

# End-of-Sale and End-of-Life Announcement for the Cisco Business Edition 4000 Appliance

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## Overview

### EOL13134

Cisco announces the end-of-sale and end-of-life dates for the Cisco Business Edition 4000 Appliance. The last day to order the affected product(s) is May 22, 2020 . 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 Business Edition 4000 Appliance

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.	November 22, 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.	May 22, 2020
<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.	August 20, 2020
<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.	May 22, 2021
<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.	May 22, 2021
<b>End of Service Contract Renewal Date: HW</b>	The last date to extend or renew a service contract for the product.	August 17, 2024
<b>Last Date of Support: 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.	May 31, 2025

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
BE4K-NIM-1MFT	BE4000 PRI NIM	See the Product Migration Options section below for detailed information on replacing this product.	-	-
BE4K-NIM-BLANK	BE4000 Blank faceplate for NIM slot	See the Product Migration Options section below for detailed information on replacing this product.	-	-
BE4K-PVDM4-32	BE4000 32 Channel DSP Module	See the Product Migration Options section below for detailed information on replacing this product.	-	-
BE4K-PVDM4-64	BE4000 64 Channel DSP Module	See the Product Migration Options section below for detailed information on replacing this product.	-	-
BE4K-VM	BE4000 Voicemail Software	See the Product Migration Options section below for detailed information on replacing this product.	-	-
BE4S-FLASH-8G	BE4000 8G Flash Memory	See the Product Migration Options section below for detailed information on replacing this product.	-	-
BE4S-PRI-K9	Cisco Business Edition 4000 PRI Appliance	See the Product Migration Options section below for detailed information on replacing this product.	-	-
BE4S-PWR	BE4000 Power Supply	See the Product Migration Options section below for detailed information on replacing this product.	-	-
BE4S-PWR-P	BE4000 Power Supply	See the Product Migration Options section below for detailed information on replacing this product.	-	-
BE4S-RAM	BE4000S 4GB RAM DIMM	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
BE4S-RAM-8G	BE4000 8G RAM Expansion	See the Product Migration Options section below for detailed information on replacing this product.	-	-
BE4S-SSD-50G	BE4000 50G SSD	See the Product Migration Options section below for detailed information on replacing this product.	-	-
BE4S-SW	BE4000 Appliance Software Suite	See the Product Migration Options section below for detailed information on replacing this product.	-	-
BE4S-V-K9	Cisco Business Edition 4000 Appliance	See the Product Migration Options section below for detailed information on replacing this product.	-	-

## Product migration options

Customers should contact their Cisco partner to discuss migration options. Customers interested in a comprehensive cloud calling solution could consider Cisco Webex Calling.

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 Business Edition 4000 Appliance 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).

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## 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>.

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