

End-of-Sale and End-of-Life Announcement for the Cisco Version 14 of On-premises Calling applications (including Cisco Unified Communications

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Overview

EOL15245

Cisco announces the end-of-sale and end-of-life dates for the Cisco Version 14 of On-premises Calling applications (including Cisco Unified Communications Manager) - Perpetual. The last day to order the affected product(s) is April 7, 2025. 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.

This EOL bulletin applies to the following releases of the following applications:

- Cisco Unified Communications Manager 14 (CUCM)
- Session Management Edition 14 (SME)
- CUCM Instant Messaging & Presence Service 14 (IMP)
- Cisco Emergency Responder 14 (CER)
- Unity Connection 14 (CUC)
- Cisco Prime Collaboration Deployment 14 (PCD)
- Cisco Expressway X14

Customers are encouraged to migrate to the latest release of On-premises Calling or to Cloud Calling under Collaboration Flex Plan 3.0.

Customers who need additional licensing and/or to renew software support will be able to get full support for their on-premises calling deployments by renewing to Collaboration Flex Plan.

For more information about Collaboration Flex Plan 3.0, reference the ordering guides at this link:

<https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html>

End-of-life milestones

Table 1. End-of-Life Milestones and Dates for the Cisco Version 14 of On-premises Calling applications (including Cisco Unified Communications Manager) - Perpetual

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 7, 2024
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.	April 7, 2025
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.	July 6, 2025
End of SW Maintenance Releases Date:	The last date that Cisco Engineering may release any final software maintenance releases or bug fixes. After this date, Cisco Engineering	April 7, 2026

Milestone	Definition	Date
App SW	will no longer develop, repair, maintain, or test the product software.	
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.	October 7, 2024
End of Service Contract Renewal Date: App SW	The last date to extend or renew a service contract for the product.	October 7, 2024
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.	April 30, 2027

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

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
CALL-SW-14.X-K9	PS Calling for EMEAR - Software Version 14	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CALL-SW-14.X-XU-K9	PS Calling for EMEAR - Software Version 14 XU	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CM14-K9-DLT	SW CM 14 Not for Resale, 20 CUWL PRO, 5 TP Room	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CSR14X-K9-DLT	UC 14.X Partner Demo/Lab/Training Kit-Marketplace Order Only	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CSR14X-K9-DLT=	UC 14 Partner Demo/Lab/Training Kit - Product Upgrade Tool	See the Product Migration Options section below for detailed information on replacing this product.	-	-
E3C-SW-14-K9	On-Premises SW Bundle v14 (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
UC-14-LAB-K9=	SW CM/SME 14 Lab Only, 20 CUWL, 5 TP Room , 50 CER	See the Product Migration Options section below for detailed information on replacing this product.	-	-
UC-14-SW-K9-XU=	CUCM Software Version 14 for MCE Only, Export Unrestricted	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
UC-14-SW-K9=	CUCM Software Version 14 for MCE Only	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product migration options

Customers are encouraged to migrate to the latest release of On-premises Calling or to Cloud Calling under Collaboration Flex Plan 3.0. For more information about Collaboration Flex Plan 3.0, reference the ordering guides at this link: Customers are encouraged to migrate to the latest release of On-premises Calling or to Cloud Calling under Collaboration Flex Plan 3.0. For more information about Collaboration Flex Plan 3.0, reference the ordering guides at this link:

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For more information

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

<https://www.cisco.com/c/en/us/products/eos-eol-policy.html>.

For more information about the Cisco Product Warranties, go to:

<https://www.cisco.com/c/en/us/products/warranty-listing.html>.

To subscribe to receive end-of-life/end-of-sale information, go to:

<https://cway.cisco.com/mynotifications>.

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