

End-of-Sale and End-of-Life Announcement for the Cisco ASR5500 Software Release 21.28

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Overview

EOL15249 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco ASR5500 Software Release 21.28. The last day to order the affected product(s) is July 31, 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.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco ASR5500 Software Release 21.28

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 31, 2024
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 31, 2024
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.	October 29, 2024
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 31, 2025
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 31, 2025
End of Service Contract Renewal Date: App SW	The last date to extend or renew a service contract for the product.	July 31, 2027
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, 2027

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
ASR55-00-SWUD22128	ASR5500 StarOS Release 21.28 System SW, Per UDPC2	See Product Migration Options section for details.	Latest version of ASR5500 StarOS System SW, Per UDPC2	-
ASR55-00SWUD22128=	ASR5500 StarOS Release 21.28 System SW, Per UDPC2	See Product Migration Options section for details.	Latest version of ASR5500 StarOS System SW, Per UDPC2	-
ASR5K-SW-R2128-K9	ASR5000 System Software, Release 21.28, Per MIO	See Product Migration Options section for details.	Latest version of ASR5000 System Software, Per MIO	-
ASR5K-SW-R2128-K9=	ASR5000 System Software, Release 21.28, Per MIO	See Product Migration Options section for details.	Latest version of ASR5000 System Software, Per MIO	-
ASR5S-00-SWUD22128	ASR5500 Subscr Release 21.28 System SW, Per UDPC2	See Product Migration Options section for details.	Latest version of ASR5500 Subscription System SW, Per UDPC2	-
ASR5S-00SWUD22128=	ASR5500 Subscr Release 21.28 System SW, Per UDPC2	See Product Migration Options section for details.	Latest version of ASR5500 Subscription System SW, Per UDPC2	-

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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