

Cisco IOS XE Software Support Timeline Starting with Cisco IOS XE Software Release 3.10S

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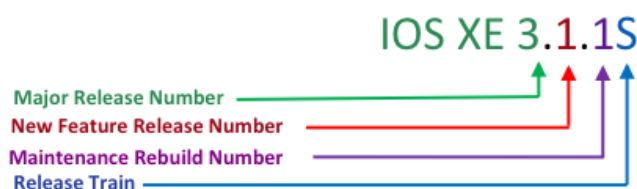
Introduction

This product bulletin describes the support timeline and end-of-life guidelines for Cisco IOS® XE Software.

Cisco IOS XE Software Release Model

The Cisco IOS 15S Software releases are time-based, each with a fixed release date. The schedule specifies three individual software releases per year at four month intervals.

Figure 1. Cisco IOS XE Software Release Versioning



Cisco IOS XE Software Support

- Each Cisco IOS XE Software release is classified as either a *Standard-Support* or *Extended-Support* release
- **Standard-Support Release Details**
 - 18 months sustaining support from First Customer Shipment (FCS) with three *scheduled* rebuilds
 - Rebuilds are typically released at 3-, 3-, and 6-month intervals after FCS
- **Extended-Support release Details**
 - 48 months sustaining from FCS with eight *scheduled* rebuilds. The timing of these rebuilds is typically released at 3-, 3-, 4-, 4-, 4-, 6-, 6-, and 6-month intervals after FCS
- Cisco makes no commitment to introduce software fixes to the affected Cisco IOS XE Software release after the final planned rebuild release
- **Optional Rebuilds:** Software problems found after the final scheduled rebuild release will be fixed in a subsequent major Cisco IOS XE Software release. An exception may arise to address mission-critical, high-severity software fixes and security vulnerabilities, possibly resulting in an additional rebuild release, after the final scheduled rebuild date (but before the end-of-software maintenance milestone), on an as-needed basis at the discretion of Cisco. No software fixes will be introduced to the affected Cisco IOS XE Software release after the End-of-Vulnerability and Security (EoVS) milestone.
- After EoVS, the Cisco Technical Assistance Center (TAC) will provide customer support on the affected Cisco IOS XE Software release, within the guidelines set by existing Cisco end-of-life policies, at the end-of-software-maintenance milestone.

Figure 2. Cisco IOS XE Software Standard-Support Timeline

Standard-Support releases are supported for 18 months

- 12 months of scheduled rebuilds, 6 additional months for security vulnerabilities (PSIRT)
- SM Branch Rebuild Intervals: 3 + 3 + 6 + 6

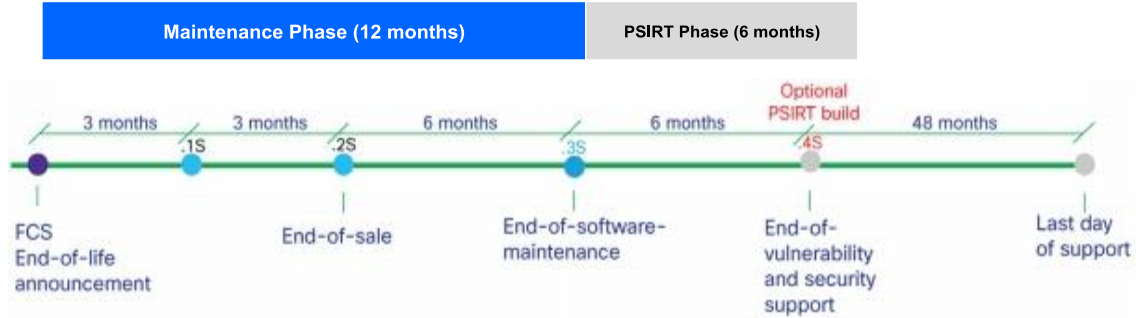


Figure 3. Cisco IOS XE Software Extended-Support Timeline

Extended-Support releases are supported for 48 months

- 36 months of scheduled rebuilds, 12 additional months for security vulnerabilities (PSIRT)
- EM Branch Rebuild Intervals: 3 + 3 + 4 + 4 + 4 + 6 + 6 + 6 + 6 + 6



Cisco IOS XE Software Release Schedule

Cisco IOS XE Software Release 3.10S is the first Extended-Support release under the new support timeline. Every subsequent third release (for example, Cisco IOS XE Software Releases 3.13S, 3.16S, etc.) will also be Extended-Support releases. Table 1 below defines the support models used by each of the Cisco IOS XE Software releases.

Table 1. Cisco IOS XE Software Release Support

Support Model	Cisco IOS XE Software Release
Standard-Support	3.11S, 3.12S, 3.14S, 3.15S, etc.
Extended-Support	3.10S, 3.13S, 3.16S, etc.

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

The Cisco IOS XE Software end-of-sale and end-of-life guidelines have preset time intervals for each of the end-of-life milestones. These time intervals are based on the support model of the affected Cisco IOS XE Software version. Table 2 below summarizes the end-of-sale and end-of-life milestones for Cisco IOS XE Software releases.

Table 2. Cisco IOS XE Software End-of-Sale and End-of-Life Milestones by Release

Milestone	Definition	Timing
First Customer Shipment (FCS)	The date at which the affected Cisco IOS XE Software release is made available to Cisco customers.	Begins affected Cisco IOS XE Software release lifetime
End-of-life announcement date	The date the document that announces the end of sale and end of life of a product is distributed to the general public.	At FCS for Standard-Support releases
		Eighteen months after FCS for Extended-Support releases
End-of-sale date	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	Six months from end-of-life announcement date
		Six months from end-of-life announcement date
End-of-software maintenance release date¹	The last date that Cisco engineering may release a software maintenance release in an affected Cisco IOS XE Software release. After this date, maintenance rebuilds and software-fix support will be provided only through subsequent major Cisco IOS XE Software releases until the end of software engineering maintenance support (EoVS) date of the affected release.	Six months after end-of-sale date for Standard-Support releases
		Twelve months after end-of-sale date for Extended-Support releases
End-of-vulnerability and security support date	The last date that Cisco engineering may release a planned maintenance release or scheduled software remedy for a security vulnerability concern.	Twelve months after end-of-sale date for Standard-Support releases
		Twenty-four months after end-of-sale date for Extended-Support releases
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.	Five years after end-of-sale date for either Standard-Support or Extended-Support releases.

Upgrade Paths

Customers are encouraged to migrate to one of the Extended-Support releases (Cisco IOS XE Software Release 2.4, 3.1S, 3.4S, etc.) when the release becomes available with appropriate features for the applications.

Customer Notifications

Cisco will issue individual end-of-life bulletins for each software release affected by an end-of-life plan. Standard-Support releases will have an end-of-life announcement published at FCS. Extended-Support releases will have an end-of-life announcement published 18 months after FCS.

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For more information about Cisco Services, refer to Cisco Technical Support Services at:

http://www.cisco.com/en/US/products/svcs/ps3034/serv_category_home.html or Cisco Advanced Services at:

<http://www.cisco.com/go/services>.

¹ An additional rebuild release may be released after the final rebuild date to address mission-critical, high-severity software fixes and security vulnerabilities (before EoVS) on an as-needed basis at the discretion of Cisco.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

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