



The bridge to possible

Product End-of-Life Notice
Cisco public

End-of-Sale and End-of-Life Announcement for the Cisco Emergency Responder 10.X



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Overview

EOL12643 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Emergency Responder 10.X. The last day to order the affected product(s) is July 2, 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 Emergency Responder 10.X

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.	January 1, 2019
End-of-Sale Date: App SW	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	July 2, 2019
Last Ship Date: App SW	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	September 30, 2019
End of SW Maintenance Releases Date: App SW	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.	July 1, 2020
End of New Service Attachment Date: App SW	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.	July 1, 2020
End of Service Contract Renewal Date: App SW	The last date to extend or renew a service contract for the product.	September 27, 2021
Last Date of Support: App SW	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.	July 31, 2022

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

In response to the worldwide COVID-19 pandemic, Cisco Engineering is providing a limited extension to End of Software Maintenance for version 10.5 from Jul 1, 2020 until Oct 1, 2020, to help Customers continue use their existing servers and plan for an upgrade. For more details refer:

<https://www.cisco.com/c/en/us/products/unified-communications/unified-communications-manager-callmanager/limited-extension-of-software-maintenance-support-for-cucm-10-5-release.html>.

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
ER10-SW-K9	EMRGNCY RSPNDR 10 SW NEW	ER12.0-SW-K9	EMRGNCY RSPNDR 12.0 SW NEW	-
ER10-SW-K9=	EMRGNCY RSPNDR 10 SW NEW FOR PUT ONLY	ER12.0-SW-K9=	EMRGNCY RSPNDR 12.0 SW NEW FOR PUT ONLY	-
ER10-SW-U20-K9	EMRGNCY RSPNDR 10 SW UPGD 2X	ER12.0-SW-UXX-K9	CER12	-
ER10-SW-U20-K9=	EMRGNCY RSPNDR 10 SW UPGD 2X FOR PUT ONLY	ER12.0-SW-UXX-K9=	EMRGNCY RSPNDR 12.0 SW UPGD 7X OR 80 FOR PUT ONLY	-
ER10-SW-UXX-K9	EMRGNCY RSPNDR 10 SW UPGD 7X OR 80	ER12.0-SW-UXX-K9	CER12	-
ER10-SW-UXX-K9=	EMRGNCY RSPNDR 10 SW UPGD 7X OR 80 FOR PUT ONLY	ER12.0-SW-UXX-K9=	EMRGNCY RSPNDR 12.0 SW UPGD 7X OR 80 FOR PUT ONLY	-
ER10-SW-UYU-K9	EMRGNCY RSPNDR 10 SW UPGD 85 86 87 90	ER12.0-SW-UYU-K9	EMRGNCY RSPNDR 12.0 SW UPGD 85 86 87 90	-
ER10-SW-UYU-K9=	EMRGNCY RSPNDR 10 SW UPGD 85 86 87 90 FOR PUT ONLY	ER12.0-SW-UYU-K9=	EMRGNCY RSPNDR 12.0 SW UPGD 85 86 87 90 FOR PUT ONLY	-
ER10-USR-1-UPG	EMRGNCY RSPNDR USR LIC 1 PHN UPGD TO 10X FROM 9X OR EARLIER	ER12-USR-1-UPG	EMRGNCY RSPNDR USR LIC 1 PHN UPGD TO 12X FROM 9X OR EARLIER	-

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.

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.

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

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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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

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