End-of-Sale and End-of-Life Announcement for the Cisco TelePresence Software Version TC7.x

EOL11395

Cisco announces the end-of-sale and end-of-life dates for the Cisco TelePresence Software Version TC7.x. The last day to order the affected product(s) is August 2, 2017. 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 TelePresence Software Version TC7.x

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.	February 1, 2017
End-of-Sale Date: **OS SW**	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	August 2, 2017
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.	October 31, 2017
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.	August 1, 2020
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.	August 2, 2018
End of Service Contract Renewal Date: **OS SW**	The last date to extend or renew a service contract for the product.	October 28, 2021
Last Date of Support: **OS 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.	August 31, 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
SW-S52000-TC7-K9	SW Image for C/EX/Profile/MX(1st gen) series endpoints	There is currently no replacement product available for this product.	-	-
SW-S52001-TC7	SW Image for C/EX/Profile/MX(1st gen) series endpoints	There is currently no replacement product available for this product.	-	-
SW-S52010-TC7-K9	SW Image for SX20 and MX200/300 (2nd gen) series endpoints	SW-S52010-CE8-K9	SW Image for SX20 and MX200/300 (2nd gen) series endpoints	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
SW-S52011-TC7	SW Image for SX20, no crypto	SW-S52011-CE8	SW Image for SX20, no crypto	-
SW-S52020-TC7-K9	SW Image for SX80, MX700, MX800	SW-S52020-CE8-K9	SW Image for SX80, MX700, MX800	-
SW-S52030-TC7-K9	SW Image for SX10	SW-S52030-CE8-K9	SW Image for SX10	

Product Migration Options

Customers are encouraged to migrate to the Cisco TelePresence Software Version CE8.x. But note that: - Collaboration Endpoint Software is not supported by the legacy Cisco TelePresence portfolio, which includes the C Series, Profile Series, EX Series, and MX G1 Series. - Collaboration Endpoint Software inherits fundamentals from the TC software, but it should be considered new software and not a continuation of TC software (please verify that the feature set fulfills your requirements).

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

For More Information

For more Information about the Cisco TelePresence Software Version CE8.x, visit http://www.cisco.com/c/en/us/support/collaboration-endpoints/telepresence-quick-set-series/products-release-notes-list.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.

To subscribe to receive end-of-life/end-of-sale information, go to: http://www.cisco.com/cisco/support/notifications.html.

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