



End-of-Sale and End-of-Life Announcement for the Cisco D9824 Advanced Multi Decryption Receiver

EOL11824

Cisco announces the end-of-sale and end-of-life dates for the Cisco D9824 Advanced Multi Decryption Receiver. The last day to order the affected product(s) is January 22, 2018. Customers with active service contracts or active warranties 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 service contracts or active product warranties, support will be available for the shown dates as stated in the applicable service contracts or product warranty terms and conditions.

Table 1. End-of-Life Milestones and Dates for the Cisco D9824 Advanced Multi Decryption Receiver

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 24, 2017
End-of-Sale Date: HW, App SW, License	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	January 22, 2018
Last Ship Date: HW, App SW, License	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 22, 2018
End of SW Maintenance Releases Date: HW, 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.	January 22, 2019
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 22, 2019
End of New Service Attachment Date: HW, 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.	January 22, 2019
End of Service Contract Renewal Date: App SW	The last date to extend or renew a service contract for the product.	April 19, 2020
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	April 19, 2022
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 **. Warranty duration is based on product ship dates; refer to warranty terms and conditions for details.	January 31, 2021
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 **. Warranty duration is based on product ship dates; refer to warranty terms and conditions for details.	January 31, 2023

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
D9824-IP-GEN-1RU=	Service unit GEN-ISE, HD, MPEG-4, DVB-S2 & MPEGoIP in & out	D9800-MS-MPEGOIP	D9800 Multi Stream Chassis w/ASI and MPEGoIP	-
D9824-IP-MDR-1RU=	Service unit with MDR-ISE, HD, MPEG-4, DVB-S2 & MPEGoIPin&out	D9800-MS-MPEGOIP	D9800 Multi Stream Chassis w/ASI and MPEGoIP	-
D9824-IPIN-GEN-1RU	1RU with GEN-ISE, HD, MPEG-4, DVB-S2 & MPEGoIP in & out	D9800-MS-MPEGOIP	D9800 Multi Stream Chassis w/ASI and MPEGoIP	-
D9824-IPIN-MDR-1RU	1RU with MDR-ISE, HD, MPEG-4, DVB-S2 & MPEGoIP in & out	D9800-MS-MPEGOIP	D9800 Multi Stream Chassis w/ASI and MPEGoIP	-
D9824-UD-GENERIC	D9824 User Default Settings for GENERIC Pool	See the Product Migration Options section below for detailed information on replacing this product.	-	-
D9824-UD-MDR	D9824 User Default Settings for MDR Pool	See the Product Migration Options section below for detailed information on replacing this product.	-	-
SWD9824-045000	SW, D9824, V04.50.00	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product Migration Options

Customers are encouraged to migrate to the D9800 Network Transport Receiver product line. More info can be found here: <https://www.cisco.com/c/en/us/support/video/d9800-network-transport-receiver/model.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 https://www.cisco.com/web/partners/incentives_and_promotions/tmp.html.

Customers may be able to continue to purchase the Cisco D9824 Advanced Multi Decryption Receiver 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: <https://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 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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https://www.cisco.com/web/feeds/products/end_of_life_rss.xml.

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