End-of-Sale and End-of-Life Announcement for the Cisco Communications Manager Express Version 12 Licenses

© 2020 Cisco and/or its affiliates. All rights reserved.

Contents

Overview 3

End-of-life milestones 3

Product part numbers 4

Product migration options 4

For more information 4

© 2020 Cisco and/or its affiliates. All rights reserved.

Overview

EOL13621

Cisco announces the end-of-sale and end-of-life dates for the Cisco Communications Manager Express Version 12 Licenses. The last day to order the affected product(s) is January 31, 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.

Cisco Communications Manager Express (CME) Version 12 offers are being withdrawn as they have been superseded. Newer license offers listed in Table 2, enable both version 12 and 14 CME systems and should be considered for all new purchases. This bulletin is not an End-of-Sale announcement for any aspect of the CME feature set for Cisco routers.

End-of-life milestones

Table 1. End-of-Life Milestones and Dates for the Cisco Communications Manager Express Version 12 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.	October 31, 2020
End-of-Sale Date License	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	January 31, 2021
Last Ship Date 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.	January 31, 2021
End of New Service Attachment Date License	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.	January 31, 2021
End of Service Contract Renewal Date License	The last date to extend or renew a service contract for the product.	January 31, 2021

© 2020 Cisco and/or its affiliates. All rights reserved.

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
CME-UL	Cisco Communication Manager Express (CME) - 1 User License	CME14-UL	Communication Manager Express (CME) V14 - 1 User License	-
L-CME-CUE	Communication Manager Express (CME) - E-Delivery-Top Level	L-CME	Communication Manager Express (CME) - E-Delivery-Top Level	-

Product migration options

Customers wishing to renew their Software Support Service (SWSS) for version 12 licenses should use Cisco License Central to upgrade to version 14 first and then add support for these newer licenses. Customers without SWSS for version 12 licenses may purchase an upgrade to version 14 using the options available under the "L-CME" top level product code.

Service prices for Cisco products are subject to change after the product End-of-Sale date.

The Cisco Takeback and Recycle program helps businesses properly dispose of surplus products that have reached their end of useful life. The program is open to all business users of Cisco equipment and its associated brands and subsidiaries. For more information, go to: https://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html.

For more information

For more information about the Cisco End-of-Life Policy, go to: http://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.

Any authorized translation issued by Cisco Systems or affiliates of this end-of-life Product Bulletin is intended to help customers understand the content described in the English version. This translation is the result of a commercially reasonable effort; however, if there are discrepancies between the English version and the translated document, please refer to the English version, which is considered authoritative.

© 2020 Cisco and/or its affiliates. All rights reserved.

Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at **https://www.cisco.com/go/offices**.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: https://www.cisco.com/go/trademarks. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Printed in USA C51-744414-00 11/20

© 2020 Cisco and/or its affiliates. All rights reserved.