

End-of-Sale and End-of-Life Announcement for the Cisco Remote Expert Mobile/Remote Expert Cobrowse

EOL12867 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Remote Expert Mobile/Remote Expert Cobrowse. The last day to order the affected product(s) is February 11, 2019. 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 Remote Expert Mobile/Remote Expert Cobrowse

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.	January 11, 2019
End-of-Sale Date: App SW	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	February 11, 2019
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.	May 11, 2019
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.	February 11, 2020
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.	February 11, 2020
End of Service Contract Renewal Date: App SW	The last date to extend or renew a service contract for the product.	May 7, 2021
Last Date of Support: App SW	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.	February 28, 2022

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
CCX-RECOB	Top level for Remote Expert Mobile Co-browse	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-RECOB-KIT-K9	RE Media	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-RECOB-SAADD-L	RE Agent ADDON	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-RECOB-SAGT-LC	Single RTU certificate	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-RECOB-SAGT5-L	RE Agent Mobile Co-browse Standard New Lic for CCX	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-RECOB-SVR	Server Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-REMOB	Top level for Remote Expert Mobile	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-REMOB-B5	5 RE Agent Mobile Lic for CCX Bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-REMOB-KIT-K9	RE Media	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-REMOB-SAADD-L	RE Agent ADDON	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-REMOB-SAGT-LC	Single RTU certificate	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-REMOB-SAGT5-L	RE Agent Mobile Standard New Lic for CCX	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-REMOB-SVR	Server Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-REMOB-UPG	RE Agent Mobile Co-browse Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-RECOB	Top level for Remote Expert Mobile Co-browse	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
IPCE-RECOB-KIT-K9	RE Co-browse Media	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-RECOB-SAADD-L	RE Agent ADDON	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-RECOB-SAGT-LC	Single RTU certificate	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-RECOB-SAGT5-L	RE Agent Mobile Co-browse Std New Lic for UCCE/PCCE/HCS/CUCM	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-RECOB-SVR	Server Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-REMOB	Top level for Remote Expert Mobile	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-REMOB-B5	5 RE Agent Mobile Lic for PCCE Bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-REMOB-KIT-K9	RE Media	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-REMOB-SAADD-L	RE Agent ADDON	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-REMOB-SAGT-LC	Single RTU certificate	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-REMOB-SAGT5-L	RE Agent Mobile Standard New Lic for UCCE/PCCE/HCS/CUCM	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-REMOB-SVR	Server Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-REMOB-UPG	RE Agent Mobile Co-browse Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
REMOB-NFR-CH	NON-PRODUCTION SUITE FOR CHANNEL PARTNERS	See the Product Migration Options section below for detailed information on replacing this product.	-	-
REMOB-NFR-DART	NON-PRODUCTION SUITE FOR PARTNERS VIA DART	See the Product Migration Options section below for detailed information on replacing this product.	-	-
REMOB-NFR-EC	CCEH EINON-PRODUCTION SUITE FOR END CUSTOMERS	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product Migration Options

Cisco Customer Journey platform will support Video Agents. Existing Remote Expert Mobile customers should consider migrating their video agents to the Cisco Customer Journey Platform for video agent support. For questions on Remote Expert Mobile End-of-life, please contact Cisco at rem-eol_questions@cisco.com.

Service prices for Cisco products are subject to change after the product End-of-Sale date.

The Cisco Takeback and Recycle program helps businesses properly dispose 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:

https://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html.

For More Information

For more information about the Cisco End-of-Life Policy, go to:

https://www.cisco.com/en/US/products/products_end-of-life_policy.html.

For more information about the Cisco Product Warranties, go to:

https://www.cisco.com/en/US/products/prod_warranties_listing.html.

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

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

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