

# End-of-Sale and End-of-Life Announcement for the Cisco Emergency Responder 12.0



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## Overview

### EOL13304

Cisco announces the end-of-sale and end-of-life dates for the Cisco Emergency Responder 12.0. The last day to order the affected product(s) is August 17, 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 Emergency Responder 12.0

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.	February 17, 2020
<b>End-of-Sale Date: App SW</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	August 17, 2020
<b>Last Ship Date: App SW</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.	November 15, 2020
<b>End of SW Maintenance Releases Date: App SW</b>	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.	August 17, 2021
<b>End of New Service Attachment Date: App SW</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.	August 17, 2021
<b>End of Service Contract Renewal Date: App SW</b>	The last date to extend or renew a service contract for the product.	November 13, 2022
<b>Last Date of Support: App SW</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.	August 31, 2023

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
<b>ER12.0-SW-K9</b>	EMRGNCY RSPNDR 12.0 SW NEW	ER12.5-SW-K9	EMRGNCY RSPNDR 12.5 SW NEW	-
<b>ER12.0-SW-UYU-K9</b>	EMRGNCY RSPNDR 12.0 SW UPGD 85 86 87 90	ER12.5-SW-UYU-K9	EMRGNCY RSPNDR 12.5 SW UPGD 85 86 87 90	-
<b>ER12.0-SW-UZZ-K9=</b>	EMRGNCY RSPNDR 12.0 SW UPGD 10X 11X FOR PUT ONLY	There is currently no replacement product available for this product.	-	-
<b>ER12.0-SW-UXX-K9</b>	CER12	ER12.5-SW-UXX-K9	EMRGNCY RSPNDR 12.5 SW UPGD 7X OR 80	-
<b>ER12.0-SW-UXX-K9=</b>	EMRGNCY RSPNDR 12.0 SW UPGD 7X OR 80 FOR PUT ONLY	ER12.5-SW-UXX-K9=	EMRGNCY RSPNDR 12.5 SW UPGD 7X OR 80 FOR PUT ONLY	-
<b>ER12.0-SW-K9=</b>	EMRGNCY RSPNDR 12.0 SW NEW FOR PUT ONLY	ER12.5-SW-K9=	EMRGNCY RSPNDR 12.5 SW NEW FOR PUT ONLY	-
<b>ER12.0-SW-UYU-K9=</b>	EMRGNCY RSPNDR 12.0 SW UPGD 85 86 87 90 FOR PUT ONLY	ER12.5-SW-UYU-K9=	EMRGNCY RSPNDR 12.5 SW UPGD 85 86 87 90 FOR PUT ONLY	-
<b>ER12.0-SW-UZZ-K9</b>	EMRGNCY RSPNDR 12.0 SW UPGD 10X 11X	ER12.5-SW-UZZ-K9	EMRGNCY RSPNDR 12.5 SW UPGD 10X 11X	-

## 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).

## 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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