

End-of-Sale and End-of-Life Announcement for the Cisco Emergency Responder 1.1 User Licenses

EOL6232

Cisco® announces the end-of-sale and end-of life dates for the Cisco Emergency Responder 1.1 User Licenses. The last day to order the affected product(s) is May 15, 2008. 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 until the termination date of the contract, even if this date exceeds the Last Date of Support shown in Table 1.

Table 1. End-of-Life Milestones and Dates for the Cisco Emergency Responder 1.1 User Licenses

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 15, 2007
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 15, 2008
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.	August 13, 2008
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.	May 15, 2009
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.	May 15, 2009
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	August 11, 2010
Last Date of Support: App. SW	The last date to receive service and support for the product. After this date, all support services for the product are unavailable, and the product becomes obsolete.	May 15, 2011

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
SW-KEY-ER1.1-USER=	Cisco ER1.1 single user license	KEY-CER1.X-100=	CER 1.X (1.2 or Higher) User License 100 Phones
SW-KEY-ER1.1-USER=	Cisco ER1.1 single user license	KEY-CER1.X-10K=	CER 1.X (1.2 or Higher) User License 10000 Phones
SW-KEY-ER1.1-USER=	Cisco ER1.1 single user license	KEY-CER1.X-1K=	CER 1.X (1.2 or Higher) User License 1000 Phones

SW-KEY-ER1.1-USER=	Cisco ER1.1 single user license	KEY-CER1.X-500=	CER 1.X (1.2 or Higher) User License 500 Phones
SW-KEY-ER1.1-USER=	Cisco ER1.1 single user license	KEY-CER1.X-5K=	CER 1.X (1.2 or Higher) User License 5000 Phones

Product Migration Options

Current customers should upgrade from Cisco Emergency Responder 1.1 to Cisco Emergency Responder 1.3. Software upgrades are available free of charge on Cisco.com at

<http://www.cisco.com/cgi-bin/tablebuild.pl/cer>.

Customers can use the Cisco Technology Migration Plan (TMP) to trade in products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, go to: <https://www.cisco.com/site/us/en/buy/payment-solutions/lifecycle-incentive.html>. The Cisco TMP application requires all users to have a Cisco.com user ID.

Customers may be able to continue to purchase the end-of-sale product through the Cisco Certified Refurbished Equipment program. Refurbished units of the end-of-sale product are available in limited supply for sale in certain countries on a first-come, first-served basis. For information about the refurbished equipment program, go to: <http://cisco.com/go/remarketing>.

For More Information

For more information about the Cisco Emergency Responder 1.3 User Licenses, visit <http://www.cisco.com/en/US/products/sw/voicesw/ps842/index.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/prod_end_of_life.html.

To subscribe to receive end-of-life/end-of-sale information, go to: <http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice>.



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