The bridge to possible

End-of-Sale and End-of-Life Announcement for the Cisco Unity Connection 10.5

Contents

Overview

EOL12803 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unity Connection 10.5. 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.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco Unity Connection 10.5

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.	January 1, 2019
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.	July 2, 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.	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

In response to the worldwide COVID-19 pandemic, Cisco Engineering is providing a limited extension to End of Software Maintenance for version 10.5 from Jul 1, 2020 until Oct 1, 2020 , to help Customers continue use their existing servers and plan for an upgrade. For more details refer: https://www.cisco.com/c/en/us/products/unified-communications/unified-communications-manager-callmanager/limited-extension-of-software-maintance-support-for-cucm-10-5-release.html.

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
MIG-UCXN-BAS-9TO10	Upgrade from Unity Cxn Basic 9.x to 10.x	UPG-UCXN10TO11-BAS	Upgrade UnityCxn 10.x to UnityCxn 11.x - Basic user	-
MIG-UCXN-ENH-9TO10	Upgrade from Unity Cxn Enhanced 9.x to 10.x	UPG-UCXN10TO11-ENH	Upgrade UnityCxn 10.x to UnityCxn 11.x - Enhanced user	-
MIG-UCXN10-BAS2ENH	One Unity Connection 10.x Bas to Enh Upgrade User	MIG-UCXN11-BAS2ENH	One Unity Connection 11.x Bas to Enh Upgrade User	-
MIG-UCXN10-USR	Unity Cxn 2.x or later to Unity Cxn 10.x Users	UPG-UCXN11-USR	Upgrade Unity 4.x or later or UnityCxn 1.x to UnityCxn 11.x	-
MIG-UTY2CUC10-USR	Mig Unity 4.x or later/Unity Cxn 1.x to Unity Cxn 10.x Users	UPG-UTY2CUC11-USR	Upgrade Unity 4.x or later or UnityCxn 1.x to UnityCxn 11.x	-
R-UCXN10-VUP-XU-K9	Migration from Unity 4.x or Unity Cxn 1.x to Unity Cxn 10.x	L-UCXN11-LIC-UPG	Unity Connection 11.x, SW Feature License Add-ons	-
R-UNITYCN10-K9	Unity Connection 10.x Software	R-UNITYCN11-K9	Unity Connection 11.x Software	-
R-UNITYCN10-K9-LAB	Unity Connection 10.x Lab Software Bundle	R-UNITYCN11-K9-LAB	Unity Connection 11.x Lab Software Bundle	-
R-UNITYCN10-VUP-K9	Migration from Unity 4.x or Unity Cxn 1.x to Unity Cxn 10.x	L-UCXN11-LIC-UPG	Unity Connection 11.x, SW Feature License Add-ons	-
R-UNITYCN10-XU-K9	Unity Connection 10.x Software - Export Unrestricted	R-UNITYCN11-XU-K9	Unity Connection 11.x Software - Export Unrestricted	-
UCXN-9TO10-SW-K9=	Unity Connection 9.x to 10.x Upgrade SW Kit	UCXN-9TO11-SW-K9=	Unity Connection 9.x-10.x to 11.x Upgrade SW Kit	-
UCXN-BAS-9TO10-UP=	Upgrade from Unity Cxn Basic 9.x to 10.x	UCXN-BAS-9TO11-UP=	Upgrade from Unity Cxn Basic 9.x-10.x to 11.x	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
UCXN-BAS-9TO10-UPG	Upgrade from Unity Cxn Basic 9.x to 10.x	UCXN-BAS-9TO11-UPG	Upgrade from Unity Cxn Basic 9.x-10.x to 11.x	-
UCXN-ENH-9TO10-UP=	Upgrade from Unity Cxn Enhanced 9.x to 10.x	UCXN-ENH-9TO11-UP=	Upgrade from Unity Cxn Enhanced 9.x-10.x to 11.x	-
UCXN-ENH-9TO10-UPG	Upgrade from Unity Cxn Enhanced 9.x to 10.x	UCXN-ENH-9TO11-UPG	Upgrade from Unity Cxn Enhanced 9.x-10.x to 11.x	-
UCXN-SC-9TO10-UPG	Upgrade from Unity Cxn Speech Connect 9.x to 10.x	UCXN-SC-9TO11-UPG	Upgrade from Unity Cxn Speech Connect 9.x-10.x to 11.x	-
UCXN10-UTYMIG-K9=	Upg/Mig from Unity Cxn 1.x/Unity 4.x or later to Unity Cxn 9	UCXN11-UTYMIG-K9=	Upg/Mig from Unity Cxn 1.x/Unity 4.x - 8.x to Unity Cxn 11x	-
UCXN10-VER-UPG-K9=	Upgrade from Unity Cxn 2.x or later to Unity Connection 10.x	UCXN11-VER-UPG-K9=	Upgrade from Unity Cxn 2.x - 8.x to Unity Connection 11.x	-
UCXN10-VUP-XU-K9	Migration from Unity 4.x or Unity Cxn 1.x to Unity Cxn 10.x	L-UCXN11-LIC-UPG	Unity Connection 11.x, SW Feature License Add-ons	-
UCXN9TO10SW-XU-K9=	Unity Connection 9.x to 10.x Upgrade SW Kit-Exp Unrestrict	UCXN9TO11SW-XU-K9=	Unity Connection 9.x-10.x to 11.x Upgrade SW Kit-Exp XU	-
UNCN10-MIG-XU-K9=	Unity Connection 10.x Migration - Export Unrestricted	UNCN11-MIG-XU-K9=	Mig from Unity Cxn 1.x/Unity 4.x - 8.x to Unity Cxn 11x XU	-
UNCN10-UPG-XU-K9=	Unity Connection 10.x Upgrade - Export Unrestricted	UNCN11-UPG-XU-K9=	Upgrade from Unity Cxn 2.x - 8.x to Unity Connection 11.x XU	-
UNITYCN10-K9	Unity Connection 10.x Software	UNITYCN11-K9	Unity Connection 11.x Software	-
UNITYCN10-LAB-USR	Unity Connection 10.x Lab User	UNITYCN11-LAB-USR	Unity Connection 11.x Lab User	-
UNITYCN10-MIG-USR	Migrate From Unity or Unity Cxn 1.x to Unity Cxn 10.x Users	UNITYCN11-MIG-USR	Migrate From Unity to Unity Cxn 11.x Users	-
UNITYCN10-VUP-K9	Migration from Unity 4.x or Unity Cxn 1.x to Unity Cxn 10.x	L-UCXN11-LIC-UPG	Unity Connection 11.x, SW Feature License Add-ons	-
UNITYCN10-VUP-USR	Unity Cxn 2.x or later to Unity Cxn 10.x Users	UCXN11-VER-UPG-K9=	Upgrade from Unity Cxn 2.x - 8.x to Unity Connection 11.x	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
UNITYCN10-XU-K9	Unity Connection 10.x Software - Export Unrestricted	UNITYCN11-XU-K9	Unity Connection 11.x Software - Export Unrestricted	–

Product migration options

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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