

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

PB726436

Note: This product bulletin describes the new support timeline for Cisco IOS® XE releases starting with Cisco IOS XE Software Release 3.10S and later. For the support timeline of previous Cisco IOS XE Software releases, please refer to the guidelines [here](#).

Revised: December, 2012

Introduction

This product bulletin describes the support timeline and end-of-life guidelines for Cisco IOS® XE Software on the Cisco® ASR 1000 Series Aggregation Services Router.

Cisco IOS XE Software is a time and feature based release. Consequently, these end-of-sale and end-of-life guidelines of the Cisco IOS XE Software differ from the guidelines of other traditional Cisco IOS Software releases. This product bulletin outlines these differences and describes the standard end-of-sale and end-of-life milestones.

Cisco IOS XE Software Release

The architecture of the Cisco ASR 1000 Series Aggregation Services Router is designed with In-Service Software Upgrade (ISSU) capabilities. End users can usually perform hitless software upgrades while the system is in service.

The Cisco IOS XE Software releases are time-based, each with a fixed release date, as opposed to a variable release date. The schedule specifies three individual software releases at 4-month intervals within a 12-month cycle.

Cisco IOS XE Software Support

Each Cisco IOS XE Software release is classified as either a Standard-Support or Extended-Support release. A Standard-Support release has a sustaining support lifetime of 18 months from first customer shipment (FCS) with three scheduled rebuilds. The timing of these rebuilds is typically released at 3-, 3-, and 6-month intervals after FCS of the affected Cisco IOS XE Software release.

The Extended-Support release provides a sustaining support lifetime of 48 months 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 of the affected Cisco IOS XE Software release.

Cisco makes no commitment to introduce software fixes to the affected Cisco IOS XE Software release after the final planned rebuild release.

Software problems found after the final 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 milestone.

After the end-of-vulnerability and security milestone, 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.

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 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 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 date	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 (end of vulnerability and security) 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

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

Milestone	Definition	Timing
		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.

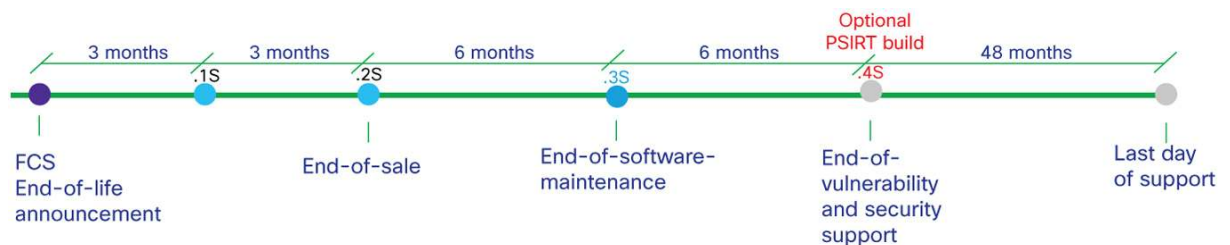
Cisco IOS XE Software Standard-Support Schedule

Cisco IOS XE Software Standard-Support releases will be supported for 18 months with three rebuilds. The timing of the rebuilds will be as follows: 3 months, 3 months, and 6 months. Following the third rebuild will be a 6-month phase of PSIRT. During the PSIRT phase, if it is deemed that a fourth rebuild is required, then a scheduled rebuild will occur at the end of the Cisco Product Security Incident Response Team (PSIRT) period (6 months from the third rebuild). Table 3 and Figure 1 show the Cisco IOS XE Software Standard-Support rebuild schedule.

Table 3. Cisco IOS XE Software Standard-Support Rebuild Schedule

Milestone	Timing
Standard-Support rebuild 1	3 months after FCS
Standard-Support rebuild 2	6 months after FCS
Standard-Support rebuild 3	12 months after FCS
Optional Standard-Support rebuild 4	18 months after FCS if a scheduled rebuild is required

Figure 1. Cisco IOS XE Software Standard-Support Timeline



Cisco IOS XE Software Extended-Support Schedule

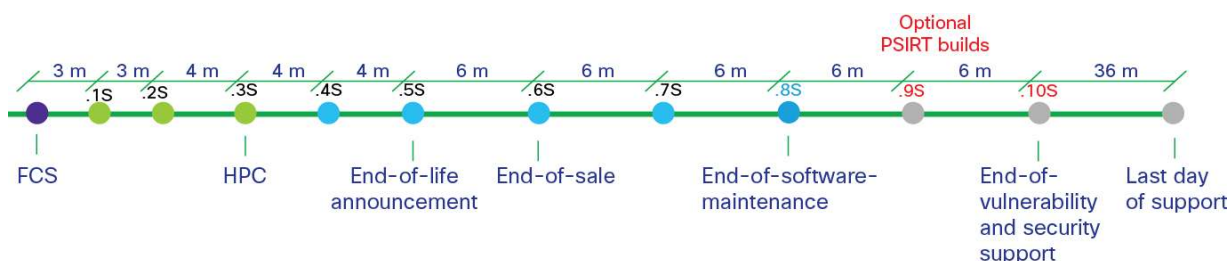
Cisco IOS XE Software Extended-Support releases will be supported for 48 months with eight rebuilds. The timing of the rebuilds will be as follows: 3 months, 3 months, 4 months, 4 months, 4 months, 6 months, 6 months, and 6 months. Following the eighth rebuild will be a 12-month phase of PSIRT. During the PSIRT phase, if it is deemed that additional rebuilds are required, then a scheduled rebuilds will occur 6 months into the PSIRT phase, or another at the end of the PSIRT phase. If it is deemed that these additional rebuilds are not required, then there will not be additional rebuilds. Table 4 and Figure 2 show the Cisco IOS XE Software Extended-Support rebuild schedule.

Table 4. Cisco IOS XE Software Extended-Support Rebuild Schedule

Milestone	Timing
Extended-Support rebuild 1	3 months after FCS
Extended-Support rebuild 2	6 months after FCS
Extended-Support rebuild 3	10 months after FCS
Extended-Support rebuild 4	14 months after FCS
Extended-Support rebuild 5	18 months after FCS

Milestone	Timing
Extended-Support rebuild 6	24 months after FCS
Extended-Support rebuild 7	30 months after FCS
Extended-Support rebuild 8	36 months after FCS
Optional Extended-Support rebuild 9	42 months after FCS if a scheduled rebuild is required
Optional Extended-Support rebuild 10	48 months after FCS if a schedule rebuild is required

Figure 2. Cisco IOS XE Software Extended-Support Timeline



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.

Cisco Services

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For More Information

Please refer to product bulletin PB448387, "[Cisco IOS XE Software for Cisco ASR 1000 Series Routers](#)", for more information about the overall software release strategy for the Cisco ASR 1000 Series products.

For more information about the Cisco ASR 1000 Series Routers, visit <http://www.cisco.com/en/US/products/ps9343/index.html> or contact your local Cisco account manager.

For information about Cisco service and support programs and benefits, visit: http://www.cisco.com/public/Support_root.shtml.




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