End-of-Sale and End-of-Life Announcement for the Cisco Webex Board 55S

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Overview

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Cisco announces the end-of-sale and end-of-life dates for the Cisco Webex Board 55S. The last day to order the affected product(s) is May 10, 2022. 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 Webex Board 55S

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.	November 9, 2021
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.	May 10, 2022
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.	August 8, 2022
End of SW Maintenance Releases Date: HW	The last date for software full support. After this date, Cisco will no longer guarantee new features or non-critical bug fixes for this product. Customers may be required to install newer software versions to continue to get support.	May 9, 2024
End of SW/Vulnerability/Security Maintenance Releases Date: HW	Last date for limited software support; only critical bug fixes, security and vulnerability improvements are delivered, if possible. The last date that Cisco Engineering may release a maintenance release or scheduled software remedy for a security vulnerability or critical issue. Customers may be required to install newer software versions to continue to get support.	May 31, 2027
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.	May 10, 2023
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.	May 10, 2023
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	August 5, 2026

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Milestone	Definition	Date
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.	May 31, 2027
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.	May 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	Migration Product Part Number	Migration Product Description	Additional Information
CS-BOARD55	^Cisco Spark Board 55 - unit	CS-BRD55P-K9	^Cisco Board Pro 55	-
CS-BOARD55S	Cisco Webex Board 55S - unit	CS-BRD55P-K9	^Cisco Board Pro 55	-
CS-BOARD55S-G-K9	Cisco Webex Board 55S (GPL)	CS-BRD55P-K9	^Cisco Board Pro 55	-
CS-BOARD55S-NR-K7	Cisco Webex Board 55S - Non Radio - Non Encryption	CS-BRD55P-NR-K7	^Cisco Webex Board Pro 55 -Non Radio -Non Encryption	-
CS-BOARD55S-NR-K9	Cisco Webex Board 55S - Non Radio	CS-BRD55P-NR-K9	^Cisco Board Pro 55, No-Radio	-

Product Migration Options

Customers may be able to use the Cisco Takeback and Reuse Program where applicable to return hardware that has reached end-of-use, at no cost. Returned products are put to their next best use, whether reused, remanufactured, or recycled by one of Cisco's certified contracted recyclers. For more information, go to: https://www.cisco.com/c/en/us/about/takeback-and-reuse.html.

Customers may be able to continue to purchase the Cisco Webex Board 55S 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.

Any authorized translation issued by Cisco Systems or affiliates of this end-of-life Product Bulletin is intended to help customers understand the content described in the English version. This translation is the result of a commercially reasonable effort; however, if there are discrepancies between the English version and the translated document, please refer to the English version, which is considered authoritative.

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