

End-of-Sale and End-of-Life Announcement for the Cisco ASR1002-HX and associated parts

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Overview

EOL15470

Cisco announces the end-of-sale and end-of-life dates for the Cisco ASR1002-HX and associated parts. The last day to order the affected product(s) is March 31, 2025. 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 ASR1002-HX and associated parts

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.	September 30, 2024
End-of-Sale Date: HW,Licence	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	March 31, 2025
Last Ship Date: HW,Licence	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	June 29, 2025
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.	March 31, 2026
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.	September 30, 2028
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.	March 31, 2026
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.	March 31, 2026
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	June 26, 2029
Last Date of Support: HW,Licence	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.	March 31, 2030

HW = Hardware

OS SW = Operating System Software

App. SW = Application Software

Product part numbers

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
M-ASR1002HX-16GB	Cisco ASR1002-HX 16GB DRAM	There is currently no replacement product available for this product.	-	-
M-ASR1002HX-16GB=	Cisco ASR1002-HX 16GB DRAM	There is currently no replacement product available for this product.	-	-
ASR1002HX-FAN	Cisco ASR1002-HX Fan Module	There is currently no replacement product available for this product.	-	-
ASR1002HX-FAN=	Cisco ASR1002-HX Fan Module	There is currently no replacement product available for this product.	-	-
ASR1002HX-6GE-2TE	ASR1002-HX bundle, 6x1GE, 2x10GE only, with optics, IPBase	There is currently no replacement product available for this product.	-	-
M-ASR1002HX-32GB	Cisco ASR1002-HX 32GB DRAM	There is currently no replacement product available for this product.	-	-
M-ASR1002HX-32GB=	Cisco ASR1002-HX 32GB DRAM	There is currently no replacement product available for this product.	-	-
ASR1002HX-IPSECHW	Cisco ASR1002-HX Crypto Module with no default throughput	There is currently no replacement product available for this product.	-	-
ASR1002-HX	Cisco ASR1002-HX System,4x10GE+4x1GE, 2xP/S, optional crypto	C8500-12X	Cisco Catalyst 8500-12X Edge Platform	-
ASR1002-HX	Cisco ASR1002-HX System,4x10GE+4x1GE, 2xP/S, optional crypto	C8500-12X4QC	Cisco Catalyst 8500-12X4QC Edge Platform	-
ASR1002-HX=	Cisco ASR1002-HX System,4x10GE+4x1GE, optional crypto+P/S	C8500-12X4QC=	Cisco Router	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
ASR1002-HX=	Cisco ASR1002-HX System,4x10GE+4x1GE, optional crypto+P/S	C8500-12X=	Cisco Router	-
ASR1002-HX-DNA	Cisco ASR 1002-HX, 4x10GE+4x1GE, Dual PS with DNA Support	C8500-12X	Cisco Catalyst 8500-12X Edge Platform	-
ASR1002-HX-DNA	Cisco ASR 1002-HX, 4x10GE+4x1GE, Dual PS with DNA Support	C8500-12X4QC	Cisco Catalyst 8500-12X4QC Edge Platform	-

Product migration options

The last supported release is 17.15. Customers are encouraged to move to the Cisco Catalyst 8500s moving forward.

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 ASR1002-HX and associated parts 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>.

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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