



End-of-Sale and End-of-Life Announcement for the Cisco ACE 4710 Application Control Engine Software Release 3.2

EOL7611

Cisco announces the end-of-sale and end-of life dates for the Cisco ACE 4710 Application Control Engine Software Release 3.2. The last day to order the affected product(s) is November 29, 2011. 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 ACE 4710 Application Control Engine Software Release 3.2

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.	May 31, 2011
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.	November 29, 2011
Last Ship Date: OS 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.	February 27, 2012
End of SW Maintenance Releases Date: OS 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.	November 28, 2012
End of New Service Attachment Date: OS 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.	November 28, 2012
End of Service Contract Renewal Date: OS SW	The last date to extend or renew a service contract for the product.	February 24, 2016
Last Date of Support:	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.	November 30, 2016

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-AP-SW-3.2	ACE Appliance SW 3.2	See Product Migration Options section for details.	Cisco ACE 4710 Application Control Engine Software Release 4.2.x train	

Product Migration Options

Customers are encouraged to migrate to the Cisco ACE 4710 Application Control Engine Software Release 4.2.x train. Information about this product can be found at:

[http://www.cisco.com/cisco/software/release.html?mdfid=281222179&flowid=151&softwareid=282775307&release=A4\(2.0\)&rellifecycle=&relind=AVAILABLE&reltype=all](http://www.cisco.com/cisco/software/release.html?mdfid=281222179&flowid=151&softwareid=282775307&release=A4(2.0)&rellifecycle=&relind=AVAILABLE&reltype=all)

Customers can use the Cisco Technology Migration Program (TMP) to trade-in 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/pr11/incentive/tmp/index.html>

Customers may be able to continue to purchase the Cisco ACE 4710 Application Control Engine Software Release 3.2 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 Cisco ACE 4710 Application Control Engine Software Release 4.2.x, visit <http://www.cisco.com/en/US/products/ps8361/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

To subscribe to receive end-of-life/end-of-sale information, go to:

<http://www.cisco.com/cisco/support/notifications.html>

Subscribe for RSS Notifications for End-of-Life and End-of-Sale Notices

To subscribe to the End-of-Life and End-of-Sale RSS Feed, insert the following URL into your RSS application:

http://www.cisco.com/web/feeds/products/end_of_life_rss.xml

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.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

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

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)

Printed in USA

C51-667559-00 05/11