



The bridge to possible

Product End-of-Life Notice
Cisco public

End-of-Sale and End-of-Life Announcement for the Cisco ASR920



Contents

Overview	3
End-of-life milestones	3
Product part numbers	4
Product migration options	4
For more information	5

Overview

EOL13388

Cisco announces the end-of-sale and end-of-life dates for the Cisco ASR920. The last day to order the affected product(s) is July 1, 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 ASR920

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.	April 1, 2020
End-of-Sale Date: HW, Accessory	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	July 1, 2020
Last Ship Date: HW, Accessory	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 29, 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.	July 1, 2021
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.	July 1, 2023
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.	July 1, 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.	July 1, 2021
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	September 26, 2024
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.	June 30, 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
ASR-920-20SZ-M	Cisco ASR920 Series - 20GE SFP, 4Cu and 4-10GE: Modular PSU	ASR-920-24SZ-M	Cisco ASR920 Series - 24GE Fiber and 4-10GE: Modular PSU	-
ASR-920-20SZ-M=	Cisco ASR920 Series - 20GE SFP, 4Cu and 4-10GE, Spare	ASR-920-24SZ-M	Cisco ASR920 Series - 24GE Fiber and 4-10GE: Modular PSU	-
A920-RCKMT-23-H	EIA 23in Rack mount Option for Class B Cisco ASR920, modular	There is currently no replacement product available for this product.	-	-
A920-RCKMT-23-H=	EIA 23in Rack mount Option for Class B Cisco ASR920, modular	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 ASR920 through the Cisco Certified Refurbished Equipment program. Refurbished 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 Certified Refurbished Equipment program, go to: <https://www.cisco.com/go/eos>.

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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