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CISCO

End-of-Sale and End-of-Life Announcement for the Cisco Crosswork Situation Manager

Contents

Overview

EOL13639 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Crosswork Situation Manager. The last day to order the affected product(s) is May 19, 2021. The last day to renew or add to an existing subscription is May 19, 2021. 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.

End-of-life milestones

Table 1.   End-of-Life Milestones and Dates for the Cisco Crosswork Situation Manager

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 18, 2020
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.	May 19, 2021
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.	May 19, 2021
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.	May 19, 2022
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.	May 19, 2021
End of Service Contract Renewal Date: Subscription	The last date to extend or renew a service contract for the product.	May 19, 2021
End of Change/Renewal Date *: Subscription	The last date to Renew or Add to an existing subscription.	May 19, 2021
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.	May 31, 2024

*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

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
OAD-SPN-A-CSM-L	Offer Attribution (Daily) for SPNA CSM	See the Product Migration Options section below for detailed information on replacing this product.	–	–
OAI-SPN-A-CSM-L	Offer Attribution (Immediate) for SPNA CSM	See the Product Migration Options section below for detailed information on replacing this product.	–	–
SITMGR-CO-RTM	Cisco Crosswork Situation Manager ME CO RTM License	See the Product Migration Options section below for detailed information on replacing this product.	–	–
SITMGR-CO-SW-K9	Cisco Crosswork Situation Manager CO SW License	See the Product Migration Options section below for detailed information on replacing this product.	–	–
SITMGR-RTM	Situation Manager ME RTM Lic.(Term and Qty based unit price)	See the Product Migration Options section below for detailed information on replacing this product.	–	–
SITMGR-SW-K9	Cisco Crosswork Situation Manager SW License	See the Product Migration Options section below for detailed information on replacing this product.	–	–
SPAUTO-SITMGR	Cisco Crosswork Situation Manager ATO	See the Product Migration Options section below for detailed information on replacing this product.	–	–
SPAUTO-SITMGR-CO	Cisco Crosswork Situation Manager CO ATO	See the Product Migration Options section below for detailed information on replacing this product.	–	–
SPNA-A-CSM-L	CW Situation Manager Licenses	See the Product Migration Options section below for detailed information on replacing this product.	–	–
SPNA-AUTO-CSM	SPNA Automation - CW Situation Manager	See the Product Migration Options section below for detailed information on replacing this product.	–	–

Product migration options

Customers wishing to explore migration options may want to learn about Moogsoft's focus on cloud AIOps architecture. Cisco Account Teams may direct customers to the Moogsoft announcement: 'Moogsoft Announces Focus on Cloud AIOps Architecture to Deliver Agility' https://www.moogsoft.com/pressroom/moogsoft-focus-cloud-first-aiops/. Account Teams may also engage a Moogsoft representative to demonstrate their cloud AIOps product and present their cloud roadmap by sending an email to csm-migration@cisco.com Customers deciding to migrate to Moogsoft's cloud AIOps product may transact directly with Moogsoft.

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: 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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