End-of-Sale and End-of-Life Announcement for the Cisco Unity Express (CUE) Feature Classic Licensing Offer

EOL12533

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unity Express (CUE) Feature Classic Licensing Offer. The last day to order the affected product(s) is November 27, 2018. 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 Unity Express (CUE) Feature Classic Licensing Offer

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.	May 29, 2018
End-of-Sale Date License	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	November 27, 2018
Last Ship Date 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.	February 25, 2019

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
FL-CUE	Cisco Unity Express - License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
FL-CUE-IVR-2	Unity Express License - 2 IVR Session	See the Product Migration Options section below for detailed information on replacing this product.	-	-
FL-CUE-IVR-2=	Unity Express Paper PAK - 2 IVR Session	See the Product Migration Options section below for detailed information on replacing this product.	-	-
FL-CUE-MBX-5	Unity Express License - 5 Mailbox - CUCM and CUCME	See the Product Migration Options section below for detailed information on replacing this product.	-	-
FL-CUE-NR-IVR-2	Unity Express License - Non Re-hostable - 2 IVR Session	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
FL-CUE-NR-MBX-5	Unity Express License - Non Re-hostable - 5 Mailbox	See the Product Migration Options section below for detailed information on replacing this product.	-	-
FL-CUE-NR-PORT-2	Unity Express License - Non Re-hostable - 2 Port	There is currently no replacement product available for this product.	-	-
FL-CUE-NR-PORT-2=	^Unity Express License - Non Re-hostable - 2 Port- Titan SKU Reduction	There is currently no replacement product available for this product.	-	-
FL-CUE-PORT-2	Unity Express License - 2 Port	There is currently no replacement product available for this product.	-	-
FL-CUE-PORT-2=	Unity Express Paper PAK - 2 Port	There is currently no replacement product available for this product.	-	-
L-FL-CUE-IVR-2=	Cisco Unity Express - 2 IVR session E-Delivery	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-FL-CUE-MBX-5	^Cisco Unity Express - 5 mailbox E-Delivery PAK	There is currently no replacement product available for this product.	-	-
L-FL-CUE-MBX-5=	Cisco Unity Express - 5 mailbox E-Delivery	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-FL-CUE-PORT-2	^Cisco Unity Express - 2 port E-Delivery PAK	There is currently no replacement product available for this product.	-	-
L-FL-CUE-PORT-2=	Cisco Unity Express - 2 port E-Delivery	There is currently no replacement product available for this product.	-	-

Product Migration Options

Customers running Cisco Unity Express (CUE) up to and including version 8.6 are encouraged to migrate to virtualized Cisco Unity Express (vCUE) and the current CUE Smart licensing offer. CUE-VM licenses should be ordered for each configured mailbox and CUE-IVR licenses for each IVR session. Note that CUE port licenses are no longer required. CUE-VM and CUE-IVR licenses are available to purchase either as part of a new Cisco Integrated Services Router (ISR) 4000 series configuration, or separately for add-on licenses using the top-level L-CME-CUE. Information about the virtualized Cisco Unity Express product can be found at: https://www.cisco.com/go/cue.

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.

Subscribe for RSS Notifications for End-of-Life and End-of-Sale Notices

To subscribe to the End-of-Life and End-of-Sale RSS Feed, insert the following URL into your RSS application:
https://www.cisco.com/web/feeds/products/end_of_life_rss.xml.

Any authorized translation issued by Cisco Systems or affiliates of this end-of-life Product Bulletin is intended to help customers understand the content described in the English version. This translation is the result of a commercially reasonable effort; however, if there are discrepancies between the English version and the translated document, please refer to the English version, which is considered authoritative.