

# Software Lifecycle Support Statement – Cisco Crosswork Planning

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# Contents

What you will learn	3
Cisco Crosswork Planning software release delivery	3
Types of software releases	3
Release support timeline	4
End-of-life guideline definition	5
Cisco Crosswork Planning security vulnerability resolution for critical or high security impact rating	5
Recommended release	5
Upgrade paths	6
Cisco Services	6
Learn more	6

## What you will learn

This software lifecycle support statement describes the release and support guidelines for Cisco Crosswork® Planning.

Cisco Crosswork Planning software follows a time-based model with major and minor releases that deliver new functions, features, and enhancements to existing capabilities. This approach enables Cisco to introduce stable and feature-rich software releases in a reliable and predictable cadence.

The information contained in this document is informational only and is subject to change.

Cisco recommends that you periodically check the support page [here](#) to ensure that you are reviewing the most current version of this document.

**Note:** This software lifecycle support statement describes the release model and support timelines for Cisco Crosswork Planning software and its components starting from version 7.0 onward. The table below lists the End-of-Life (EOL) milestones for the various releases.

**Table 1.** Lifecycle milestones for Cisco Crosswork Planning versions 7.0 through 8.0

Crosswork Planning release	General availability (GA) date	End-of-software maintenance (EoSWM) date	Last day of support (LDoS)
<b>Crosswork Planning 7.0</b>	August 2024	March 2026	March 2027
<b>Crosswork Planning 7.1</b>	June 2025	December 2026	December 2027
<b>Crosswork Planning 7.2</b>	January 2026	July 2027	July 2028
<b>Crosswork Planning 8.0</b>	*July 2026	January 2028	January 2029

\*Target release date

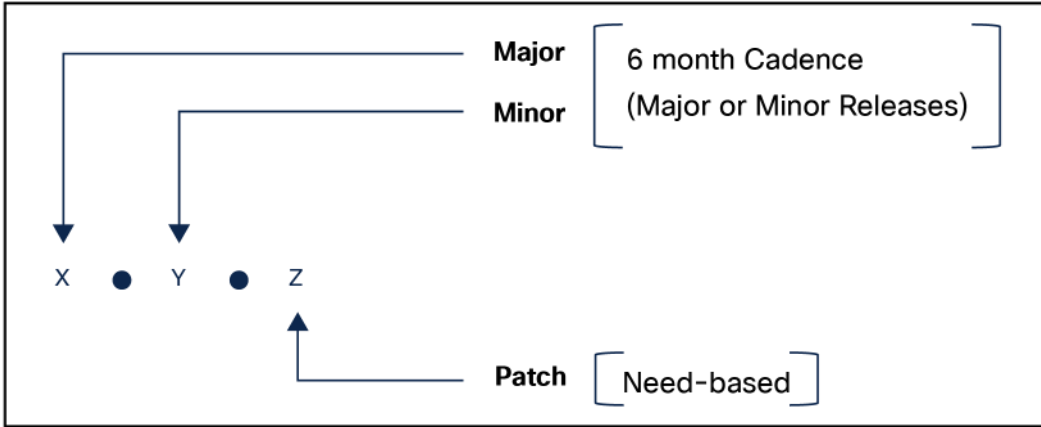
## Cisco Crosswork Planning software release delivery

Cisco is introducing an updated software release delivery model and specific EOL guidelines starting with the Cisco Crosswork Planning 7.0 software release.

## Types of software releases

The Cisco Crosswork Planning software model has three types of software releases. Each release type has its own content, scope, and release frequency. Major and minor releases are time-based with a 6-month cadence. Patches are released on an as-needed basis to address critical software defects.

The examples in these guidelines use the X.Y.Z format for release version numbers, for example, 2.1.1.



**Figure 1.**  
Format for release version numbers

Likely to cause a change to X:

- Introduction of significant market value, including infrastructure or architectural changes.

Likely to cause a change to Y:

- New functions, features, and enhancement to existing capabilities.

Likely to cause a change to Z:

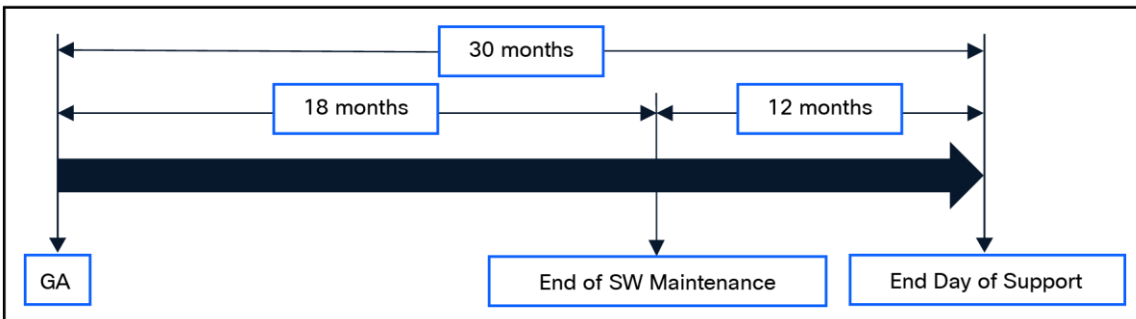
- Bug fixes. For example, a patch release can include security patches and fixes to Customer-Found Defects (CFDs).

Cisco may alter the frequency of this release interval based on customers' feedback and market conditions in the future, but every attempt is made to maintain a time-based release.

## Release support timeline

### Cisco Crosswork Planning release milestones

Cisco Crosswork Planning software 7.0 and later versions will adhere to the guidelines presented below:



GA: General availability

**Figure 2.**  
Cisco Crosswork Planning release milestones

**Table 2.** Cisco Crosswork Planning release software end-of-sale and end-of-life milestones

Milestone	Definition	Timing
<b>End of software maintenance</b>	The last date that Cisco Engineering may release any final software maintenance releases or bug fixes. After this date, Cisco Engineering will no longer develop, repair, maintain, or test the product software.	GA + 18 months
<b>Last day of support</b>	The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions.  After this date, all support services for the product are unavailable, and the product becomes obsolete.	GA + 30 months

## End-of-life guideline definition

Cisco Crosswork Planning software version 7.0 (GA date of Aug 2024) is the first release that will adhere to the guidelines presented here.

- The EOL timeline, per the guidelines in Table 1, for a (major or minor) release will begin at the GA of each (major or minor) release. For example, the EOL timeline for Crosswork Planning 7.0 begins at the GA of version 7.0.
- There will no longer be EOL announcements for version 7.0 or later.
- Customers with active service contracts will continue to receive support from the Cisco Technical Assistance Center (TAC) for Cisco Crosswork Planning as per timelines stated in Table 1.
- Cisco recommends that customers migrate to the newer software release before the support expires as per the published guidelines.

## Cisco Crosswork Planning security vulnerability resolution for critical or high security impact rating

- As per Cisco's Security and Vulnerability policy, Cisco will make a commercially reasonable effort to address critical or high security vulnerabilities in the impacted Cisco Crosswork Planning offering until the date of End of Software Maintenance (EoSWM).
- Security and vulnerability patches for all active Cisco Crosswork Planning releases (i.e., generally available releases that have not reached the EoSWM) will have a cadence of 6 months aligned with the First Customer Shipment (FCS) of the most current major/minor releases (X.Y).

## Recommended release

Cisco Crosswork Planning recommends that customers migrate to the latest generally available release. Please refer to the [release bulletin page](#).

The recommendation is to use the latest available patch release for the feature release.

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## Upgrade paths

For information on supported upgrade paths, refer to the Cisco Crosswork Planning [Install and Upgrade Guide](#).

Customers are encouraged to migrate to the recommended Cisco Crosswork Planning patch release. Cisco Crosswork Planning customers with an active Cisco support contract are eligible to download and upgrade to the latest releases using the Software Updates feature within Cisco Crosswork Planning.

## Cisco Services

Cisco offers a wide range of services programs to accelerate customer success. These innovative services programs are delivered through a unique combination of resources, processes, tools, and partners, resulting in high levels of customer satisfaction. Cisco Services help you protect your network investment, optimize network operations, and prepare your network for new applications to extend network intelligence and the power of your business.

For more information about Cisco Services, refer to: <https://www.cisco.com/go/services>.

## Learn more

For more information about the Cisco Crosswork Planning product line, visit the following page: [https://www.cisco.com/c/en/us/td/docs/cloud-systems-management/crosswork-planning/doc\\_portal/CrossworkPlanning\\_info\\_center.html](https://www.cisco.com/c/en/us/td/docs/cloud-systems-management/crosswork-planning/doc_portal/CrossworkPlanning_info_center.html).

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