End-of-Sale and End-of-Life Announcement for the Cisco ISR4200 and ISR4300 Series Platform for Brazil

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Overview

EOL15204

Cisco announces the end-of-sale and end-of-life dates for the Cisco ISR4200 and ISR4300 Series Platform for Brazil. The last day to order the affected product(s) is January 26, 2024. 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.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco ISR4200 and ISR4300 Series Platform for Brazil

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.	October 26, 2023
End-of-Sale Date : HW	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	January 26, 2024
Last Ship Date : HW	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 25, 2024
End of SW Maintenance Releases Date : HW	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 31, 2025
End of Vulnerability/Security Support : HW	The last date that Cisco Engineering may release a planned maintenance release or scheduled software remedy for a security vulnerability issue.	January 31, 2029
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 25, 2025
End of New Service Attachment Date : HW	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 25, 2025

Milestone	Definition	Date
End of Service Contract Renewal Date : HW	The last date to extend or renew a service contract for the product.	April 22, 2028
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.	January 31, 2029

HW = Hardware OS SW = Operating System Software   App. SW = Application Software

Note: Last supported IOS-XE Release trains will be the 17.9.x and 17.12.x for the listed ISR 4000 Platforms. IOS-XE Release trains 17.10.x and 17.11.x will not be supported. For SD-WAN deployments, future vManage Releases 20.12, 21.3 and 21.6 will support IOS-XE Release

Product part numbers

Table 2.   Product part numbers affected by this announcement

End-of-Sale Product Part Number	Product Description
ISR4321BR/K9	Cisco ISR 4321 (2GE,2NIM,4G FLASH,4G DRAM,IPB)
ISR4331BR/K9	Cisco ISR 4331 (3GE,2NIM,1SM,4G FLASH,4G DRAM,IPB)

Product migration options

There is no replacement available for the Cisco ISR4200 and ISR4300 Series Platform for Brazil at this time.

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 ISR4200 and ISR4300 Series Platform for Brazil 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/c/en/us/products/eos-eol-policy.html.

For more information about the Cisco Product Warranties, go to:
https://www.cisco.com/c/en/us/products/warranty-listing.html.

To subscribe to receive end-of-life/end-of-sale information, go to: https://cway.cisco.com/mynotifications.

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