

Cisco Unified Contact Center Enterprise Software Maintenance Strategy

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The Cisco® Unified Contact Center Enterprise (Unified CCE) software release and maintenance methodology consists of the following release components: Major release, minor release, maintenance release, and engineering special. This document outlines the release frequency, length of support, and support roadmap for each release type to help with upgrade planning.

Table 1 describes the release types and Table 2 defines the release milestones, for Cisco Unified CCE.

Table 1. Cisco Unified CCE Release Types

Software Release Type	Description
Major Release	A major release introduces significant new features, platform changes, and significant changes in cross-product compatibility. The installation method utilizes a full installer package without rollback capabilities. A major release is subjected to full quality assurance testing. Examples: Releases 10.0 and 11.0
Minor Release	A minor release introduces significant new features. The installation method is usually a patch upgrade that allows for minimal disruption and enables rollback but may include a full installer as needed. It should be possible to perform a minor release upgrade of CCE without major impacts to other solution components. A minor release is subjected to full quality assurance testing. Examples: Releases 10.5 and 11.5
Maintenance Release (MR)	A maintenance release is a rollup of fixes for multiple product defects in a major or minor release. It utilizes a patch installer and enables rollback. A maintenance release is subjected to full quality assurance testing. Examples: Releases 10.5(3) and 11.0(2)
Engineering Special (ES)	An engineering special primarily resolves high impact product defects. Engineering Specials utilize a patch installer and enable rollback. An engineering special is subjected to limited testing. Examples: Special 10.5(2) ES 3 and 11.0(2) ES 5

The Release numbering convention: If Release number is X.Y(Z) then X is the Major Release digit, Y is the Minor Release digit and Z is the Maintenance release digit.

Table 2. Cisco Unified CCE Release Milestone Definitions

Milestone	Definition
Application SW Maintenance Support	The last date that Cisco may release any final software maintenance releases or bug fixes to the software product. After this date, Cisco Engineering will no longer develop, repair, maintain, or test the product software.
Last Date of Support: App. SW	The last date to receive service and support for the product. After this date, all support services for the product are not available.

Maintenance Release Support Lifecycle

Strategy Overview

Cisco defines the End of Software Maintenance (EoSWM) dates for products as an established part of the overall product life cycle. Cisco recognizes that the end of software maintenance milestones influence the decisions that customers make about how they maintain their software. The EoSWM strategy described here helps customers create their own custom maintenance plans.

Maintenance Release Frequency

Cisco's goal is to release two maintenance release (MRs) every year for major and minor releases that have not reached their EoSWM milestone date.

MR Software Maintenance Support Period

Cisco Unified CCE support for an MR is available until the end of support for the corresponding major or minor release. For example, Cisco Unified CCE would continue to provide MR for Unified CCE Release 10.5 until end of support for Unified CCE Release 10.5(x).

If required, Cisco will issue an ES on top of a given MR version. Cisco Unified CCE will only issue ESs on top of the latest MR on a given major/minor release train. For example, if Release 10.5(3) was the latest MR on the 10.5 minor release (that is, Release 10.5(4) is not released), Cisco would issue an ES for Release 10.5(3) but not Release 10.5(1) or Release 10.5(2). In this example, a customer using Release 10.5(1) would need to upgrade to Release 10.5(3) first and then apply the ES.

This means that the end of the software maintenance for an MR occurs as soon as the next MR on a given minor train is released.

A forward looking Maintenance Release calendar is published at the following URL:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/ucce_b_cisco-unified-cce-maintenance-rels.html.

Engineering Special Patch Strategy

Engineering Special (ES) Patch Strategy

Engineering Specials are one way to resolve customer found defects on maintenance releases. Cisco Unified CCE releases the ESs on an exception basis to address specific high impact, low product risk customer issues on the latest MR on a given major/minor release train.

Cisco Unified CCE makes a best effort to publish ESs for partners and customers to install on their systems. Cisco reserves the right to make ESs available to customers privately at Cisco's discretion.

A list of ESs available across all active releases, is available at the following URL:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/ucce_b_unified-contact-center-enterprise-engineering.html.

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