End-of-Sale and End-of-Life Announcement for the Cisco SX10

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Overview

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Cisco announces the end-of-sale and end-of-life dates for the Cisco SX10. The last day to order the affected product(s) is January 28, 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 SX10

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.	July 30, 2019
End-of-Sale Date: HW	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	January 28, 2020
Last Ship Date: HW	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 27, 2020
End of SW Maintenance Releases Date: HW	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.	January 27, 2022
End of Vulnerability/Security Support: HW	The last date that Cisco Engineering may release a planned maintenance release or scheduled software remedy for a security vulnerability issue.	January 31, 2025
End of Routine Failure Analysis Date: HW	The last-possible date a routine failure analysis may be performed to determine the cause of hardware product failure or defect.	January 27, 2021
End of New Service Attachment Date: HW	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.	January 27, 2021
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	April 24, 2024
Last Date of Cloud Support **HW**	Cisco can no longer guarantee that the device will continue to function and connect to the Cisco Webex cloud which include impacts to calling features, services, applications, and management. When the device loses its cloud connection, it will happen without notice.	January 31, 2025

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Milestone	Definition	Date
Last Date of Support: HW	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.	January 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
BRKT-SX10-SMK	SX10 Screen Mount Kit	There is currently no replacement product available for this product.	-	-
BRKT-SX10-SMK+	SX10 Screen Mount Kit	There is currently no replacement product available for this product.	-	-
BRKT-SX10-SMK=	SX10 Screen Mount Kit	There is currently no replacement product available for this product.	-	-
BRKT-SX10-WMK	SX10 Wall Mount	There is currently no replacement product available for this product.	-	-
BRKT-SX10-WMK-	Not used	There is currently no replacement product available for this product.	-	-
BRKT-SX10-WMK=	SX10 Wall Mount	There is currently no replacement product available for this product.	-	-
CS-SX10N-MSRP-K9	SX10 w/ 5x Cam, mic, PSU and wall mount - SUBSCRIPTION ONLY	See Product Migration Options section for details.	CS-KIT-MINI-K9	-
CTS-CC-SX10-K9	SX10 HD w/ screen mount, int 5x cam and mic	There is currently no replacement product available for this product.	-	-
CTS-NAL-SX10	SX10 NAL label for China - for auto expand only	There is currently no replacement product available for this product.	-	-

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End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CTS-SX10CODEC+	SX10 Codec	There is currently no replacement product available for this product.	-	-
CTS-SX10CODEC-	Not used	There is currently no replacement product available for this product.	-	-
CTS-SX10N-AU	Non-Encrypted SX10 w/ wall mount, int 5x cam, mic and PSU	CS-KIT-MINI-K7	^Room Kit Mini with Navigator - No Encryption and no radio	-
CTS-SX10N-K9	SX10 HD w/ wall mount, int 5x cam, mic and power supply	CS-KIT-MINI-K9	^Room Kit Mini with microphone array, speakers and Navigator	-
CTS-SX10NCODEC	SX10 Codec	There is currently no replacement product available for this product.	-	-
CTS-SX10NCODEC+	SX10 Codec	There is currently no replacement product available for this product.	-	-
CTS-SX10NCODEC=	SX10 HD w/ int 5x Cam Spare	There is currently no replacement product available for this product.	-	-
LIC-SX10-HD	^Not used	There is currently no replacement product available for this product.	-	-
LIC-SX10-PR	^Not used	There is currently no replacement product available for this product.	-	-
PWR-SX10-AC	Power supply for SX10	There is currently no replacement product available for this product.	-	-

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End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
PWR-SX10-AC+	Power supply for SX10	There is currently no replacement product available for this product.	-	-
PWR-SX10-AC=	Power supply for SX10	There is currently no replacement product available for this product.	-	-

Product migration options

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.

Customers may be able to continue to purchase the Cisco SX10 through the Cisco Refresh (certified remanufactured) program. Remanufactured 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 Refresh program, go to: https://www.cisco.com/c/en/us/products/remanufactured.html.

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/c/en/us/about/takeback-and-reuse/product-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/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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