



End of maintenance and support policy

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

14 December 2018

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What's changed

| Version | Change |
|-------------------|--|
| December 14, 2018 | Minor correction to note with missing information. |
| December 10, 2018 | New version of policy, replacing the previous version. EOSM notification period increased from 3 to 4 months. Clearer description on how the policy applies to Cisco Meeting Server, Cisco Meeting Management and Cisco Meeting App. |
| May 24, 2018 | First release of policy. |

Introduction

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

Software Releases

The Cisco Meeting Server, Cisco Meeting Management and Cisco Meeting App software applications have 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. These software releases follow the X.Y.Z format for release version numbers, new releases 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.

Software 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 4 months. Cisco may alter the frequency of this release interval in the future, but our intention is to maintain a predictable release cadence. Releases at the Z level are made more frequently on a case by case basis.

For all three levels of release, the list of critical bug fixes and features added to a feature release are 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 Cisco Meeting Server / Cisco Meeting Management/ Cisco Meeting App 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.

When Cisco Meeting Server / Cisco Meeting Management/ Cisco Meeting App release a new major version (i.e. 2.8 to 3.0) then Cisco will announce a formal end of sale (EOSale) notification

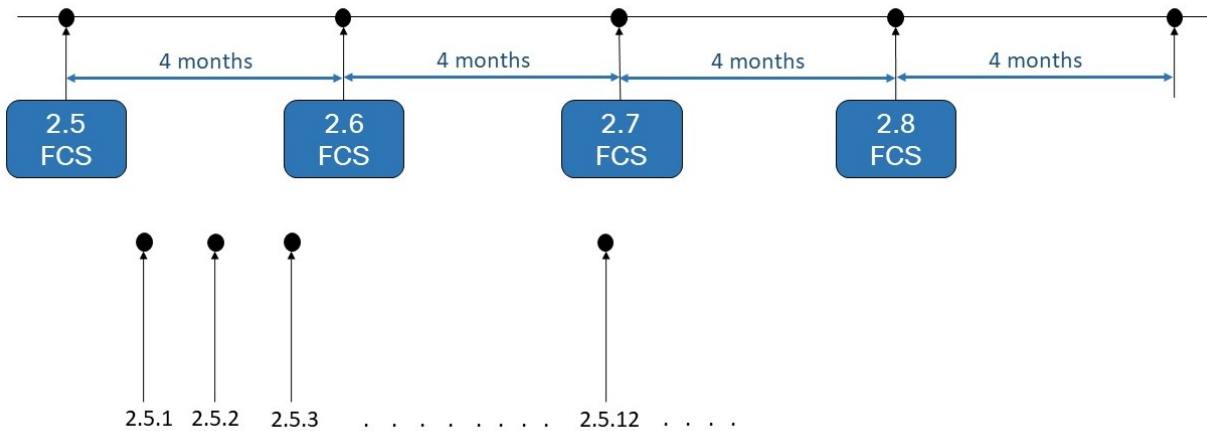
for 2.8 and follow the end of life process as defined in <http://www.cisco.com/c/en/us/products/eos-eol-policy.html>

Note: Throughout this document, the software release numbers are used purely for illustrative purposes. For example, by referring to release 2.8, Cisco is not indicating that there will be a 2.8 release.

Life cycle of Software Feature Releases

Once a 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 level) for this release as required and as described in the Software release section above, see Figure 1.

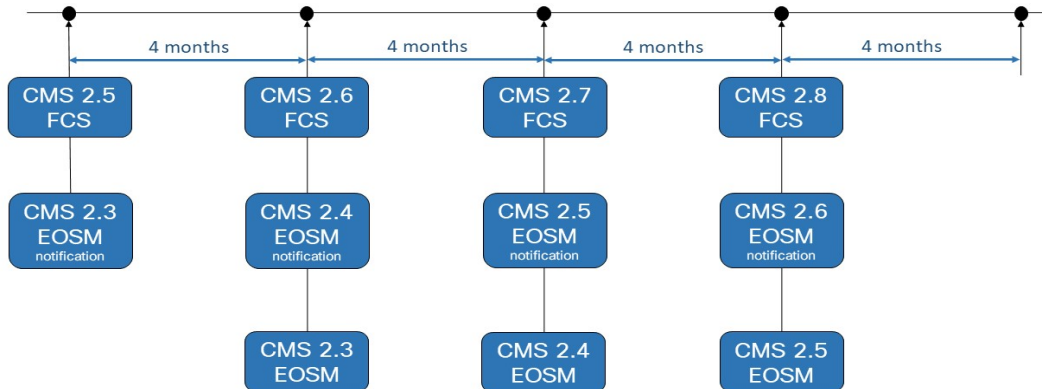
Figure 1: Software release schedule



End Of Software Maintenance policy for Cisco Meeting Server

For Cisco Meeting Server software, Cisco commits to having two feature releases (Y level) 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, see Figure 2.

Figure 2: Y level software feature release life cycle



For example when version 2.5 is released we will announce the time line for 2.3 EOSM. Four months after first notifying customers of the EOSM for version 2.3, Cisco will cease to provide maintenance releases for version 2.3.

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.

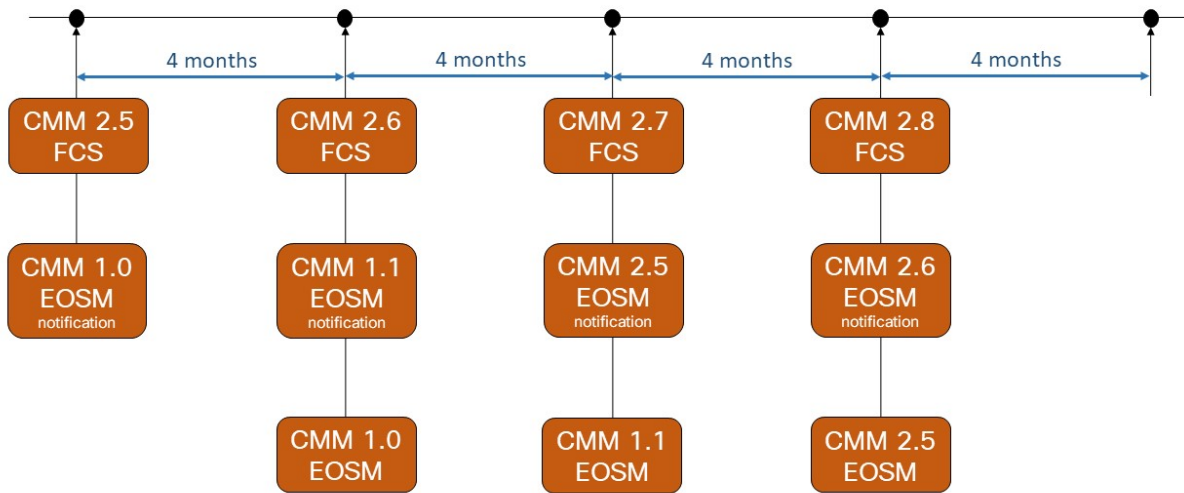
In order to guarantee sufficient customer qualification time for new releases, the period between FCS and EOSM will not be less than twelve months (1 year). After EOSM, customers will need to upgrade to a newer version in order to receive bug fixes or security patches. In special cases, some releases (such as ones that receive federal certifications) will be supported until a newer build receives equivalent certifications.

End Of Software Maintenance for Cisco Meeting Management

For Cisco Meeting Management software, Cisco commits to having two feature releases (Y level) 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, see Figure 3

Note: Cisco Meeting Management versions have the build number following the x.y.z version format, for example Build 1.1.0.27.

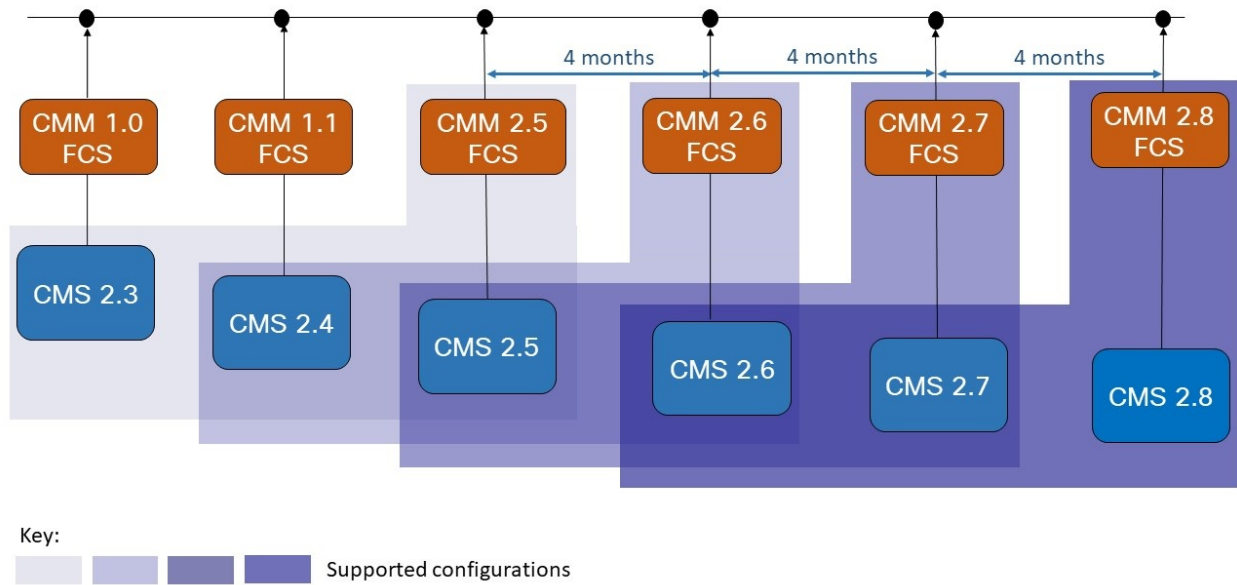
Figure 3: Illustration of EOSM policy for Cisco Meeting Management



Cisco recommends keeping Cisco Meeting Management updated with the latest version to ensure access to new features, and to upgrade Cisco Meeting Management before upgrading Cisco Meeting Server. This will ensure continuity in Cisco Meeting Management operation while you upgrade Cisco Meeting Server.

Cisco acknowledges that customers may skip a release when upgrading, in order to facilitate the upgrade process Cisco will aim to support the interoperability between the new Cisco Meeting Management release and two earlier versions of Cisco Meeting Server, see Figure 4.

Figure 4: Cisco Meeting Server versions supported by Cisco Meeting Management



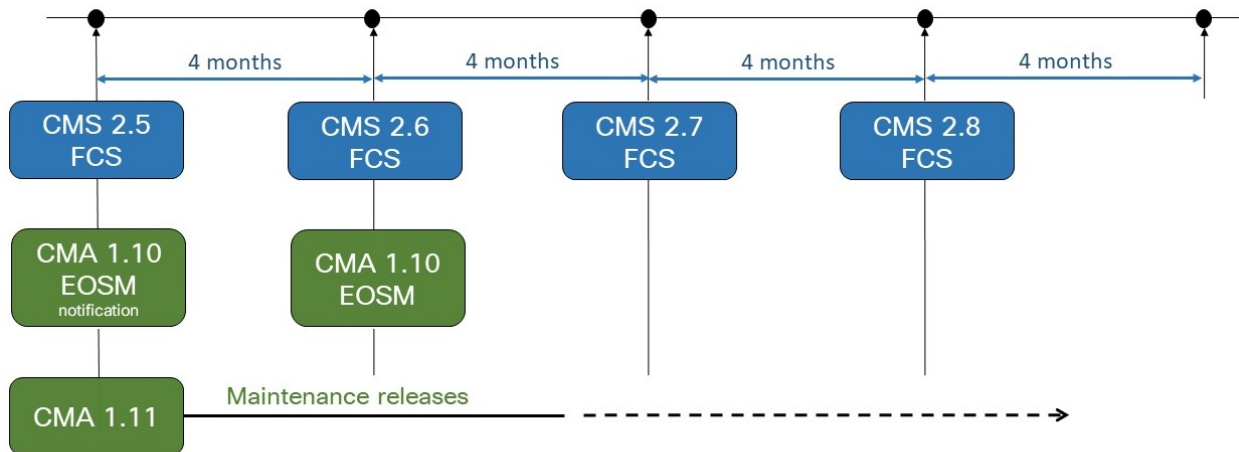
End Of Software Maintenance for Cisco Meeting App

The Cisco Meeting Web RTC app is an integral component within the Cisco Meeting Server software, new features are added through new software releases for Cisco Meeting Server. When a version of Cisco Meeting Server software is EOSM, so too will be the version of the WebRTC App included in the software.

From version 1.11, Cisco Meeting App for Windows, Mac and iOS is feature complete. Version 1.11 will continue to be supported, and bug fixes will continue to be released in maintenance releases, for the foreseeable future.

Note: Only one version of Cisco Meeting App for iOS is allowed on the App store, all other versions are EOSM.

Figure 5: Illustration of EOSM policy for Cisco Meeting App (Windows, and Mac)



Deprecated Features

Where features of Cisco Meeting Server / Cisco Meeting Management/ Cisco Meeting App 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 2.6, then it will be pre-announced in the release notes for 2.5, and confirmed in the 2.6 release notes.

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