



## End-of-Sale and End-of-Life Announcement for the Cisco NCS4000 5.2.1 and 5.2.3

EOL12836

Cisco announces the end-of-sale Cisco NCS4000 5.2.1 and 5.2.3. The last day to order the affected product(s) is April 16, 2019. Customers will continue to receive phone support from the Cisco Small Business Support Center (SBSC) 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 product warranties, support will be available as stated in the product warranty terms and conditions.

**Table 1.** End-of-Life Milestones and Dates for the Cisco NCS4000 5.2.1 and 5.2.3

Milestone	Definition	Date
<b>End-of-Life Announcement Date</b>	The date the document that announces the end-of-sale and end-of-life of a product is distributed to the general public.	January 15, 2019
<b>End-of-Sale Date: OS SW</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	April 16, 2019
<b>End of Phone Support: OS SW</b>	The last date to receive phone support as part of the product warranty. After this date, all phone support services for the product are available with additional charges or support fees. In some cases, support may not be available.	April 15, 2020
<b>Last Ship Date: OS SW</b>	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	July 15, 2019
<b>End of SW Maintenance Releases Date: OS SW</b>	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.	April 15, 2020
<b>Last Date of Support: OS SW</b>	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. Warranty duration is based on product ship dates; refer to warranty terms and conditions for details.	April 30, 2020

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
XR-NCS4K-521K9	NCS 4000 IOS XR Software Release 5.2.1	XR-NCS4K-6142K9	Delivery of XR 6.1.42 for NCS4K	-
XR-NCS4K-523K9	NCS 4000 IOS XR Software Release 5.2.3	XR-NCS4K-6142K9	Delivery of XR 6.1.42 for NCS4K	-

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## Product Migration Options

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](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](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](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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