

Software Lifecycle Support Statement - Unified Industrial Wireless Software

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The Cisco Unified Industrial Wireless Software (UIW) 17.x.x releases and following versions are time-based, each with a fixed release date. The schedule specifies 3 individual software releases per year at 4 months intervals approximately. The Cisco Unified Industrial Wireless Software release follows the same timeline as that of Cisco IOS XE release.

Release Naming Convention

The Cisco Unified Industrial Wireless Software naming aligns to IOS-XE Polaris releases' naming convention.

Cisco Unified Industrial Wireless Software

Each Cisco Unified Industrial Wireless software release is classified as a Standard-Support release.

Standard-Support Release Details

A sustaining support lifetime of 18 months from First Customer Shipment (FCS) is provided. No rebuild releases are typically provided during software release lifetime; optional rebuilds could be provided for urgent fixes.

Optional Rebuilds

Software problems found after the final scheduled rebuild release will be fixed in a subsequent major 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 Software release after the End of Vulnerability and Security Support (EoVS) (PSIRT fixes) milestone.

After EoVS, Cisco Technical Assistance Center (TAC) will provide customer support on the affected Cisco Software release, within the guidelines set by existing Cisco's EoL policies, at the End-of-Software Maintenance milestone.

For HW products running IOS-XE software customers will receive critical vulnerability(PSIRT's) support through HW LDOS on the final extended maintenance OS release.

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

The Cisco Unified Industrial Wireless Software End-of-Sale (EoS) and End-of-Life (EoL) guidelines have preset time intervals for each of the EoL milestones. These time intervals are based on the support model of the affected Cisco Unified Industrial Wireless Software version. Table 1 below summarizes the End-of-Sale (EoS) and End-of-Life (EoL) milestones.

Table 1. Cisco Unified Industrial Wireless Software 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 Unified Industrial Wireless Software release is made available to Cisco customers.	Begins affected Cisco Unified Industrial Wireless Software release lifetime
End-of-Life (EoL) 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.	3 months after FCS for Standard Support releases
End-of-Software Maintenance Release 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 Unified Industrial Wireless Software release. After this date, maintenance rebuilds, and software-fix support will be provided only through subsequent major Cisco Unified Industrial Wireless Software releases.	6 months after FCS date
End of Vulnerability and Security Support (EoVS) Date	The last date that Cisco engineering may release a software maintenance release or scheduled software remedy for a security vulnerability concern.	6 months after FCS date
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.	18 months after FCS date

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