



# End-of-Sale and End-of-Life Announcement for the Cisco SX20

---

# Contents

Overview	3
End-of-life milestones	3
Product part numbers	4
Product migration options	6
For more information	7

## Overview

### EOL12934 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco SX20. The last day to order the affected product(s) is October 29, 2019 . 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 SX20

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 30, 2019
<b>End-of-Sale Date: HW</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	October 29, 2019
<b>Last Ship Date: HW</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.	January 27, 2020
<b>End of SW Maintenance Releases Date: HW</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.	October 28, 2021
<b>End of Vulnerability/Security Support: HW</b>	The last date that Cisco Engineering may release a planned maintenance release or scheduled software remedy for a security vulnerability issue.	October 31, 2024
<b>End of Routine Failure Analysis Date: HW</b>	The last-possible date a routine failure analysis may be performed to determine the cause of hardware product failure or defect.	October 28, 2020
<b>End of New Service Attachment Date: HW</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.	October 28, 2020

Milestone	Definition	Date
<b>End of Service Contract Renewal Date:</b> <b>HW</b>	The last date to extend or renew a service contract for the product.	January 24, 2024
<b>Last Date of Support:</b> <b>HW</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.	October 31, 2024

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
<b>BRKT-SX20-MONITOR</b>	Bracket for SX20 and HD monitor	There is currently no replacement product available for this product.	-	-
<b>BRKT-SX20-MONITOR=</b>	PID not used	There is currently no replacement product available for this product.	-	-
<b>CAB-DVI-HDMI-8M</b>	DVI-HDMI cable 8m with 3.5mm mini-jack audio	There is currently no replacement product available for this product.	-	-
<b>CAB-DVI-HDMI-8M+</b>	DVI-HDMI cable 8m with 3.5mm mini-jack audio	There is currently no replacement product available for this product.	-	-
<b>CAB-DVI-HDMI-8M+=</b>	DVI-HDMI cable 8m with 3.5mm mini-jack audio	There is currently no replacement product available for this product.	-	-
<b>CAB-DVI-VGA-8M</b>	DVI-VGA cable 8m with 3.5mm mini-jack audio	There is currently no replacement product available for this product.	-	-
<b>CAB-DVI-VGA-8M=</b>	DVI-VGA cable 8m with 3.5mm mini-jack audio - SPARE	There is currently no replacement product available for this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
<b>CAB-PHD4XS2-SPLIT</b>	Camera Break Out Cable to RJ45 and HDMI (both female)	There is currently no replacement product available for this product.	-	-
<b>CAB-PHD4XS2-SPLIT+</b>	Camera Break Out Cable to RJ45 and HDMI (both female)	There is currently no replacement product available for this product.	-	-
<b>CAB-PHD4XS2-SPLIT=</b>	Camera Break Out Cable to RJ45 and HDMI (both female)	There is currently no replacement product available for this product.	-	-
<b>CAB-SX20-SERIAL</b>	^Serial Cable for SX20 .5 meters long	There is currently no replacement product available for this product.	-	-
<b>CAB-SX20-SERIAL=</b>	Serial Cable for SX20 .5 meters long	There is currently no replacement product available for this product.	-	-
<b>CTS-PHD1080P4XS+</b>	PrecisionHD 1080p Camera w 4x zoom, autoexpand usage only	There is currently no replacement product available for this product.	-	-
<b>CTS-RMT-TRC5</b>	Remote Control TRC 5	There is currently no replacement product available for this product.	-	-
<b>CTS-SX20-QS-WMK</b>	Wall Mount Kit for SX20	There is currently no replacement product available for this product.	-	-
<b>CTS-SX20-QS-WMK=</b>	Wall Mount Kit for SX20	There is currently no replacement product available for this product.	-	-
<b>CTS-SX20N-C-CODEC</b>	SX20-N Codec - no encryption	CS-CODEC-PLUS-K9	Cisco Webex Codec Plus - Stand Alone Codec Plus	-
<b>CTS-SX20N-C-CODEC=</b>	SX20-N Codec - no encryption	CS-CODEC-PLUS=	Spark Room Codec Plus (spare)	-
<b>CTS-SX20N-C-K9</b>	SX20 Codec China - encrypted	There is currently no replacement product available for this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
<b>CTS-SX20N-C-K9=</b>	SPARE SX20 Codec China encrypted	There is currently no replacement product available for this product.	-	-
<b>CTS-SX20N-CODEC</b>	SX20-N Codec	There is currently no replacement product available for this product.	-	-
<b>CTS-SX20N-CODEC=</b>	SX20-N Codec - no encryption	There is currently no replacement product available for this product.	-	-
<b>CTS-SX20N-K9</b>	SX20 codec with optional accessories	CS-CODEC-PLUS-K9	Cisco Webex Codec Plus - Stand Alone Codec Plus	-
<b>LIC-SX20-MS</b>	MultiSite Option for SX20	There is currently no replacement product available for this product.	-	-
<b>PWR-60W-SX-AC</b>	Power supply 60W for auto expand	There is currently no replacement product available for this product.	-	-
<b>PWR-60W-SX-AC=</b>	Power supply for SX20	There is currently no replacement product available for this product.	-	-

## Product migration options

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](https://www.cisco.com/web/partners/incentives_and_promotions/tmp.html).

Customers may be able to continue to purchase the Cisco SX20 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>.

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](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](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](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>.

Any authorized translation issued by Cisco Systems or affiliates of this end-of-life Product Bulletin is intended to help customers understand the content described in the English version. This translation is the result of a commercially reasonable effort; however, if there are discrepancies between the English version and the translated document, please refer to the English version, which is considered authoritative.

### Americas Headquarters

Cisco Systems, Inc.  
San Jose, CA

### Asia Pacific Headquarters

Cisco Systems (USA) Pte. Ltd.  
Singapore

### Europe Headquarters

Cisco Systems International BV Amsterdam,  
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at <https://www.cisco.com/go/offices>.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <https://www.cisco.com/go/trademarks>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)