



The bridge to possible

Product End-of-Life Notice

Cisco public

End-of-Sale and End-of-Life Announcement for the Cisco SX350X and SX550X Stackable Managed Switches in China (Select Models)

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Overview

EOL13683

Cisco announces the end-of-sale Cisco SX350X and SX550X Stackable Managed Switches in China (Select Models). The last day to order the affected product(s) is February 6, 2021. Customers will continue to receive phone support from the Cisco Small Business Support Center (SBSC) 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 product warranties, support will be available as stated in the product warranty terms and conditions.

End-of-life milestones

Table 1. Cisco SX350X and SX550X Stackable Managed Switches in China (Select Models)

| 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 7, 2020 |
| 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. | February 6, 2021 |
| End of Phone Support: HW | The last date to receive phone support as part of the product warranty. After this date, all phone support services for the product are available with additional charges or support fees. In some cases, support may not be available. | February 6, 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. | May 7, 2021 |
| 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. | February 6, 2022 |
| 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 **. Warranty duration is based on product ship dates; refer to warranty terms and conditions for details. | February 28, 2026 |

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 |
|---------------------------------|--|
| SX350X-12-K9-CN | 12 Port 10GBase-T Stackable Managed Switch |
| SX350X-24-K9-CN | 24-Port 10GBase-T Stackable Managed Switch |
| SX550X-24F-K9-CN | Cisco SX550X-24F 24-Port 10G SFP+ Stackable Managed Switch |

Product migration options

There is no replacement available for the Cisco SX350X and SX550X Stackable Managed Switches in China (Select Models) at this time.

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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