



## End-of-Sale and End-of-Life Announcement for the Cisco Home Energy Management Solution

### EOL7993

Cisco announces the end-of-sale and end-of life dates for the Cisco Home Energy Management Solution. The last day to order the affected product(s) is October 28, 2011. 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 until the termination date of the contract, even if this date exceeds the Last Date of Support shown in Table 1.

**Table 1.** End-of-Life Milestones and Dates for the Cisco Home Energy Management Solution

| 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.                                                                                                                                       | October 28, 2011 |
| <b>End-of-Sale Date</b>                         | The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.                                                                                                                                 | October 28, 2011 |
| <b>Last Ship Date: HW</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.                                                                                                                     | October 28, 2011 |
| <b>End of Routine Failure Analysis Date: HW</b> | The last-possible date a routine failure analysis may be performed to determine the cause of hardware product failure or defect.                                                                                                                              | October 28, 2011 |
| <b>Last Date of Support: HW</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. | October 31, 2011 |

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

**Table 2.** Product Part Numbers Affected by This Announcement

| End-of-Sale Product Part Number | Product Description                                |
|---------------------------------|----------------------------------------------------|
| <b>CGH-100-7ZB</b>              | Home Services Frame, 7, Zigbee                     |
| <b>CGH-100-EASW=</b>            | Energy+Entertainment Apps Software License, 1 year |
| <b>CGH-100-ESW=</b>             | Energy Management Services License, 1 year         |
| <b>CGH-100-STP=</b>             | Setup fee, Single Frame                            |
| <b>CGH-M20</b>                  | Cisco Valet Plus Prosumer                          |

## Product Migration Options

There is no replacement available for the Cisco Home Energy Management Solution at this time.

Customers are encouraged to migrate to the [MIGRATION/REPLACEMENT PRODUCT NAME]. Information about this product can be found at: [URL FOR THE MIGRATION/REPLACEMENT PRODUCT WEB SITE ON CISCO.COM].

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

[http://www.cisco.com/web/partners/incentives\\_and\\_promotions/tmp.html](http://www.cisco.com/web/partners/incentives_and_promotions/tmp.html)

Customers may be able to continue to purchase the Cisco Home Energy Management Solution 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: <http://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 dispose properly 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:

[http://www.cisco.com/web/about/ac227/ac228/ac231/about\\_cisco\\_takeback\\_recycling.html](http://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:

[http://www.cisco.com/en/US/products/products\\_end-of-life\\_policy.html](http://www.cisco.com/en/US/products/products_end-of-life_policy.html)

For more information about the Cisco Product Warranties, go to:

[http://www.cisco.com/en/US/products/prod\\_warranties\\_listing.html](http://www.cisco.com/en/US/products/prod_warranties_listing.html)

To subscribe to receive end-of-life/end-of-sale information, go to:

<http://www.cisco.com/cisco/support/notifications.html>

## Subscribe for RSS Notifications for End-of-Life and End-of-Sale Notices

To subscribe to the End-of-Life and End-of-Sale RSS Feed, insert the following URL into your RSS application:

[http://www.cisco.com/web/feeds/products/end\\_of\\_life\\_rss.xml](http://www.cisco.com/web/feeds/products/end_of_life_rss.xml)

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