

End-of-Sale and End-of-Life Announcement for the Cisco HCS 10.X

EOL12981

Cisco announces the end-of-sale and end-of-life dates for the Cisco HCS 10.X. The last day to order the affected product(s) is July 2, 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 HCS 10.X

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.	July 2, 2019
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.	July 2, 2019
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.	September 30, 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.	July 1, 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.	July 1, 2020
End of Service Contract Renewal Date: App SW	The last date to extend or renew a service contract for the product.	September 27, 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.	July 31, 2022

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

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-10X-ASW-K9-PAK	PAK for licensing Prime Collaboration Assurance for HCS	HCS-11X-ASW-K9-PAK	PAK for licensing Prime Collaboration Assurance for HCS	-
HCS-10X-K9-PAK	HCS PAK for 10.0 Licensing + SW Kit	HCS-11X-K9-PAK	HCS PAK for 11.0 Licensing + SW Kit	-
HCS-10X-K9-XU-PAK	HCS PAK for 10.x Licensing + SW Kit - Export Unrestricted	HCS-11X-K9-XU-PAK	HCS PAK for 11.x Licensing + SW Kit - Export Unrestricted	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
HCS10-HCMF-RTU-K9	HCS 10.x HCM-F SW Kit	HCS11-HCMF-RTU-K9	HCS 11.x HCM-F SW Kit	-
HCS-10X-PC-MASS	HCS 10.x Prime Collaboration Mass Endpoint License	HCS-11X-PC-MASS	HCS 11.x Prime Collaboration Mass Endpoint License	-
HCS-10X-PC-MASS-90	HCS 10.x Prime Collaboration Mass Endpoint License-NFR	HCS-11X-PC-MASS-90	HCS 11.x Prime Collaboration Mass Endpoint License	-
HCS-10X-SME-LAB	HCS SME 10.x Lab Bundle	HCS-11X-SME-LAB	HCS SME 10.x Lab Bundle	-
HCS-10X-TP-ROOM	HCS UCM 10.x TP Room License	HCS-11X-TP-ROOM	HCS UCM 11.x TP Room License	-
HCS-10X-UCM-LAB	HCS UCM 10.x Lab Bundle	HCS-11X-UCM-LAB	HCS UCM 11.x Lab Bundle	-
HCS-TP-ROOM-10X	HCS TelePresence Room License	HCS-TP-ROOM-11X	HCS TelePresence Room License	-
HCS-UCM10-NFRE-TPR	HCS UCM 10.x Not for Resale Eval TP Rooms	HCS-UCM11-NFRE-TPR	HCS UCM 11.x Not for Resale Eval TP Rooms	-
HCS-UCM10-NFRE-USR	HCS UCM 10.x Not for Resale Eval Users	HCS-UCM11-NFRE-USR	HCS UCM 11.x Not for Resale Eval Users	-
HCS-UCN10-NFRE-USR	HCS Unity Connection 10.x Not for Resale Eval Users	HCS-UCN11-NFRE-USR	HCS Unity Connection 11.x Not for Resale Eval Users	-
HCS-UNCN10-LAB	HCS Unity Connection 10.x Lab Bundle	HCS-UNCN11-LAB	HCS Unity Connection 11.x Lab Bundle	-
HCS-VERS-10.0	HCS Version 10.x	HCS-VERS-11.0	HCS Version 11.x	-
HCS-VERS-10.0-XU	HCS Version 10.x - Export Unrestricted	HCS-VERS-11.0-XU	HCS Version 11.x Export Unrestricted	-
SME-10X-HCS	Session Manager 10.x for HCS	SME-11X-HCS	Session Manager 11.x for HCS	-
UCM-10X-BAS-HCS	UC Manager 10.x License for HCS Basic	UCM-11X-BAS-HCS	UC Manager 11.x License for HCS Basic	-
UCM-10X-ESS-HCS	UC Manager 10.x License for HCS Essential	UCM-11X-ESS-HCS	UC Manager 11.x License for HCS Essential	-
UCM-10X-FND-HCS	UC Manager 10.x License for HCS Foundation	UCM-11X-FND-HCS	UC Manager 11.x License for HCS Foundation	-
UCM-10X-STD-HCS	UC Manager 10.x License for HCS Standard	UCM-11X-STD-HCS	UC Manager 11.x License for HCS Standard	-
UCXN10-HCS-BAS-USR	HCS Unity Connection 10.x Basic Messaging User	UCXN11-HCS-BAS-USR	HCS Unity Connection 11.x Basic Messaging User	-
UCXN10-HCS-ENH-USR	HCS Unity Connection 10.x Enhanced Messaging User	UCXN11-HCS-ENH-USR	HCS Unity Connection 11.x Enhanced Messaging User	-
UCXN10-HCS-STD-USR	Unity Connection 10.x User License for HCS Standard	UCXN11-HCS-STD-USR	Unity Connection 11.x User License for HCS Standard	-

Product Migration Options

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 HCS 10.X through the Cisco Certified Refurbished Equipment program. Refurbished 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 Certified Refurbished Equipment program, go to: <https://www.cisco.com/go/eos>.

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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