

End-of-Sale and End-of-Life Announcement for the Cisco SF500-48MP, SF500-24MP, SG500X-48MP, and SG500X-24MPP Stackable Managed Switches in China

EOL11249

Cisco announces the end-of-sale Cisco SF500-48MP, SF500-24MP, SG500X-48MP, and SG500X-24MPP Stackable Managed Switches in China. The last day to order the affected product(s) is January 20, 2017. Customers will continue to receive phone support from the Cisco Small Business Support Center (SBSC) 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 product warranties, support will be available as stated in the product warranty terms and conditions.

Please note this end-of-sale and end-of-life announcement applies only to the above-mentioned 4 models in China. These switches will continue to be available as normal in all other countries.

Table 1. End-of-Life Milestones and Dates for the Cisco SF500-48MP, SF500-24MP, SG500X-48MP, and SG500X-24MPP Stackable Managed Switches in China

| 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. | October 21, 2016 |
| End-of-Sale Date | The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date. | January 20, 2017 |
| End of Phone Support: HW | The last date to receive phone support as part of the product warranty. After this date, all phone support services for the product are available with additional charges or support fees. In some cases, support may not be available. | January 20, 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. | April 20, 2017 |
| 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. | January 20, 2017 |
| 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. Warranty duration is based on product ship dates; refer to warranty terms and conditions for details. | January 31, 2022 |

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

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 |
|---------------------------------|---|---------------------------------|--|------------------------|
| SF500-24MP-K9-CN | SF500-24MP 24-port 10/100 Max PoE+ Stackable Managed Switch | SF550X-24MP-K9-CN | Cisco SF550X-24MP 24-port 10/100 PoE Stackable Switch | - |
| SF500-48MP-K9-CN | SF500-48MP 48-port 10/100 Max PoE+ Stackable Managed Switch | SF550X-48MP-K9-CN | Cisco SF550X-48MP 48-port 10/100 PoE Stackable Switch | - |
| SG500X-24MPP-K9-CN | SG500X-24MPP 24-port Gig + 4 10-Gig Max PoE+ Switch | SG550X-24MP-K9-CN | Cisco SG550X-24MP 24-port Gigabit PoE Stackable Switch | - |
| SG500X-48MP-K9-CN | SG500X-48MP 48-port Gig + 4 10-Gig Max PoE+ Switch | SG550X-48MP-K9-CN | Cisco SG550X-48MP 48-port Gigabit PoE Stackable Switch | - |

Product Migration Options

Customers are encouraged to migrate to the Cisco 550X Series Stackable Managed Switches. Information about this product can be found at: <http://www.cisco.com/c/en/us/products/switches/550x-series-stackable-managed-switches/index.html>.

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:

http://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:

http://www.cisco.com/en/US/products/products_end-of-life_policy.html.

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

http://www.cisco.com/en/US/products/prod_warranties_listing.html.

To subscribe to receive end-of-life/end-of-sale information, go to:

<http://www.cisco.com/cisco/support/notifications.html>.

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http://www.cisco.com/web/feeds/products/end_of_life_rss.xml.

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