

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

Contents

Overview	3
End-of-life milestones	3
Product part numbers	4
Product migration options	7
For more information	8

Overview

EOL15039 - Amended

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. 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

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: HW	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: 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.	July 30, 2024
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.	April 30, 2025
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.	April 30, 2029
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.	April 30, 2025
End of New Service Attachment Date: HW	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.	April 30, 2025
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	July 29, 2028

Milestone	Definition	Date
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.	April 30, 2029

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
C9500-12Q	Catalyst 9500 12-port 40G switch, Baseboard	See Product Migration Options section for details.	C9500-32QC	-
C9500-12Q-10A	9500 10Y DNA Advantage, HW	See Product Migration Options section for details.	C9500-32QC	-
C9500-12Q-10E	9500 10Y DNA Essentials, HW	See Product Migration Options section for details.	C9500-32QC	-
C9500-12Q-1A	Fed Only, 9500 12P40G 1Y DNA Advantage, HW	See Product Migration Options section for details.	C9500-32QC	-
C9500-12Q-1E	Fed Only, 9500 12P40G 1Y DNA Essentials, HW	See Product Migration Options section for details.	C9500-32QC	-
C9500-12Q-A	Catalyst 9500 12-port 40G switch, Advantage	See Product Migration Options section for details.	C9500-32QC	-
C9500-12Q-A=	Catalyst 9500 12-port 40G, Adv. License, no PS	See Product Migration Options section for details.	C9500-32QC	-
C9500-12Q-E	Catalyst 9500 12-port 40G switch, Network Essentials	See Product Migration Options section for details.	C9500-32QC	-
C9500-12Q-E=	Catalyst 9500 12-port 40G, Ess. License, no PS	See Product Migration Options section for details.	C9500-32QC	-
C9500-12Q-EDU	Catalyst 9500 12-port 40G, K12	See Product Migration Options section for details.	C9500-32QC	-
C9500-12Q-P	Catalyst 9500 12-port 40G only,	See Product Migration Options section for details.	C9500-32QC	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
C9500-12Q-P=	Catalyst 9500 12-port 40G only, Perpetual	See Product Migration Options section for details.	C9500-32QC	-
C9500-24Q	Catalyst 9500 24-port 40G switch, Baseboard	See Product Migration Options section for details.	C9500-32C	-
C9500-24Q-10A	9500 10Y DNA Advantage, HW	See Product Migration Options section for details.	C9500-32C	-
C9500-24Q-10E	9500 10Y DNA Essentials, HW	See Product Migration Options section for details.	C9500-32C	-
C9500-24Q-1A	Fed Only, 9500 24P40G 1Y DNA Advantage, HW	See Product Migration Options section for details.	C9500-32C	-
C9500-24Q-1E	Fed Only, 9500 24P40G 1Y DNA Essentials, HW	See Product Migration Options section for details.	C9500-32C	-
C9500-24Q-A	Catalyst 9500 24-port 40G switch, Network Advantage	See Product Migration Options section for details.	C9500-32C	-
C9500-24Q-A=	Catalyst 9500 24-port 40G, Adv. License, no PS	See Product Migration Options section for details.	C9500-32C	-
C9500-24Q-E	Catalyst 9500 24-port 40G switch, Network Essentials	See Product Migration Options section for details.	C9500-32C	-
C9500-24Q-E=	Catalyst 9500 24-port 40G, Essentials License, no PS	See Product Migration Options section for details.	C9500-32C	-
C9500-24Q-EDU	Catalyst 9500 24-port 40G, K12	See Product Migration Options section for details.	C9500-32C	-
C9500-24Q-P	Restricted C9500 24-port 40G only	See Product Migration Options section for details.	C9500-32C	-
C9500-24Q-P=	Catalyst 9500 12-port 40G only, Perpetual	See Product Migration Options section for details.	C9500-32C	-
C9500-40X	Catalyst 9500 40-port 10Gig switch, Baseboard	See Product Migration Options section for details.	C9500-48Y4C	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
C9500-40X-10A	9500 10Y DNA Advantage, HW	See Product Migration Options section for details.	C9500-48Y4C	-
C9500-40X-10E	9500 10Y DNA Essentials, HW	See Product Migration Options section for details.	C9500-48Y4C	-
C9500-40X-1A	Fed Only, 9500 40P10G 1Y DNA Advantage, HW	See Product Migration Options section for details.	C9500-48Y4C	-
C9500-40X-1E	Fed Only, 9500 40P10G 1Y DNA Essentials, HW	See Product Migration Options section for details.	C9500-48Y4C	-
C9500-40X-2Q-A	Catalyst 9500 40 x 10G, 2 x 40G Bundle, Network Advantage	See Product Migration Options section for details.	C9500-48Y4C	-
C9500-40X-2Q-E	Catalyst 9500 40 x 10G, 2 x 40G Bundle, Network Essentials	See Product Migration Options section for details.	C9500-48Y4C	-
C9500-40X-A	Catalyst 9500 40-port 10Gig switch, Network Advantage	See Product Migration Options section for details.	C9500-48Y4C	-
C9500-40X-A-CCL	Catalyst 9500 40-port 10Gig switch, Cloud onRamp	See Product Migration Options section for details.	C9500-48Y4C	-
C9500-40X-A-FTTD	9500 - 40 x 1G, 1 x 950W AC PSU, 3Y DNA Advantage	See Product Migration Options section for details.	C9500-48Y4C	-
C9500-40X-A=	Catalyst 9500 40-port 10G, Adv. License, no PS	See Product Migration Options section for details.	C9500-48Y4C	-
C9500-40X-E	Catalyst 9500 40-port 10Gig switch, Network Essentials	See Product Migration Options section for details.	C9500-48Y4C	-
C9500-40X-E=	Catalyst 9500 40-port 10G, Ess. License, no PS	See Product Migration Options section for details.	C9500-48Y4C	-
C9500-40X-EDU	Catalyst 9500 40-port 10G, K12	See Product Migration Options section for details.	C9500-48Y4C	-
C9500-40X-P	Catalyst 9500 40-port 10G only	See Product Migration Options section for details.	C9500-48Y4C	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
C9500-40X-P=	Catalyst 9500 40-port 10G only, Perpetual	See Product Migration Options section for details.	C9500-48Y4C	-
C9500-48X-A	Catalyst 9500 48-port 10G bundle, Network Advantage	See Product Migration Options section for details.	C9500-48Y4C	-
C9500-48X-E	Catalyst 9500 48-port 10G Bundle, Network Essentials	See Product Migration Options section for details.	C9500-48Y4C	-

Product migration options

The last supported release for IOS XE on C9500-12Q, C9500-24Q and C9500-40X is IOS XE 17.18 EM Release. The last supported Software Maintenance release is IOS XE 17.18.1 followed by Vulnerability and Security Support (PSIRT) for subsequent 17.18 EM releases.

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.

Customers may be able to continue to purchase the Cisco C9500 selected Switch Models: C9500-12Q, C9500-24Q and C9500-40X 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>.

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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