

End-of-Sale and End-of-Life Announcement for the Cisco Virtual BLE Beacon Solution

EOL12494

Cisco announces the end-of-sale and end-of-life dates for the Cisco Virtual BLE Beacon Solution. The last day to order the affected product(s) is July 28, 2018. 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 and Table 3 list 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.

Customers with active subscriptions for those products shown in Table 3 of the EoL bulletin will continue to receive support as detailed in the CMX Offer Description

(https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/connected-mobile-experiences-cloud.pdf), for the duration of such Customers' subscription terms.

Customers can reach TAC support at cmx-cloud-support@external.cisco.com or 1-877-330-9746.

Table 1. End-of-Life Milestones and Dates for the Cisco Virtual BLE Beacon Solution

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.	May 16, 2018
End-of-Sale Date: HW, Subscription	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	July 28, 2018
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.	September 28, 2018
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.	July 28, 2019
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.	July 28, 2021
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.	July 28, 2019
End of New Service Attachment Date and End of Service Contract Renewal Date: HW	For equipment and software that is not covered by a service-and-support contract, this is the last date to order, extend or renew a new service-and-support contract or add the equipment and/or software to an existing service-and-support contract.	July 28, 2018
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.	July 31, 2023

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

Table 2. Product Part Numbers Affected by This Announcement (Hardware)

End-of-Sale Product Part Number	Product Description
AIR-VBLE1-K9	Cisco CMX Beacon Point
AIR-RM-VBLE2-K9=	Cisco-CMX-Beacon-Point-Module-for-AP3800
AIR-AP-VBLE-ADPTR=	Adapter for beacon point / AP mounting

Table 3. Product Part Numbers Affected by This Announcement (Subscription)

End-of-Sale Product Part Number	Product Description
AIR-CMX-SVC-VBLE	Connected Mobile Experiences Cloud Beacon Center

Customers will receive support as detailed in the CMX Offer Description

(https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/connected-mobile-experiences-cloud.pdf), for the duration of such Customers' subscription terms (1, 3 or 5 years).

Product Migration Options

The Cisco Virtual BLE Beacon Solution transition is the next generation Hyperlocation solution, which is based on the AP4800 with built-in BLE, the Cisco Connected Mobile Experience (CMX) cloud offers, and the mobile navigation SDK.

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.

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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