

# End-of-Sale and End-of-Life Announcement for the Cisco Emergency Responder 9.0 Add-on User Licenses

EOL11969

Cisco announces the end-of-sale and end-of-life dates for the Cisco Emergency Responder 9.0 Add-on User Licenses. The last day to order the affected product(s) is January 30, 2018. 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.

**Table 1.** End-of-Life Milestones and Dates for the Cisco Emergency Responder 9.0 Add-on User Licenses

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.	August 1, 2017
<b>End-of-Sale Date License</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	January 30, 2018
<b>Last Ship Date License</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.	April 30, 2018

These licenses belong to the Cisco Emergency Responder 9.0 application software. Please refer to [EOL10415](#) for additional information.

**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
ER90-USR-10-ADD	EMRGNCY RSPNDR 90 USR LIC 10 PHNS ADDL	ER12-USR-1	EMRGNCY RSPNDR USR LIC 1 PHN FOR NEW 12X SYSTEM	-

## Product Migration Options

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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