End-of-Sale and End-of-Life Announcement for the Cisco Unified Communications Domain Manager (CUCDM)

EOL12102

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Communications Domain Manager (CUCDM). The last day to order the affected product(s) is February 12, 2019. 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.

Table 1.   End-of-Life Milestones and Dates for the Cisco Unified Communications Domain Manager (CUCDM)

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.	August 14, 2018
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.	February 12, 2019
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.	May 13, 2019
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.	February 12, 2020
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.	February 12, 2020
End of Service Contract Renewal Date : App SW	The last date to extend or renew a service contract for the product.	May 10, 2021
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.	February 28, 2022

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

As a continuation of the strategy to promote the HCS Open Provisioning Architecture (OPA) with the discontinuation of CUCDM, the product bundles HCS-K9-BUNDLE and HCS-K9-LE-BUNDLE have been updated to include the OPA Dedicated Instance options as a replacement to the HCS User Options with the immediate effects. This will maintain consistency in ordering process for future HCS orders. These are equivalent bundles with the exception of CUCDM. For more information on domain management options please visit Cisco Marketplace or contact your account team representative.

Note: CUCDM options from HCS bundles are replaced by OPA options, however a-la-carte CUCDM options (HCS-CUCDM-EBF-USR & HCS-CUCDM-STD-USR) can be still purchased till End-of-Sale date.

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
HCS-8.1.4-UCDM-SW=	HCS CUCDM 8.1.4 Software	There is currently no replacement product available for this product.	-	-
HCS-BAS-PS	HCS Basic User for Public Sector	HCS-BAS-OPA-PS	HCS Basic User for Public Sector	-
HCS-BAS-USR	HCS Basic User License	HCS-BAS-OPA-DI-USR	HCS Basic User License Dedicated Instance with Assurance	-
HCS-BAS-USR-LE	HCS Basic User License	HCS-BAS-OPA-DI-LE	HCS Basic User License	-
HCS-BTOF-MIG	HCS Basic to Foundation Migration	HCS-BTOF-MIG-OPA	HCS Basic to Foundation Migration	-
HCS-BTOF-MIG-LE	HCS Basic to Foundation Migration	HCS-B-F-MIG-OPA-LE	HCS Basic to Foundation Migration	-
HCS-BTOF-PS	HCS Basic to Foundation Migration for Public Sector	HCS-BTOF-OPA-PS	HCS Basic to Foundation Migration for Public Sector	-
HCS-BTOS-PS	HCS Basic to Standard Migration for Public Sector	HCS-BTOS-OPA-PS	HCS Basic to Standard Migration for Public Sector	-
HCS-CUCDM-EBF-USR	HCS CUCDM Add-on Option for Ess/Bas/Foundation	There is currently no replacement product available for this product.	-	For extended ordering beyond End of Sale date, please contact Cisco account team representative.
HCS-CUCDM-STD-USR	HCS CUCDM Add-on Option for Standard	There is currently no replacement product available for this product.	-	For extended ordering beyond End of Sale date, please contact Cisco account team representative.
HCS-ESS-USR	HCS Essential User License	HCS-ESS-OPA-DI-USR	HCS Essential User License Dedicated Instance with Assurance	-
HCS-ESS-USR-LE	HCS Essential User License	HCS-ESS-OPA-DI-LE	HCS Essential User License	-
HCS-FND-PS	HCS Foundation User for Public Sector	HCS-FND-OPA-PS	HCS Foundation User for Public Sector	-
HCS-FND-USR	HCS Foundation User License	HCS-FND-OPA-DI-USR	HCS Foundation User Lic Dedicated Instance with Assurance	-
HCS-FND-USR-LE	HCS Foundation User License	HCS-FND-OPA-DI-LE	HCS Foundation User License	-
HCS-FTOS-MIG	HCS Foundation to Standard Migration	HCS-FTOS-MIG-OPA	HCS Foundation to Standard Migration	-
HCS-FTOS-MIG-LE	HCS Foundation to Standard Migration	HCS-F-S-MIG-OPA-LE	HCS Foundation to Standard Migration	-
HCS-FTOS-PS	HCS Foundation to Standard Migration for Public Sector	HCS-FTOS-OPA-PS	HCS Foundation to Standard Migration for Public Sector	-
HCS-STD-PS	HCS Standard User for Public Sector	HCS-STD-OPA-PS	HCS Standard User for Public Sector	-
HCS-STD-USR	HCS Standard User License	HCS-STD-OPA-DI-USR	HCS Standard User License Dedicated Instance with Assurance	-
HCS-STD-USR-LE	HCS Standard User License	HCS-STD-OPA-DI-LE	HCS Standard User License	-

Product Migration Options

For Cisco approved 3rd party OPA domain management options please visit Cisco Marketplace or contact your account team representative.

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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