or higher. More information can be found on the Customer Experience Offers page:
https://salesresources.cisco.com/Link/Content/DCFBQQgm96W3V8hBf43CJQbMDBXP

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 Version 12.5/12.6 of On-Premises Contact Center applications (UCCE, PCCE, UCCX,CVP) and associated On-Premises software and licenses through the Cisco Refresh (certified remanufactured) program. Remanufactured 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 Refresh program, go to:
https://www.cisco.com/c/en/us/products/remanufactured.html.

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## 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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