

End-of-Sales Announcement for the Cisco MGX 8260 Media Gateway Product Line



This product bulletin announces the end-of-sales date, the end-of-engineering support dates, the end-of-Cisco Technical Assistance Center (TAC) support dates, and other key dates related to the Cisco MGX™ 8260 Media Gateway product line.

This announcement is applicable to all except select customers and partners.

Please refer to Tables 1, 2, 3, and 4, and to the Q&A contained in this bulletin for complete details. If you have further questions, contact your Cisco account executive.

Table 1 Summary of Key End-of-Sales Dates

Product	End-of-Sales Announcement Date	End-of-Sales Date (last date of orderability)	Last Date of New System Shipments (end-of-production date)
Cisco MGX 8260	12/14/2001	12/28/2001	12/28/2001

Table 2 Summary of Key End-of-Support Dates

Product	End-of-Engineering Hardware Maintenance Support Date	End-of-Engineering Software Maintenance Support Date	End-of-Service Contract Renewal Date	End-of-Return Material Authorization (RMA) and Cisco TAC Support (product obsolete date)
Cisco MGX 8260	12/28/2004	12/28/2004	12/28/2005	12/28/2006

Table 3 Milestone Date Definitions

Date	Definition
End-of-Sales announcement date	The date that the "End-of-Sales Announcement" was released to the public. See Table 1 for details.
End-of-Sales (orderability) date	The date that Cisco.com Network Market-Place Tool "Orderability" will be deactivated. See Table 1 for details.
End-of-Production and shipment date	The date that Cisco manufacturing will finish honoring and fulfilling purchase orders for new equipment. See Table 1 for details.
End-of-Engineering hardware maintenance support date	The date that Cisco engineering ceased or will cease considering the repair of confirmed hardware defects related to components within this system configuration. Note: "Hardware" means the physical card and its physical components. The software download file of a card, if any, is classified as "software." Firmware of a card is classified as "hardware." See Table 4 for more details.
End-of-Engineering software maintenance support date	The date that Cisco engineering ceased or will cease considering repair of confirmed Cisco MGX 8260 software defects or card download software defects within this system configuration.
End-of-Service contract renewal date	The last date on which a partner or customer can extend or renew a service contract for this system.
Product obsolete date:	The date that Cisco logistics (in conjunction with manufacturing) will cease honoring its commitment to process RMA orders for components within this system configuration; it is also the date that Cisco TAC will cease honoring its commitment to assist customers with any issues related to components within the system configuration.

Table 4 Cisco MGX 8260 Product Items

Product ID	Description
MGX8260	Cisco MGX 8260 Chassis, 14 I/O+2 SCC slots, DC, 19/23 Mnt, UserDoc, RS232
SCC5FC-4FE/B	SCC 5G FC with 4 FE (256M)
SCC5FC-4OC3/B	SCC 5G FC with 4 OC-3 (256M)
NSCFC-8DSP	NSC-Front Card, 8 T1/E1 Ch. Voice. G.711, Echo, VAD, CNG
NSCFC-16DSP	NSC-Front Card, 16 T1/E1 Ch. Voice. G.711, Echo, VAD, CNG
BSCFC-6T3	BSC-Front Card Supports 3/1/0 TDM Switching of 6 Ch. DS3s
NSCFC-8TDM	NSC-Front Card, 8 T1/E1 Ch. of 1/0 TDM
NSCFC-16TDM	NSC-Front Card, 16 T1/E1 Ch. of 1/0 TDM
8260-SW-01XXXX	All Cisco MGX 8260 System Software
T3E3BC-6DSX	T3 Back Card Supports 6 (TX & RX) SMB Female Interfaces
T1E1BC-50NR	NR Back Card Supports 16 T1/ E1 100 ohm Interfaces, 50-Pin
T1E1BC-RED	Back Card for 1:N Redundant Support
T1E1BC-RJ48	NR Back Card Supports 16 T1/ E1 120 ohm interfaces, 16 RJ-48
SCCBC-4FE	SCC-Back Card with NMS Ports and 4 100Base-T Network Interface
OC3MMBC-4	Broadband Back Card Supports 4 OC3 MMF Interfaces
OC3SMIBC-4	Broadband Back Card Supports 4 OC3 SMFIR Interfaces
FL-8260-SW-WEB	MGX8260 Embedded Web GUI Device Manager
FL-8260-SW-VCOMP	Voice Comp Software, G.726, G.729 per NSC
FL-BSC-SW-PRI	Per BSC D Channel License



Product ID	Description
AC-DC-EXTPSS	Cisco MGX 8260 110/220VAC Power Support Shelf with Power Supplies
DC-PCP	Spare AC/DC Power Supply for Power Supply Shelf

Questions and Answers

Q. For customers who are currently deploying or planning to deploy the Cisco MGX 8260, what is the Cisco position and plan to help migrate to a next-generation voice platform?

A. Depending on application and density needed, Cisco offers a range of voice-enabled gateways such as the Cisco MGX 8850 Voice Gateway and Cisco AS5850 Universal Gateway. MGX 8850 Voice Gateways and AS5850 Universal Gateways are high-density, carrier-class gateways, offering unparalleled capacity and high availability. The MGX 8850 and AS5850 are mature products with significant traction in the marketplace. Their feature sets allow Cisco to effectively meet the requirements of the market, today and tomorrow. For more product information, please contact your local Cisco account representatives.

Q. How long will the Cisco MGX 8260 software be open for bug fixes? If an outstanding issue (bug) is identified that still needs to be resolved, what should be expected as far as addressing the issue?

A. Engineering bug fix support, known as Software Engineering Maintenance Support, continues and then expires on the end-of-engineering support date (Table 2).

Q. How long will RMA support on the field-replaceable-unit (FRU) components be available for my system configuration?

A. RMA support continues and then expires on the end-of-RMA (Table 2).

Q. How long will customers be able to obtain Cisco TAC support?

A. Cisco TAC support continues and then expires on the product Obsolete Date (Table 2).

Q. The service support contract for my system has expired. Can I still take full advantage of the milestone dates documented in this bulletin without a service contract? Should I renew my service support contract?

A. It is in your best interest to always have a service contract. Contact your Cisco account executive to initiate a new service support contract. For future reference, please note Cisco recommends renewing all contracts one month prior to expiration.

Service contracts that have expired (without being renewed one month before expiring) *and* are within 12 months of the product obsolete date are not eligible for renewal.

Without a service support contract, your system is not entitled to Cisco TAC support, RMA support, or engineering support without submitting, in advance, a purchase order for such services (these services are billed on an hourly basis).

Q. What is the latest Cisco MGX 8260 software supported?

A. The latest version of Cisco MGX 8260 software is 8260-SW-010205.



Corporate Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA

www.cisco.com

Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100

European Headquarters
Cisco Systems Europe
11, Rue Camille Desmoulins
92782 Issy-les-Moulineaux
Cedex 9
France

www-europe.cisco.com

Tel: 33 1 58 04 60 00
Fax: 33 1 58 04 61 00

Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA

www.cisco.com

Tel: 408 526-7660
Fax: 408 527-0883

Asia Pacific Headquarters
Cisco Systems, Inc.
Capital Tower
168 Robinson Road
#22-01 to #29-01
Singapore 068912

www.cisco.com

Tel: +65 317 7777
Fax: +65 317 7799

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