

## End-of-Sale for Cisco IronPort Platinum Plus Support Program

Cisco Systems® announces the End-of-Sale and End-of-Life dates for the IronPort Platinum Plus Support Program. The last day to order, extend, or renew this service is November 26, 2012. Customers with active service contracts will continue to receive support until the termination date of the contract.

Table 1 describes the end-of-life milestones, definitions, and dates for the IronPort Platinum Plus Support Program.

**Table 1.** End-of-Life Milestones and Dates

Milestone	Definition	Date
End-of-Sale Announcement Date	The date that the document announcing the end-of-life and end-of-sale is made available to the general public.	August 24, 2012
End-of-Sale Date	The last date to order or renew these service contracts through Cisco point-of-sale mechanisms. These services are no longer for sale after this date.	November 26, 2012
End of New Service Attachment Date	For equipment and software that is not covered by these service contracts, this is the last date to order a new contract or add equipment and/or software to an existing contract.	November 26, 2012
End of Service Contract Renewal Date	The last date to extend or renew these service contracts.	November 26, 2012
Last Date of Support	The last date to receive support for covered products. After this date, support under IronPort Platinum Plus Support Program is not available, and the service becomes obsolete and End of Life.	Expiration date of existing active contract.

Customers are encouraged to purchase Cisco SMARTnet for hardware replacement service on current IronPort Email Security Appliances (ESAs), Web Security Appliances (WSAs), and Security Management Appliances (SMAs). For more details on SMARTnet hardware support visit:

[www.cisco.com/web/services/portfolio/product-technical-support/smartnet/index.html](http://www.cisco.com/web/services/portfolio/product-technical-support/smartnet/index.html)

Customers that want additional operate and optimization services found in the Platinum Plus Support Program can purchase Cisco Focused Technical Support (FTS) and Cisco Security Optimization Services (SOS) respectively. Both Cisco Services are available today.

Table 2 describes the current IronPort Platinum Plus support contract SKUs and the Cisco replacement service contract SKUs for SMARTnet, Cisco Focused Technical Support, and Cisco Security Optimization Service.

**Table 1. IronPort Platinum Plus Service SKUs – Cisco SMARTnet Replacement Services SKUs**

IronPort Platinum Plus Support Services	Current Contract SKU	Replacement SMARTnet Support SKU	Replacement FTS Service SKU	Replacement SOS Service SKU
IronPort Platinum Plus				
Email Security Appliance (ESA)	SP-Cxxx-PP-nY SP-Xxxxx-PP-nY	CON-SNT-Cxxx-K9 CON-SNT-Xxxx-K9	CON-AS-FTS-TSOM-x CON-AS-FTS-HTOM-x	CON-AS-SEC
Web Security Appliance (WSA)	SP-Sxxx-PP-nY	CON-SNT-Sxxx-K9	CON-AS-FTS-TSOM-x CON-AS-FTS-HTOM-x	CON-AS-SEC
Security Management Appliance (SMA)	SP-Mxxx-PP-nY	CON-SNT-Mxxx-K9	CON-AS-FTS-TSOM-x CON-AS-FTS-HTOM-x	CON-AS-SEC

**For More Information**

For more information about Cisco SMARTnet, visit:

[www.cisco.com/web/services/portfolio/product-technical-support/smartnet/index.html](http://www.cisco.com/web/services/portfolio/product-technical-support/smartnet/index.html)

For more information about Cisco Focused Technical Support Service, visit:

[www.cisco.com/en/US/products/svcs/ps11/ps2566/ps2567/serv\\_group\\_home.html](http://www.cisco.com/en/US/products/svcs/ps11/ps2566/ps2567/serv_group_home.html)

For more information about Cisco Security Optimization Service, visit:

[www.cisco.com/en/US/products/svcs/ps2961/ps2952/serv\\_group\\_home.html](http://www.cisco.com/en/US/products/svcs/ps2961/ps2952/serv_group_home.html)

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