

# End-of-Sale and End-of-Life Announcement for the Cisco Prime Infrastructure PIDs for versions 3.6.x, 3.7.x, 3.8.x and 3.9.x

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# Contents

Overview	3
End-of-life milestones	3
Release support timeline	4
Upgrade paths	4
For more information	5

## Overview

### PB2980314

Cisco announces the end-of-sale and end-of-life dates for the Cisco Prime Infrastructure PIDs for versions 3.6.x, 3.7.x, 3.8.x and 3.9.x. The last day to order the affected product(s) is July 15, 2022. 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). 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 Prime Infrastructure Software for versions 3.6.x, 3.7.x, 3.8.x and 3.9.x

Milestone	Definition	Date
<b>End-of-Life Announcement Date</b>	The date the document that announces the end-of-sale and end-of-life of a product is distributed to the general public.	April 15, 2022
<b>End-of-Sale Date: App SW</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	July 15, 2022
<b>Last Ship Date: App SW</b>	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 15, 2022
<b>End of SW Maintenance Releases Date: App SW</b>	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 15, 2023
<b>End of New Service Attachment Date: App SW</b>	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.	July 15, 2023
<b>End of Service Contract Renewal Date: App SW</b>	The last date to extend or renew a service contract for the product.	November 15, 2023
<b>Last Date of Support: App SW</b>	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.	November 15, 2023

HW = Hardware

OS SW = Operating System Software

App. SW = Application Software

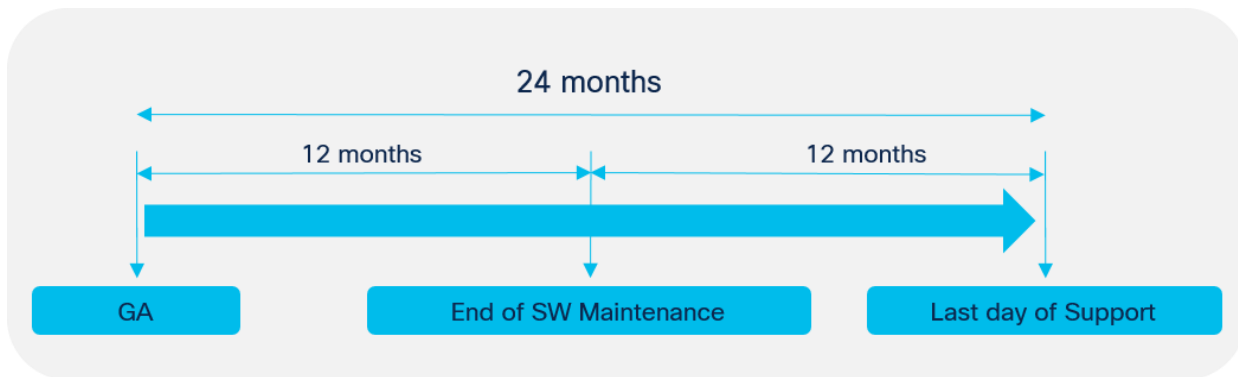
## Release support timeline

### Cisco Prime Infrastructure milestones

The Cisco Prime Infrastructure software version 3.10.x onwards will adhere to the 24 month guidelines presented here.

**Table 2.** Cisco Prime Infrastructure Software End-of-Sale and End-of-Life milestones

Milestone	Definition	Timing
<b>End of SW Maintenance</b>	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 for the version A.B.C.	GA + 4Q (12M) Twelve (12) months after GA.
<b>Last Day of Support</b>	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.	GA + 8Q (24M) Twenty four (24) months after GA.



## Upgrade paths

For information on the supported upgrade paths, refer to the Cisco Prime Infrastructure [Install and Upgrade Guide](#).

Customers are encouraged to migrate to latest Cisco Prime Infrastructure recommended patch release. For information on the current releases, refer to the Cisco Prime Infrastructure recommended [release bulletin page](#).

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## For more information

For more information about the Cisco Product Warranties, go to:

[https://www.cisco.com/en/US/products/prod\\_warranties\\_listing.html](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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