End-of-Sale and End-of-Life Announcement for the Cisco 1st generation NCS-5500 Commons

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Overview

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Cisco announces the end-of-sale and end-of-life dates for the Cisco 1st generation NCS-5500 Commons. The last day to order the affected product(s) is May 2, 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 1st generation NCS-5500 Commons

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.	May 3, 2023
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 2, 2024
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 1, 2024
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.	December 18, 2027
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.	December 18, 2028
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 2, 2025
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 2, 2025
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	July 31, 2028
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, 2029

HW = Hardware OS SW = Operating System Software App. SW = Application Software

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Please note: IOS XR 24.4 will be the last release to support the given HW. Since this is a future XR release, please refer to the Cisco Software page for latest information on software dates as these dates will take precedence for support.

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
NC55-5504-FAN	NCS 5504 Fan Tray	NC55-5504-FAN2	NCS 5504 2nd generation Fan Tray	-
NC55-5504-FAN=	NCS 5504 Fan Tray	NC55-5504-FAN2=	NCS 5504 2nd generation Fan Tray	-
NC55-5504-FC	NCS 5504 Fabric Card	NC55-5504-FC2	NCS 5504 2nd generation Fabric Card	-
NC55-5504-FC=	NCS 5504 Fabric Card - Spare	NC55-5504-FC2=	NCS 5504 2nd generation Fabric Card	-
NC55-5508-FAN	NCS 5508 Fan Tray	NC55-5508-FAN2	NCS 5508 2nd Gen Fan Tray	-
NC55-5508-FAN=	NCS 5508 Fan Tray	NC55-5508-FAN2=	NCS 5508 2nd Gen Fan Tray - Spare	-
NC55-5508-FC	NCS 5508 Fabric Card	NC55-5508-FC2	NCS 5508 2nd Gen Fabric Card	-
NC55-5508-FC=	NCS 5508 Fabric Card	NC55-5508-FC2=	NCS 5508 2nd Gen Fabric Card - Spare	-
NC55-PWR-3KW-DC	NCS 5500 DC 3KW Power Supply	NC55-PWR-4.4KW-DC	NCS 5500 DC 4.4KW Power Supply	-
NC55-PWR-3KW-DC=	NCS 5500 DC 3KW Power Supply	NC55-PWR-4.4KW-DC=	NCS 5500 DC 4.4KW Power Supply Spare	-
NC55-RP-E	NCS 5500 Route Processor with SyncE	NC55-RP2-E	NCS 5500 Route Processor with SyncE, enhanced timing	-
NC55-RP-E=	NCS 5500 Route Processor with SyncE - Spare	NC55-RP2-E=	NCS 5500 Route Processor with SyncE, enhanced timing Spare	-

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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 1st generation NCS-5500 Commons 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.

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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