



End-of-Sale and End-of-Life Announcement for the Cisco ACE 4710 Application Control Engine Software Releases 1.7, 1.8, and 3.1

EOL7091-Amended

Cisco announces the end-of-sale and end-of life dates for the Cisco ACE 4710 Application Control Engine Software Releases 1.7, 1.8, and 3.1. The last day to order the affected product(s) is September 29, 2010. 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 Releases 1.7, 1.8, and 3.1

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.	March 31, 2010
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.	September 29, 2010
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.	December 28, 2010
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.	September 29, 2011
End of Vulnerability/Security Support: OS SW	The last date that Cisco Engineering may release a planned maintenance release or scheduled software remedy for a security vulnerability issue.	September 28, 2013
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.	September 29, 2011
End of Service Contract Renewal Date: OS SW	The last date to extend or renew a service contract for the product.	December 25, 2014
Last Date of Support:	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.	September 30, 2015

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-1.7	ACE Appliance SW	See Product Migration Options section for details.	ACE 4710 Software Release 3.2.x	
ACE-AP-SW-1.7A	ACE Appliance SW 1.7A	See Product Migration Options section for details.	ACE 4710 Software Release 3.2.x	
ACE-AP-SW-1.7B	ACE 4710 Software 1.7B	See Product Migration Options section for details.	ACE 4710 Software Release 3.2.x	
ACE-AP-SW-1.8	ACE Appliance SW 1.8	See Product Migration Options section for details.	ACE 4710 Software Release 3.2.x	
ACE-AP-SW-3.1	ACE Appliance SW 3.1	See Product Migration Options section for details.	ACE 4710 Software Release 3.2.x	
ACE-AP-SW-3.1=	ACE Appliance SW 3.1	See Product Migration Options section for details.	ACE 4710 Software Release 3.2.x	

Product Migration Options

Customers are encouraged to migrate to the Cisco ACE 4710 Application Control Engine Software Release 3.2.x train which can be found at:

[http://www.cisco.com/cisco/software/release.html?mdfid=281222179&flowid=151&softwareid=282775307&release=A3\(2.0\)&reind=AVAILABLE&rellifecycle=&reltype=latest](http://www.cisco.com/cisco/software/release.html?mdfid=281222179&flowid=151&softwareid=282775307&release=A3(2.0)&reind=AVAILABLE&rellifecycle=&reltype=latest)

Migrating to the latest Cisco ACE 4710 software release provides significant technology and operational management benefits. Contact your Cisco representative for more information.

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 the Cisco ACE 4710 Application Control Engine Software Releases 1.7, 1.8, and 3.1 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:

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 3.2, 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

For more information about the Cisco Product Warranties, go to: http://www.cisco.com/en/US/products/prod_warranties_listing.html

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