

End-of-Sale and End-of-Life Announcement for the Cisco ACE 4710 Application Control Engine Hardware

EOL9308—Amended

Cisco announces the end-of-sale and end-of life dates for the Cisco ACE 4710 Application Control Engine Hardware. The last day to order the affected product(s) is January 24, 2014. 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 ACE 4710 Application Control Engine Hardware

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.	July 26, 2013
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.	January 24, 2014
Last Ship Date: HW	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	April 24, 2014
End of Routine Failure Analysis Date: HW	The last-possible date a routine failure analysis may be performed to determine the cause of hardware product failure or defect.	January 24, 2015
End of New Service Attachment Date: HW	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.	January 24, 2015
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	April 21, 2018
Last Date of Support: HW	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.	January 31, 2019

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
ACE-4710-0.5-K9	ACE 4710 Hardware-0.5Gbps-7500SSL-0.5GComp-20VC	See the Product Migration Options section below for detailed information on replacing this product.		
ACE-4710-01-K9	ACE 4710 Hardware-1Gbps-7500SSL-1GComp-20VC	See the Product Migration Options section below for detailed information on replacing this product.		
ACE-4710-02-K9	ACE 4710 Hardware-2Gbps-7500SSL-2GComp-20VC	See the Product Migration Options section below for detailed information on replacing this product.		
ACE-4710-04-K9	ACE 4710 Hardware-4Gbps-7500SSL-2GComp-20VC	See the Product Migration Options section below for detailed information on replacing this product.		
ACE-4710-2PAK	2 units of ACE 4710 Hardware-1Gbps-7500SSL-1GComp-20VC	See the Product Migration Options section below for detailed information on replacing this product.		
ACE-4710-K9	ACE 4700 Series Application Control Engine Appliance	See the Product Migration Options section below for detailed information on replacing this product.		
ACE-4710-K9=	ACE 4710 Hardware Spare	See the Product Migration Options section below for detailed information on replacing this product.		
ACE-4710-RAILS=	Rail Kit for ACE4710 appliance	There is currently no replacement product available for this product.		

Product Migration Options

Customers are encouraged to migrate to the Citrix NetScaler 1000V (offered by Cisco) or alternative vendor offerings. Information about this product can be found at:

<http://www.cisco.com/en/US/products/ps13296/index.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 Cisco ACE 4710 Application Control Engine Hardware 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 dispose properly 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 Citrix NetScaler 1000V or alternative vendor products, visit

<http://www.cisco.com/en/US/products/ps13296/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/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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