



End-of-Sale and End-of-Life Announcement for the Cisco CUCM Admin Security Token, 7.1 or Newer

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Overview

EOL13530

Cisco announces the end-of-sale and end-of-life dates for the Cisco CUCM Admin Security Token, 7.1 or Newer. The last day to order the affected product(s) is March 15, 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.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco CUCM Admin Security Token, 7.1 or Newer

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.	December 14, 2020
End-of-Sale Date Accessory	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	March 15, 2021
Last Ship Date Accessory	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	June 13, 2021

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
KEY-UCM-ADMIN2-K9=	CUCM Admin Security Token, 7.1 or Newer	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product migration options

The procedure to migrate from the CTL from USB eToken to tokenless is simple and does not require the USB eTokens.

1. On the Unified CM Publisher, enter "utils ctl update CTLFile" command on the CLI and press Enter to migrate from hardware USB eToken to tokenless CTL. When prompted, confirm you want to continue by typing 'y' and pressing Enter. NOTE: When typing 'y', you might not see the 'y' on the screen, until after press the Enter key.
2. Restart the CallManager and CTIManager services on all Unified CM nodes. With Unified CM releases prior to 12.x, also restart the TFTP service on the Unified CM TFTP nodes.
3. Restart all the IP phones and endpoints in order to ensure they download the CTL file. For more details on the procedure and verification steps, refer to the CUCM Mixed Mode with Tokenless CTL TAC TechNote <https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communications-manager-callmanager/118893-technote-cucm-00.html>. Tokenless solution is equally secure as the USB eToken and has less maintenance overhead. It does not need the physical security that is needed for USB etokens. Administrators do not have to worry about the loss of USB etokens and recovering the system from the loss. Tokenless solution does not have the overhead of installing of additional software tools like CTL client. Cisco recommends that the customers using USB eTokens, should migrate to tokenless solution at the earliest possibility. However, customers using USB eTokens, who do want to continue using USB eTokens, they may do so with their existing USB eTokens as long as they are valid and continue to work up to Cisco Unified CM 12.x release. In Cisco Unified CM 14 release onwards USB eToken can not be used to update CTL. Only option to update CTL would be to use tokenless CLI. Customer who want to continue using USB eTokens for sometime may buy few spare tokens before the EOS. After EOS new customers will have the Tokenless option only as they will not be able to buy any new USB eTokens.

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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