

# Customer Lifecycle Processes and Onboarding

## Introduction

This guide ensures that manufacturer End-of-Life (EoX) dates are sourced from reliable manufacturer resources and reflect the most recent data or official announcements.

## Customer Checks

### 1. EoX Data readiness

TBC

No	Task	Link
1	Check manufacturers data quality under Netos Core on Product Feed menu	<a href="https://docs.netos.io/books/netos-core-data-pipelines/page/data-pipeline-scenarios-guide">https://docs.netos.io/books/netos-core-data-pipelines/page/data-pipeline-scenarios-guide</a>
2	Ensure <a href="#">Data Feed</a> has run successfully and completed	<a href="https://docs.netos.io/books/netos-core-data-pipelines/page/data-pipeline-audit-run-history">https://docs.netos.io/books/netos-core-data-pipelines/page/data-pipeline-audit-run-history</a>

### 2. Data Integrity

Based on the outputs from Point 1 above, do the followings:

1. Check last scrape date from the official manufacturers webpage, for example, Meraki manufacturer had the latest EoX date announcement was dated on Dec 19, 2025 (as shown on red arrow):

How can we help you?

Home > Platform Management > Product Information > End-of-Life Notices > Meraki End-of-Life (EOL) Products and Dates

## Meraki End-of-Life (EOL) Products and Dates

Last updated: Dec 19, 2025

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Cisco Meraki may find it necessary to discontinue products for a number of reasons, including product line enhancements, market demand, technology innovation, or if the product simply matures over time and needs to be replaced by something functionally richer. We have set our end-of-life (EOL) policy to help customers better manage their product end-of-life transition.

Please refer to the [Product End-of-Life \(EOL\) Policy](#) page for more information.

For more information on RMAs and warranties with end-of-life products, please refer to the [Returns \(RMAs\), Warranties and End-of-Life Information](#) page.

### Summary

End-of-sale (EOS) announcement: Date of official end-of-sales notice, typically six months prior to the last order date.

## 2. Sample data check

The following steps outline the process to ensure that End-of-Life (EoX) dates for each manufacturer are prepared, validated, and successfully uploaded into Netos Insight Lifecycle Analysis.

### Device End-of-Life Report

Lifecycle Analysis + Add Import Export

Device By Week 3796 Device By Date Module By Week Module By Date Inventory By Week Inventory By Date Filters

Quick search

NAME	ROLE	MANUFACTURER	TYPE	EOL LAST SALE COUNT	EOL SW MAINT. RELEASE COUNT	EOL VULN. COUNT	EOL LAST SUPPORT COUNT
abw-retF14-core-sw1	Core Switch	Cisco	WS-C3750X-48P-L	481 weeks	429 weeks	324 weeks	220 weeks
abw-retF14-core-sw2	Core Switch	Cisco	WS-C3750X-48P-L	481 weeks	429 weeks	324 weeks	220 weeks
abw-retF14-dist-sw1	Distribution Switch	Cisco	WS-C3850-24T-S	272 weeks	220 weeks	11 weeks	11 weeks
abw-retF14-dist-sw2	Distribution Switch	Cisco	WS-C3850-24T-S	272 weeks	220 weeks	11 weeks	11 weeks
abw-retF14-mpls-rtr1	MPLS Router	Cisco	ISR4351/K9	115 weeks	20 weeks	149 weeks	149 weeks
abw-retF14-mpls-rtr2	MPLS Router	Cisco	C1111X-8P	26 weeks	79 weeks	183 weeks	288 weeks
amsterdam-campus-access01	Campus Access Switch	Cisco	WS-C3850-48P-L	272 weeks	220 weeks	11 weeks	11 weeks
amsterdam-campus-access02	Campus Access Switch	Cisco	WS-C3850-48P-L	272 weeks	220 weeks	11 weeks	11 weeks
amsterdam-campus-access03	Campus Access Switch	Cisco	WS-C3850-48P-L	272 weeks	220 weeks	11 weeks	11 weeks
amsterdam-campus-access04	Campus Access Switch	Cisco	WS-C3850-48P-L	272 weeks	220 weeks	11 weeks	11 weeks
amsterdam-campus-access05	Campus Access Switch	Cisco	WS-C3850-48P-L	272 weeks	220 weeks	11 weeks	11 weeks
amsterdam-campus-access06	Campus Access Switch	Cisco	WS-C3850-48P-L	272 weeks	220 weeks	11 weeks	11 weeks
amsterdam-campus-access07	Campus Access Switch	Cisco	WS-C3850-48P-L	272 weeks	220 weeks	11 weeks	11 weeks

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