

End-of-Sale and End-of-Life Announcement for the Cisco A-WX-ACTIVE-USER Offer

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Overview

EOL14520

Cisco announces the end-of-sale and end-of-life dates for the Cisco A-WX-ACTIVE-USER Offer. The last day to order the affected product(s) is May 17, 2022. The last day to renew or add to an existing subscription is May 17, 2022. Customers with active service contracts and subscriptions (as applicable) 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 and subscriptions (as applicable), support will be available under the terms and conditions of customers' service contract and subscription.

Customers are encouraged to migrate to a Webex Suite EA subscription under Cisco Collaboration Flex Plan 3.0 (A-FLEX-3). The Webex Suite Ordering Guide is available at the link below:

<https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/webex-suite-og.html>.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco A-WX-ACTIVE-USER 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. | November 16, 2021 |
| End-of-Sale Date* | The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date. | May 17, 2022 |
| End of Change/Renewal Date*: Subscription | The last date to Renew or Add to an existing subscription. | May 17, 2022 |
| Last Date of Support**: Subscription | The last date to receive applicable subscription entitlements, service and support for the product as entitled by active subscriptions and service contracts(as applicable) or by warranty terms and conditions. After this date, all subscription and support services for the product are unavailable, and the product becomes obsolete. | May 31, 2025 |

*The requested subscription start date needs to be on or before the End-of-Sale Date for new subscriptions, and on or before the End of Change/Renewal Date for subscription changes and renewals.

**The projected subscription term end date for new or changing subscriptions needs to be on or before the Last Date of Support.

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 |
|---------------------------------|---|---|---------------------------------|------------------------|
| A-WX-ACTIVE-USER | Webex Active User | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-WX-AU-CMR-25 | Active User Collaboration Meeting Rooms Capacity 25 (1) | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-WX-AU-EE-OVR | Active User Enterprise Edition Attendee Overage (1) | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-WX-AU-HUB-PRO | WebEx Control Hub Pro - Active User | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-WX-AU-MTGS-1K | Webex Active User with Meeting Center 1,000 (1) | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-WX-AU-MTGS-OVR | Active User Meeting Center Attendee Overage (1) | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-WX-AU-RMSTG-INC | Spark Message Included Storage (1) | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-WX-AU-RMSTG-OVR | Spark Message Storage Overage | 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 |
|---------------------------------|---|---|---------------------------------|------------------------|
| A-WX-AU-TAU+ | Toll Active Users Plus | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-WX-AU-TAU+I | Toll Active Users Plus International | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-WX-CS-AU-T | Toll Users Active User (1) | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-WX-EC-CMR-25 | Emp Count Collaboration Meeting Rooms Capacity 25 (1) | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-WX-EC-TEC | Toll Users Employee Count (1) | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-WX-EC-TEC+ | Toll Employee Count Plus | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-WX-EC-TEC+I | Toll Employee Count Plus International | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-WX-EDGEAUDIO-AU | A-WX Webex Edge Audio AU | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-WX-IM | Cisco Enh. Messaging in Webex app (1) | See the Product Migration Options section below for detailed information on replacing this product. | - | - |

Product migration options

Customers are encouraged to migrate to a Webex Suite EA subscription under Cisco Collaboration Flex Plan 3.0 (A-FLEX-3). The Webex Suite Ordering Guide is available at the link below:

<https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/webex-suite-og.html>.

Service prices for Cisco products are subject to change after the product End-of-Sale date.

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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