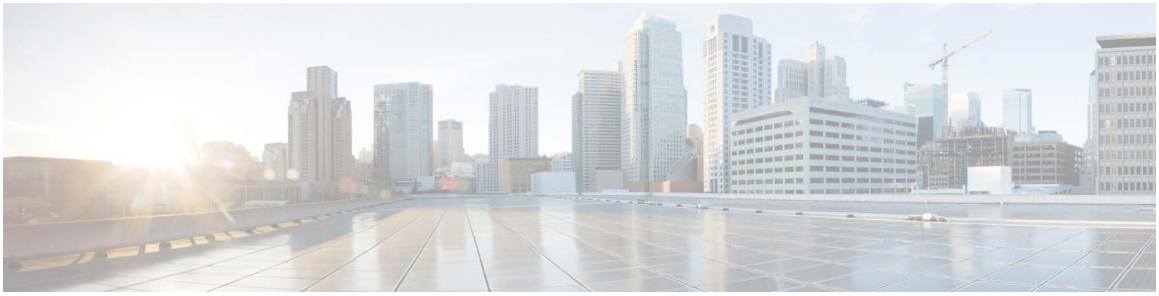

Cisco Secure Email and Web Manager Software Lifecycle Support Statement

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Contents

- What Will You Learn, page 2
- End-of-Sale and End-of-Life Guideline Definition, page 2
- Software Support Timelines, page 3
- Related Documentation, page 3
- Change History, page 3
- Support Information, page 4

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What Will You Learn

This document describes current guidelines about the Cisco Secure Email and Web Manager (formerly Cisco Security Management Appliance) software time-based release model and release support timeline. The information contained in this document is informational only and is subject to change without notice.

Cisco recommends that you periodically check this Software Lifecycle Support Statement to ensure you are reviewing the most current version of this document.

End-of-Sale and End-of-Life Guideline Definition

The Cisco Secure Email and Web Manager Software End-of-Sale (EoS) and End-of-Life (EoL) guidelines have preset time intervals for each of the EoL milestones. These time intervals are based on the support model of the affected Cisco Secure Email and Web Manager version.

Note

- Secure Email and Web Manager software releases will be supported for 12 months. (End of software maintenance period is 12 months after General Deployment.)
- Federal Information Processing Standard (FIPS) 140 compliant and Common Criteria (CC) certified Secure Email and Web Manager releases will be supported for 18 months. (End of software maintenance period is 18 months after General Deployment.)

The following table summarizes the End-of-Sale (EoS) and End-of-Life (EoL) milestones for Cisco Secure and Web Manager Software releases.

Milestone	Definition	Title
General Deployment (GD)	The date at which the affected Cisco Secure Email and Web Manager Software release is made available to all Cisco customers.	General Deployment announcement of the software release
End-of-Life (EoL) Announcement Date	The date the document that announces the end-of-sale and end-of-life of a product is distributed to Cisco Customers	General Deployment of the software release
End-of-Life (EoL) Effective Date & End-of-Software Maintenance Release (EoSMR) Date	The last date that Cisco engineering may release a software maintenance release or scheduled software remedy for critical bug fixes in an affected Cisco Secure Email and Web Manager Software release. After this date, maintenance builds, and software-fix support will be provided only through subsequent major Cisco Secure Email and Web Manager Software releases.	12 Months after General Deployment 18 Months after General Deployment for FIPS/CC certified Releases
End-of-Vulnerability and Security Support (EoVSS) Date	The last date that Cisco engineering may release a software maintenance release or scheduled software remedy for a security vulnerability concern.	36 months after General Deployment
Last Date of Support	The last date to receive service and support for the product. After this date, all support services for the product are unavailable, and the product becomes obsolete.	36 months after General Deployment

Software Support Timelines

The following tables list support timelines from AsyncOS 15.0 release onwards.

AsyncOS Version	Release Date	End of Software Maintenance Release (EoSMR)	End of Vulnerability & Security Support (EoVSS)	Last Date of Support
16.5.x	10 August 2026	30 August 2027	30 August 2029	30 August 2029
16.0.x	3 October 2024	30 October 2025	30 October 2027	30 October 2027
15.5.x (FIPS compliant)	30 April 2024	30 October 2026	30 April 2027	30 April 2027
15.0.x (FIPS compliant)	10 August 2023	30 October 2025	30 April 2027	30 April 2027

Related Documentation

Document	Location
Cisco End of Life Policy	https://www.cisco.com/c/en/us/products/eos-eol-policy.html
Cisco Secure Email End-of-Sale and End-of-Life Notices	https://www.cisco.com/c/en/us/products/security/email-security-appliance/eos-eol-notice-listing.html
End-of-Sale and End-of-Life Products	https://www.cisco.com/c/en/us/products/eos-eol-listing.html
Cisco Product Warranties	https://www.cisco.com/c/en/us/products/warranty-listing.html
Upgrade Process for Secure Email and Web Manager	https://www.cisco.com/c/en/us/support/docs/security/security-management-platform/217971-upgrade-process-for-secure-email-and-web.html
End-User Guides for AsyncOS for Cisco Secure Email and Web Manager	https://www.cisco.com/c/en/us/support/security/content-security-management-appliance/products-user-guide-list.html

Change History

Document Revision	Date	Description
5	10 August 2026	Updated EoSMR and EoVSS dates
4	04 May 2026	Updated AsyncOS Version format to release trains
3	11 Februrary 2025	Updated EoSMR and EoVSS dates
2	3 October 2024	Released for 16.0 GD
1	24 April 2024	Initial Version

Support Information

If you need technical support, please do one of the following:

- Contact your local Cisco Partner
- Contact Cisco Support
- To open a case by web: http://www.cisco.com/c/en/us/support/index.html
- To open a case by email: tac@cisco.com
- For phone support: 1-800-553-2447 (U.S.)
- For worldwide support numbers: https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html-__

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