



# Cisco Meeting Server

End of maintenance and support policy

for Cisco Meeting Server, Cisco Meeting App and Cisco Meeting Management software

24 May 2018

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# Introduction

This document explains the Cisco Meeting Server (CMS), Cisco Meeting App (CMA) and Cisco Meeting Management (CMM) software time-based release model. It answers some common questions, such as linkage between release age and software maintenance policy.

## Types of Software Releases

The CMS, CMA and CMM software model has three types of software releases. Each release type has its own content scope and release frequency. Two types are time-based, full-code releases and the third is a mechanism to deploy asynchronous software patches.

The examples in these guidelines use the X.Y.Z format for release version numbers.

## Software Releases

CMS, CMA and CMM software feature releases (X.Y.Z) are signified by a change to either the first digit (X) or the second digit (Y), maintenance releases are signified by a change to the third (Z) digit.

Feature releases are delivered for one or more of the following reasons:

- Likely to cause a change to X - Introduce significant changes throughout the software, including architectural changes.
- Likely to cause a change to Y - New functions and features
- Likely to cause a change to Z - Bug fixes and security patches

Releases at the X level are infrequent and it may be a few years between releases at this level.

Feature releases at the Y level are delivered approximately every 3 - 4 months. Cisco may alter the frequency of this release interval upon customers' feedback and market conditions in the future, but every attempt is made to maintain a time-based release. Releases at the Z level are made more frequently on a case by case basis.

The list of critical bug fixes and features added to a feature release is provided in the release notes along with installation instructions and dependencies. Maintenance releases are cumulative for the feature release they support. At the time it is published, the latest maintenance release includes all critical fixes published since the feature release was introduced. Cisco encourages all CMS / CMA / CMM software customers to actively migrate to the latest maintenance release at their earliest convenience. If a bug is encountered that has been fixed in a maintenance release, the Cisco support guideline is to recommend an upgrade to the latest available maintenance release.

Cisco announces new feature releases by posting release notes on Cisco.com. The software images are available for download at the Cisco.com Software Center. Please note that a

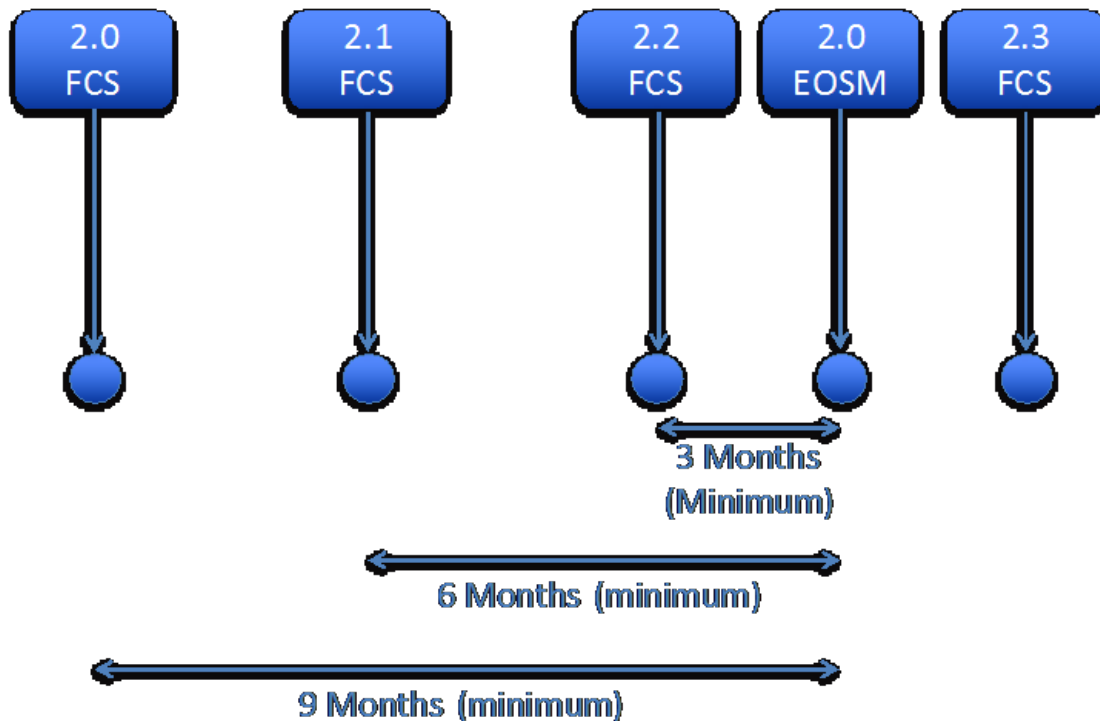
support contract is required in order to download software and certain features may require the purchase of additional licenses.

The list of critical bug fixes in a maintenance release is provided in the release notes along with installation instructions and dependencies.

## Lifecycle of CMS / CMA / CMM Software Releases

Figure 1 illustrates the milestones of a feature release.

Figure 1: CMS / CMA /CMM Software release lifecycle



Once a CMS / CMA / CMM feature release has been shipped (FCS) it will be available for download on Cisco.com and will be supported by Cisco TAC. Cisco will release maintenance builds (Z) for this release as required and as described in the Software release section above.

Cisco commits to having two feature releases (Y) supported at any one time. When a new feature release is available we will announce in the release notes that we will start the end of software maintenance (EOSM) for the build two releases ago.

For example when version 2.2 is released we will announce the timeline for when 2.0 will become EOSM. Three months after notifying customers of the EOSM in the release notes of 2.2 Cisco will cease to provide maintenance releases for it. At some point after this, Cisco will remove 2.0 from the software download center.

Cisco will investigate any maintenance build in a supported feature release to identify the cause of an identified bug, however any bug fixes required will be based on the latest maintenance build for that feature release.

In order to guarantee sufficient customer qualification time for new releases the EOSM of a release will not take effect less than six months after the release a newer version (e.g. CMS 2.0 will not become EOSM less than six months after the release of CMS 2.1).

The period between FCS and EOSM will not be less than nine months. Customers will need to upgrade to a newer version in order to receive bug fixes or security patches. In special cases, some releases (such as ones that receive federal certifications) will be supported until a newer build receives equivalent certifications.

When CMS / CMA / CMM releases a new major version (i.e. 2.8 to 3.0) then Cisco will announce a formal end of sale (EOSale) notification for 2.8 and follow the end of life process as defined in <http://www.cisco.com/c/en/us/products/eos-eol-policy.html>

## Deprecated Features

Where features of CMS / CMA / CMM are planned to be deprecated from a release, Cisco will endeavor to announce that the feature will be removed in the release notes one release before the change occurs, and will confirm the removal in the release notes once it has happened. For example, if a feature is scheduled to be deprecated in release 2.1, then it will be pre-announced in the release notes for 2.0, and confirmed in the 2.1 release notes.

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