

Software Lifecycle Support Statement - Cisco Ultra Cloud Core (UCC)



Contents

- What You Will Learn 3
- Cisco UCC Software Release Delivery 3
- End-of-Life Guideline Definition 3
- Software Release Support Timelines 4
- Upgrades 5
- Cisco Services 5
- For More Information 5

What You Will Learn

This software lifecycle support statement describes the support timeline and support guidelines for Cisco Ultra Cloud Core (UCC) software products.

Cisco UCC Software Release Delivery

Cisco is introducing a modern software product lifecycle model with specific EoL guidelines for all Cisco UCC software dot-dot-zero releases (i.e., cn5G-YYYY.xx.0 & cn5G-YYYY.xx.h0). These EoL guidelines apply to all UCC PIDs. This bulletin may be updated or additional EoL announcements may be released for other UCC components as necessary.

End-of-Life Guideline Definition

All Cisco UCC software releases adhere to the guidelines presented here.

- Customers are encouraged to upgrade to the most recent UCC software release as soon as it becomes available. Newer versions of software consistently enable the delivery of relevant data driven insights, leading you to critical software innovations that reduce infrastructure and business risk, and deliver a better software experience.
- UCC customers with an active Subscription or active Cisco Support contract that includes upgrades are eligible to download the latest software release from <https://software.cisco.com/>.
- No release-specific EoL notices will be issued.

Table 1. Cisco Ultra Cloud Core software release End-of-Life milestones

Milestone	Definition	Timing
First Customer Ship (FCS) Date	The date at which the affected Cisco UCC software release is made available to Cisco customers.	Begins affected Cisco UCC software release lifetime
End of Life (EoL) Date	The date the End-of-Life milestones for the affected Cisco UCC software release are defined.	At FCS
End of SW Maintenance (EoSM) 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 UCC software release. After this date, maintenance rebuilds, and software-fix support will be provided only through subsequent major Cisco UCC software releases.	Eighteen (18) months after EoL
End of Vulnerability and Security Support (EoVS) (PSIRT fixes) Date	The last date that Cisco engineering may release a software maintenance release or scheduled software remedy for a security vulnerability concern.	Eighteen (18) months after EoL
Last Date of Support (LDoS)	The last date to receive service and support for the product software release. After this date, all support services for the product are unavailable, and the product software release becomes obsolete.	Thirty (30) months after EoL

Software Release Support Timelines

Cisco UCC software maintenance and support

Cisco UCC software releases are supported for 30 months after release (FCS) of the software as shown in Table 1 above. Customers with an active Subscription or active Cisco Support contract will continue to receive support from the Cisco Technical Assistance Center (TAC) for a product software release for 30 months after FCS. After the Last Date of Support, all support services for the product software release are unavailable, and the product software release becomes obsolete.

The FCS, EoS, EoVS, and LDoS dates for each software release will be published in the product software release notes.

Table 1. Cisco Ultra Cloud Core product software release notes

Product	Software Release Notes
AMF	https://www.cisco.com/c/en/us/support/wireless/ultra-cloud-core-access-mobility-management-function/series.html
PCF	https://www.cisco.com/c/en/us/support/wireless/ultra-cloud-core-policy-control-function/series.html
RCM	https://www.cisco.com/c/en/us/support/wireless/ultra-cloud-core-user-plane-function/series.html
SGW	https://www.cisco.com/c/en/us/support/wireless/ultra-cloud-core-serving-gateway-function/series.html
SMF	https://www.cisco.com/c/en/us/support/wireless/ultra-cloud-core-session-management-function/series.html
SMI	https://www.cisco.com/c/en/us/support/wireless/ultra-cloud-core-subscriber-microservices-infrastructure/series.html
UPF	https://www.cisco.com/c/en/us/support/wireless/ultra-cloud-core-user-plane-function/series.html

Prior years' End-of-Life milestones

All Cisco UCC software releases shipped prior to the initial publishing of this bulletin will have an effective EoL date at the end of January 2022.

Table 2. End-of-Life milestones for all Cisco UCC software releases prior to January 2022

Milestone	Definition	Dates
First Customer Ship (FCS) Date	The date at which the affected Cisco UCC software release is made available to Cisco customers.	Varies
End of Life (EoL) Date	The date the End-of-Life milestones for the affected Cisco UCC software release are defined.	31-Jan-2022
End of SW Maintenance (EoS) 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 UCC software release. After this date, maintenance rebuilds, and software-fix support will be provided only through subsequent major Cisco UCC software releases.	31-Jul-2023

Milestone	Definition	Dates
End of Vulnerability and Security Support (EoVS) (PSIRT fixes) Date	The last date that Cisco engineering may release a software maintenance release or scheduled software remedy for a security vulnerability concern.	31-Jul-2023
Last Date of Support (LDoS)	The last date to receive service and support for the product software release. After this date, all support services for the product are unavailable, and the product software release becomes obsolete.	31-Jul-2024

Upgrades

Customers are encouraged to upgrade to the most recent UCC software release as soon as it becomes available. Newer versions of software consistently enable the delivery of relevant data driven insights, leading you to critical software innovations that reduce infrastructure and business risk, and deliver a better software experience.

UCC customers with an active Subscription or active Cisco Support contract that includes upgrades are eligible to download the latest software release from <https://software.cisco.com/>.

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>.

For More Information

For more information about the Cisco UCC product line visit the following page:

<https://www.cisco.com/c/en/us/solutions/service-provider/5g-network-architecture.html>, or contact your local Cisco account manager.

For information about Cisco service and support programs and benefits, visit:

<https://www.cisco.com/c/en/us/services/technical/software-support.html>.

For information about the Cisco End-of-Life Policy visit: <https://www.cisco.com/c/en/us/products/eos-eol-policy.html>.

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 <https://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: <https://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)