

# End-of-Sale and End-of-Life Announcement for the Cisco NCS 5002

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## Overview

### EOL14855

Cisco announces the end-of-sale and end-of-life dates for the Cisco NCS 5002. The last day to order the affected product(s) is March 10, 2023. 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 NCS 5002

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.	September 9, 2022
<b>End-of-Sale Date: HW</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	March 10, 2023
<b>Last Ship Date: HW</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.	June 8, 2023
<b>End of SW Maintenance Releases Date: HW</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.	March 9, 2024
<b>End of Vulnerability/Security Support: HW</b>	The last date that Cisco Engineering may release a planned maintenance release or scheduled software remedy for a security vulnerability issue.	March 9, 2026
<b>End of Routine Failure Analysis Date: HW</b>	The last-possible date a routine failure analysis may be performed to determine the cause of hardware product failure or defect.	March 9, 2024
<b>End of New Service Attachment Date: HW</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.	March 9, 2024
<b>End of Service Contract Renewal Date: HW</b>	The last date to extend or renew a service contract for the product.	June 5, 2027

Milestone	Definition	Date
<b>Last Date of Support: HW</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.	March 31, 2028

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

## 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
NCS-5002	Cisco NCS 5002 Series Router	NCS-5001	Cisco NCS 5001 Series Router	-
NCS-5002-ACSR	Cisco NCS 5002 Router Accessory Kit	There is currently no replacement product available for this product.	-	-
NCS-5002-ACSR=	Cisco NCS 5002 Router Accessory Kit Spare	There is currently no replacement product available for this product.	-	-
NCS-5002-BUN	Cisco NCS 5002 Series Routing System Bundle	NCS-5001	Cisco NCS 5001 Series Router	-
NCS-5002-FLT-BK	Cisco NCS 5002 Air Filter Back to Front Airflow	There is currently no replacement product available for this product.	-	-
NCS-5002-FLT-BK=	Cisco NCS 5002 Air Filter Back to Front Airflow	There is currently no replacement product available for this product.	-	-
NCS-5002-FLT-FR	Cisco NCS 5002 Air Filter Front to Back Airflow	There is currently no replacement product available for this product.	-	-
NCS-5002-FLT-FR=	Cisco NCS 5002 Air Filter Front to Back Airflow	There is currently no replacement product available for this product.	-	-
NCS-5002-FLT-FRNT	Cisco NCS 5002 Air Filter Front to Back Airflow	There is currently no replacement product available for this product.	-	-
NCS-5002-FLT-	Cisco NCS 5002 Air	There is currently no	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
FRNT=	Filter Front to Back Airflow	replacement product available for this product.		
NCS-5002-FN-BK	Cisco NCS 5002 Router Fan Back to Front Airflow	There is currently no replacement product available for this product.	-	-
NCS-5002-FN-BK=	Cisco NCS 5002 Router Fan Back to Front Airflow	There is currently no replacement product available for this product.	-	-
NCS-5002-FN-FR	Cisco NCS 5002 Fan Front to Back Airflow	There is currently no replacement product available for this product.	-	-
NCS-5002-FN-FR=	Cisco NCS 5002 Fan Front to Back Airflow	There is currently no replacement product available for this product.	-	-
NCS-5002-FN-FRNT	Cisco NCS 5002 Router Fan Front	There is currently no replacement product available for this product.	-	-
NCS-5002-FN-FRNT=	Cisco NCS 5002 Router Fan Front	There is currently no replacement product available for this product.	-	-
NCS-5002-SAT-BUN	Cisco NCS 5002 Series Routing System Bundle	NCS-5001	Cisco NCS 5001 Series Router	-
NCS-5002-SAT1G-BUN	Cisco NCS 5002 Series Routing System Bundle	NCS-5001	Cisco NCS 5001 Series Router	-
NCS-5002=	Cisco NCS 5002 Series Router	NCS-5001	Cisco NCS 5001 Series Router	-

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## Product migration options

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

[https://www.cisco.com/web/partners/incentives\\_and\\_promotions/tmp.html](https://www.cisco.com/web/partners/incentives_and_promotions/tmp.html).

Customers may be able to continue to purchase the Cisco NCS 5002 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: <https://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:

[https://www.cisco.com/web/about/ac227/ac228/ac231/about\\_cisco\\_takeback\\_recycling.html](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/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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Cisco Systems, Inc.  
San Jose, CA

**Asia Pacific Headquarters**  
Cisco Systems (USA) Pte. Ltd.  
Singapore

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