

# Updating Software for the Cisco Industrial Ethernet 2000, 2000U 3000, and 3010 Series Switches and Cisco 2520 Connected Grid Switches

PB730783

Effective December 1, 2013, Cisco is changing the software update policy for the Cisco<sup>®</sup> Industrial Ethernet 2000, 2000U, 3000, 3010 Series Switches and Cisco 2520 Connected Grid Switch.

Customers will be provided with maintenance updates and bug fixes as follows:

1. Bug fixes and maintenance updates for critical bugs to maintain the compliance of the software with published specifications, release notes, and industry-standards compliance as long as the original end user continues to own or use the product or up to one year from the end-of-sale date for this product, whichever occurs earlier.
2. Bug fixes and maintenance updates for vulnerability and security bugs as long as the original end user continues to own or use the product or up to three years from the end-of-sale date for this product, whichever occurs earlier.

Customers with licenses for our premium software feature set such as IP Services require a service support contract such as Cisco SMARTnet<sup>®</sup> Service to download updates.

This policy supersedes any previous warranty or software statement and is subject to change without notice.

The following Cisco switches are affected:

- Cisco IE 3000 Series Switches
- Cisco IE 2000 Series Switches
- Cisco IE 2000U Series Switches
- Cisco IE 3010 Series Switches
- Cisco 2520 Connected Grid Switch

Table 1 lists software entitlements.

**Table 1.** Software Entitlements

Support Contract	LAN Lite, LAN Base, Enhanced LAN Base	IP Services
None	Unlimited maintenance updates	None
Smart Foundation	Unlimited maintenance updates	Maintenance updates, updates for proven software defects only
Cisco SMARTnet Service	Unlimited maintenance updates	Unlimited maintenance updates

---

## Q&A

**Q.** When is this policy effective?

**A.** This new software policy is effective from December 1, 2013.

**Q.** What is the difference between “upgrades” and “updates”?

**A.** Upgrades are different from updates. For example, on the Cisco IE 3000 Series Switches, an upgrade from the LAN Base package to the IP Services package provides significant new functionality; therefore, these upgrades require the purchase of a software license upgrade.

Updates maintain compliance of the software with published specifications, release notes, and industry standards that are released within the same license that the customer already has.

**Q.** Where do I access updates for LAN Lite, LAN Base, or IP Services?

**A.** Customers who purchased a LAN Lite, LAN Base, or IP Services software license for the switches described in this notice will be provided with updates as long as the original end user continues to own or use the product or up to one year from the end-of-sale date for this product, whichever occurs earlier. Software is available at the Cisco website at <http://www.cisco.com/public/sw-center/index.shtml> by clicking “Downloads” and selecting “Switch Software.” To download software, you will be required to log in using your Cisco.com username and password. If you do not have a Cisco.com username, you can obtain one by clicking “Register” at the top of any page on Cisco.com.

**Q.** Where can I find more information about Cisco Smart Foundation Service and Cisco SMARTnet Service?

**A.** You can find more information about Cisco Smart Foundation Service and Cisco SMARTnet Service at these Cisco websites:

- Cisco Smart Foundation Service: <http://www.cisco.com/go/smartnet>
- Cisco SMARTnet Service: <http://www.cisco.com/go/smartfoundation>



Americas Headquarters  
Cisco Systems, Inc.  
San Jose, CA

Asia Pacific Headquarters  
Cisco Systems (USA) Pte. Ltd.  
Singapore

Europe Headquarters  
Cisco Systems International BV Amsterdam,  
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: [www.cisco.com/go/trademarks](http://www.cisco.com/go/trademarks). Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)