



## End-of-Sale and End-of-Life Announcement for the Cisco Emergency Responder 11.0

EOL11477

Cisco announces the end-of-sale and end-of-life dates for the Cisco Emergency Responder 11.0. The last day to order the affected product(s) is August 1, 2017. 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 11.0

Milestone	Definition	Date
<b>End-of-Life Announcement Date</b>	The date the document that announces the end-of-sale and end-of-life of a product is distributed to the general public.	January 31, 2017
<b>End-of-Sale Date: App. SW</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	August 1, 2017
<b>Last Ship Date: App. SW</b>	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	October 30, 2017
<b>End of SW Maintenance Releases Date: App. SW</b>	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.	August 1, 2018
<b>End of New Service Attachment Date: App. SW</b>	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.	August 1, 2018
<b>End of Service Contract Renewal Date: App. SW</b>	The last date to extend or renew a service contract for the product.	October 28, 2019
<b>Last Date of Support: App. SW</b>	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, 2020

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
ER11.0-SW-K9	EMRGNCY RSPNDR 11.0 SW NEW	ER11.5-SW-K9	EMRGNCY RSPNDR 11.5 SW NEW	-
ER11.0-SW-K9=	EMRGNCY RSPNDR 11.0 SW NEW FOR PUT ONLY	ER11.5-SW-K9=	EMRGNCY RSPNDR 11.5 SW NEW FOR PUT ONLY	-
ER11.0-SW-U10-K9	EMRGNCY RSPNDR 11.0 SW UPGD 10	ER11.5-SW-U10-K9	EMRGNCY RSPNDR 11.5 SW UPGD 10	-
ER11.0-SW-U10-K9=	EMRGNCY RSPNDR 11.0 SW UPGD 10 FOR PUT ONLY	ER11.5-SW-U10-K9=	EMRGNCY RSPNDR 11.5 SW UPGD 10 FOR PUT ONLY	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
ER11.0-SW-UXX-K9	EMRGNCY RSPNDR 11.0 SW UPGD 7X OR 80	ER11.5-SW-UXX-K9	EMRGNCY RSPNDR 11.5 SW UPGD 7X OR 80	-
ER11.0-SW-UXX-K9=	EMRGNCY RSPNDR 11.0 SW UPGD 7X OR 80 FOR PUT ONLY	ER11.5-SW-UXX-K9=	EMRGNCY RSPNDR 11.5 SW UPGD 7X OR 80 FOR PUT ONLY	-
ER11.0-SW-UYU-K9	EMRGNCY RSPNDR 11.0 SW UPGD 85 86 87 90	ER11.5-SW-UYU-K9	EMRGNCY RSPNDR 11.5 SW UPGD 85 86 87 90	-
ER11.0-SW-UYU-K9=	EMRGNCY RSPNDR 11.0 SW UPGD 85 86 87 90 FOR PUT ONLY	ER11.5-SW-UYU-K9=	EMRGNCY RSPNDR 11.5 SW UPGD 85 86 87 90 FOR PUT ONLY	-

## 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/collateral/unified-communications/emergency-responder/datasheet-c78-737390.html?cachemode=refresh>.

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](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 11.5, visit

<http://www.cisco.com/c/en/us/products/collateral/unified-communications/emergency-responder/datasheet-c78-737390.html?cachemode=refresh>, 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](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](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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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.



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