

End-of-Sale and End-of-Life Announcement for the Cisco C9500 selected Switch Models: C9500-12Q, C9500- 24Q and C9500-40X DNA SKUs

Contents

Overview	3
End-of-life milestones	3
Product part numbers	3
Product migration options	4
For more information	5

Overview

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Cisco announces the end-of-sale and end-of-life dates for the Cisco C9500 selected Switch Models: C9500-12Q, C9500-24Q and C9500-40X DNA SKUs. The last day to order the affected product(s) is April 30, 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.

Please note: This announcement does not include C9500-16X which will not reach End-of-Sale at least until April 2025. The rest of the Catalyst 9500/9500X portfolio is not affected by this announcement.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco C9500 selected Switch Models: C9500-12Q, C9500-24Q and C9500-40X DNA SKUs

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.	April 30, 2023
End-of-Sale Date License	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	April 30, 2024
Last Ship Date 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.	July 30, 2024
Last Date of Support License	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.	April 30, 2029

Product part numbers

Table 2. Product part numbers affected by this announcement

End-of-Sale Product Part Number	Product Description
C9500-DNA-12Q-10A	C9500 DNA Advantage, Term License
C9500-DNA-12Q-10E	C9500 DNA Essentials, Term License
C9500-DNA-12Q-1A	C9500 DNA Advantage, Term License
C9500-DNA-12Q-1E	C9500 DNA Essentials, Term License
C9500-DNA-12Q-A	C9500 DNA Advantage, Term licenses
C9500-DNA-12Q-E	C9500 DNA Essentials, Term licenses

End-of-Sale Product Part Number	Product Description
C9500-DNA-12Q-PL	C9500 DNA PL licenses
C9500-DNA-24Q-10A	C9500 DNA Advantage, Term License
C9500-DNA-24Q-10E	C9500 DNA Essentials, Term License
C9500-DNA-24Q-1A	C9500 DNA Advantage, Term License
C9500-DNA-24Q-1E	C9500 DNA Essentials, Term License
C9500-DNA-24Q-A	C9500 DNA Advantage, Term licenses
C9500-DNA-24Q-E	C9500 DNA Essentials, Term licenses
C9500-DNA-24Q-PL	C9500 DNA PL licenses
C9500-DNA-40X-10A	C9500 DNA Advantage, Term License
C9500-DNA-40X-10E	C9500 DNA Essentials, Term License
C9500-DNA-40X-1A	C9500 DNA Advantage, Term License
C9500-DNA-40X-1E	C9500 DNA Essentials, Term License
C9500-DNA-40X-A	C9500 DNA Advantage, Term licenses
C9500-DNA-40X-ABDL	C9500 DNA Advantage, Term licenses, FTTD Bundle
C9500-DNA-40X-E	C9500 DNA Essentials, Term licenses
C9500-DNA-40X-PL	C9500 DNA PL licenses

Product migration options

There is no replacement available for the Cisco C9500 selected Switch Models: C9500-12Q, C9500-24Q and C9500-40X DNA SKUs at this time.

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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