

End-of-Sale and End-of-Life Announcement for the Cisco Emergency Responder 9.0

EOL10415

Cisco announces the end-of-sale and end-of-life dates for the Cisco Emergency Responder 9.0. The last day to order the affected product(s) is December 29, 2015. 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 Emergency Responder 9.0

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.	June 30, 2015
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.	December 29, 2015
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.	March 28, 2016
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.	December 28, 2016
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.	December 28, 2016
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	March 26, 2018
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.	December 31, 2018

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

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
ER90-SW-LIC	EMRGNCY RSPNDR 90 SW LIC	There is currently no replacement product available for this product.	-	-
ER90-SW-MED-K9	EMRGNCY RSPNDR 90 SW MEDIA	There is currently no replacement product available for this product.	-	-
ER90-SW-NEW-K9	EMRGNCY RSPNDR 90 SW NEW	ER11.5-SW-K9	EMRGNCY RSPNDR 11.5 SW NEW	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
ER90-SW-NEW-K9=	EMRGNCY RSPNDR 90 SW NEW FOR PUT ONLY	ER11.5-SW-K9=	EMRGNCY RSPNDR 11.5 SW NEW FOR PUT ONLY	-
ER90-SW-NFR-K9	EMRGNCY RSPNDR 90 SW NFR	CM11.X-K9-NFR	SW CM 11.X Not For Resale, 20 CUWL PRO, 5 TP Room	-
ER90-SW-U71-K9	EMRGNCY RSPNDR 90 SW UPGD 71 ONLY	ER11.5-SW-UXX-K9	EMRGNCY RSPNDR 11.5 SW UPGD 7X OR 80	-
ER90-SW-U71-K9=	EMRGNCY RSPNDR 90 SW UPGD 71 FOR PUT ONLY	ER11.5-SW-UXX-K9=	EMRGNCY RSPNDR 11.5 SW UPGD 7X OR 80 FOR PUT ONLY	-
ER90-SW-U80-K9	EMRGNCY RSPNDR 90 SW UPGD 80 ONLY	ER11.5-SW-UXX-K9	EMRGNCY RSPNDR 11.5 SW UPGD 7X OR 80	-
ER90-SW-U80-K9=	EMRGNCY RSPNDR 90 SW UPGD 80 FOR PUT ONLY	ER11.5-SW-UXX-K9=	EMRGNCY RSPNDR 11.5 SW UPGD 7X OR 80 FOR PUT ONLY	-
ER90-SW-U85-K9	EMRGNCY RSPNDR 90 SW UPGD 85 ONLY	ER11.5-SW-UYY-K9	EMRGNCY RSPNDR 11.5 SW UPGD 85 86 87 90	-
ER90-SW-U85-K9=	EMRGNCY RSPNDR 90 SW UPGD 85 FOR PUT ONLY	ER11.5-SW-UYY-K9=	EMRGNCY RSPNDR 11.5 SW UPGD 85 86 87 90 FOR PUT ONLY	-
ER90-SW-U86-K9	EMRGNCY RSPNDR 90 SW UPGD 86 ONLY	ER11.5-SW-UYY-K9	EMRGNCY RSPNDR 11.5 SW UPGD 85 86 87 90	-
ER90-SW-U86-K9=	EMRGNCY RSPNDR 90 SW UPGD 86 FOR PUT ONLY	ER11.5-SW-UYY-K9=	EMRGNCY RSPNDR 11.5 SW UPGD 85 86 87 90 FOR PUT ONLY	-
ER90-SW-U87-K9	EMRGNCY RSPNDR 90 SW UPGD 87 ONLY	ER11.5-SW-UYY-K9	EMRGNCY RSPNDR 11.5 SW UPGD 85 86 87 90	-
ER90-SW-U87-K9=	EMRGNCY RSPNDR 90 SW UPGD 87 FOR PUT ONLY	ER11.5-SW-UYY-K9=	EMRGNCY RSPNDR 11.5 SW UPGD 85 86 87 90 FOR PUT ONLY	-
ER90-USR-10-NEW	EMRGNCY RSPNDR 90 USR LIC 10 PHNS NEW	ER11-USR-1	EMRGNCY RSPNDR USR LIC 1 PHN FOR NEW 11X SYSTEM	-
ER90-USR-10-UPG	EMRGNCY RSPNDR 90 USR LIC 10 PHNS UPGD	ER11-USR-1-UPG	EMRGNCY RSPNDR USR LIC 1 PHN UPGD TO 11X FROM 9X OR EARLIER	-

Product Migration Options

Customers are encouraged to migrate to the Cisco Emergency Responder 11.5. Information about this product can be found at: <http://www.cisco.com/c/en/us/products/unified-communications/emergency-responder/datasheet-listing.html>.

Customers may be able to use the Cisco Technology Migration Program (TMP) where applicable to trade-in eligible products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, customers should work with their Cisco Partner or Cisco account team. Cisco Partners can find additional TMP information on Partner Central at http://www.cisco.com/web/partners/incentives_and_promotions/tmp.html.

Customers may be able to continue to purchase the Cisco Emergency Responder 9.0 through the Cisco Certified Refurbished Equipment program. Refurbished units may be available in limited supply for sale in certain countries on a first-come, first-served basis until the Last Date of Support has been reached. For information about the Cisco Certified Refurbished Equipment program, go to: <http://www.cisco.com/go/eos>.

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:

http://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html.

For More Information

For more Information about the Cisco Emergency Responder 11.0, visit

<http://www.cisco.com/c/en/us/products/unified-communications/emergency-responder/datasheet-listing.html>, or contact your local account representative.

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

http://www.cisco.com/en/US/products/products_end-of-life_policy.html.

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

http://www.cisco.com/en/US/products/prod_warranties_listing.html.

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

<http://www.cisco.com/cisco/support/notifications.html>.

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http://www.cisco.com/web/feeds/products/end_of_life_rss.xml.

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