

Itron Product Information Letter

PIL-22-1427

Product Line: Cisco® Connected Grid Router (CGR) 1240

Customers Itron Internal Sales Channel Partners

Cisco® Connected Grid Router (CGR) 1240 End of Sale/Life Announcement

Revision	Date	Description
REV 001	January 24, 2022	Added the link to Cisco's End of Sale announcement.

This is a courtesy notice to inform you that, effective December 30, 2022, Cisco will stop taking orders for the Cisco CGR 1240. All CGR 1240 orders processed by Itron will, up to that date, retain the full five-year factory warranty (unless otherwise stated in customer contracts). Cisco's official announcement is available here:

<https://www.cisco.com/c/en/us/products/collateral/routers/1000-series-connected-grid-routers/announce-1000-series-grid-routers-eol.html>.

Itron is working with Cisco to validate the replacement product, the IR8140. Itron encourages customers to upgrade to the Cisco IR8140 once it is fully validated by Itron. All customers planning to use the CGR 1240 later than December 30, 2027 should arrange extended support through their Itron representative.

Affected Products and Key Dates

Itron is committed to supporting you during this transition with a last-time buying opportunity. See the following table for important dates for the affected products.

Product	Version/ catalog number	Last Itron order	Last delivery	End of sale	End of support	End of life
CGR 1240	CGR1240/K9	Nov 30, 2022	Mar 30, 2023	Dec 30, 2022	Dec 30, 2027	Dec 30, 2027

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End-of-Life Milestones and Dates for the Cisco CG1240

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.	January 18, 2022
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.	December 30, 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.	March 30, 2023
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 30, 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.	December 30, 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.	December 30, 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.	December 30, 2023
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	March 30, 2026
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 30, 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.	December 30, 2027

Replacement Options

Itron will offer the IR8140 as a replacement for the CGR 1240 once the Itron validation process is complete. A future product announcement will detail the IR8140 features and availability.

Itron's Commitment to Innovation

Itron is dedicated to the continuous development of innovative solutions for our customers and will continue to lead the way in our industry. We focus our research and development efforts on products that enable our customers to improve operational efficiency and ensure the most resourceful delivery of electricity, gas, and water to customers.

If you have any questions, please contact Itron Technical Support at 1-877-487-6602.

Joe Ballif

Product Manager