Cisco Crosswork Hierarchical Controller (HCO)

Software Release Lifecycle Product Bulletin

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This product bulletin describes the support timelines for Cisco's Crosswork Hierarchical Controller (HCO) Products application software.

What you will learn

This software lifecycle support statement describes the release and support guidelines for Cisco Crosswork Hierarchical Controller. Cisco Crosswork Hierarchical Controller software follows a time-based model with major and minor releases that delivers new functions, features and enhancements to existing capabilities. This approach enables Cisco to introduce stable and feature rich software releases in a reliable and predictable cadence. The information contained in this document is informational only and is subject to change. Cisco recommends that you periodically check here to ensure you are reviewing the most current version of this document.

Note: This software lifecycle support statement describes the release model and support timelines for Cisco Crosswork Hierarchical Controller (HCO) software starting from version 7.1 onwards. The table below lists the EOL milestones for the various HCO releases:

Table 1. The table below lists the EOL milestones for the various HCO releases prior to 7.1

HCO Release	General Availability (GA) Date	End-of-Life (EoL) Announcement Date	End-of-Software Maintenance (EoSWM) date	Last Day of Support (LDoS) date
5.2	Sep 30 2021	Apr 30 2024	Oct 30 2024	Dec 30 2024
6.0	Oct 30 2022	Apr 30 2024	Oct 30 2024	Dec 30 2024
6.1	Jan 30 2023	Apr 30 2024	Oct 30 2024	Dec 30 2024
7.0	May 30 2023	Apr 30 2024	Oct 30 2024	Dec 30 2024

Cisco Crosswork Hierarchical Controller software release delivery

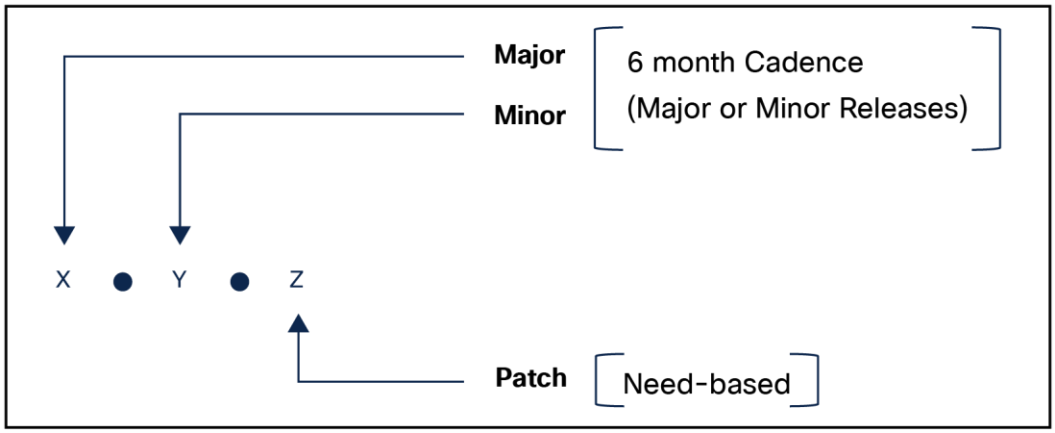
Cisco is introducing an updated software release delivery model and specific EOL guidelines starting with the Cisco Crosswork Hierarchical Controller 7.1 software release.

Types of software releases

The Cisco Crosswork Hierarchical Controller Software model has three types of software releases. Each release type has its own content, scope and release frequency. Major and minor releases are time-based with 6-month cadence. The patch is released on per-need basis to address critical software defects.

The examples in these guidelines use the X.Y.Z format for release version numbers, for example 5.2.1.

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Likely to cause a change to X:

- Introduce significant market value, including infrastructure or architectural changes, new use-cases.

Likely to cause a change to Y:

- New functions, features and enhancement to existing capabilities.

Likely to cause a change to Z:

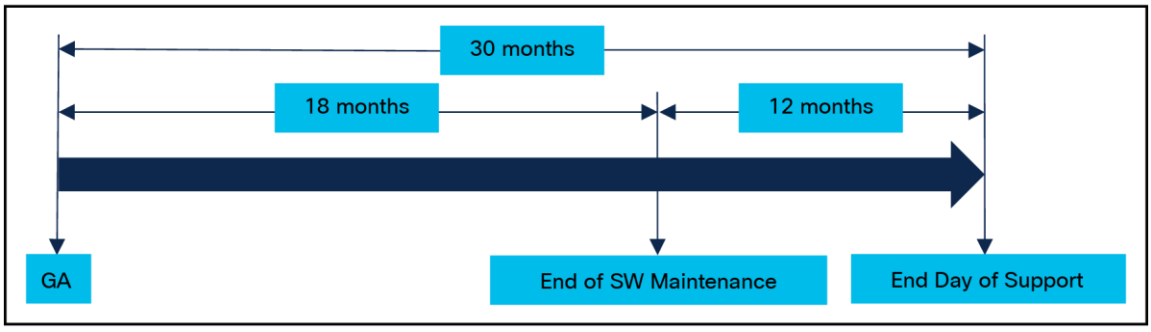
- Bug fixes. For example, a patch release can include security patches and fixes to CFDs (Customer Found Defects).

Cisco may alter the frequency of this release interval upon customers' feedback and market conditions in the future, but every attempt is made to maintain a time-based release.

Release support timeline

Crosswork Hierarchical Controller Release Milestones

Cisco Crosswork Hierarchical Controller software 7.1 and later versions will adhere to the guidelines presented below:



GA: General Availability

Q: Calendar Quarter

M: Month

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Table 2. Cisco Crosswork Hierarchical Controller Release Software End-of-Life Announcement and End-of-Life milestones

Milestone	Definition	Timing
End-of-Life (EoL) Announcement Date	The date the document that announces end of life of a product to the general public	GA + 2Q (6M).
End of SW Maintenance (EoSM) Release Date	The last date that Cisco Engineering may release any final software maintenance releases or bug fixes. After this date, Cisco Engineering will no longer develop, repair, maintain, or test the product software for the version A.B	GA + 6Q (18M).
Last Date of Support	The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions. After this date, all support services for the product are unavailable, and the product becomes obsolete. Cisco recommends customers to migrate to the newer available software release before the support expires.	GA + 10Q (30M).

Crosswork Hierarchical Controller 7.1 Release Software End-of-Life Announcement and End-of-Life milestones

Table 3. Cisco Crosswork Hierarchical Controller 7.1 Release Software End-of-Life Announcement and End-of-Life milestones

Milestone	Definition	Timing
End-of-Life (EoL) Announcement Date	The date the document that announces end of life of a product to the general public.	Apr 30 2024
End of SW Maintenance (EoSM) Release Date	The last date that Cisco Engineering may release any final software maintenance releases or bug fixes. After this date, Cisco Engineering will no longer develop, repair, maintain, or test the product software for the version A.B	Oct 31 2025
Last Date of Support	The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions. After this date, all support services for the product are unavailable, and the product becomes obsolete. Cisco recommends customers to migrate to the newer available software release before the support expires.	Apr 30 2026

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Crosswork Hierarchical Controller 8.0 Release Software End-of-Life Announcement and End-of-Life milestones

Feb 2025 Update: Announcement of EOL of HCO 8.0. The milestones of this announcement follow the normal timelines established for previous releases.

Table 4. Cisco Crosswork Hierarchical Controller 8.0 Release Software End-of-Life Announcement and End-of-Life milestones

Milestone	Definition	Timing
End-of-Life (EoL) Announcement Date	The date the document that announces end of life of a product to the general public.	Jan 31 2025
End of SW Maintenance (EoSM) Release Date	The last date that Cisco Engineering may release any final software maintenance releases or bug fixes. After this date, Cisco Engineering will no longer develop, repair, maintain, or test the product software for the version A.B	Jan 31 2026
Last Date of Support	The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions. After this date, all support services for the product are unavailable, and the product becomes obsolete. Cisco recommends customers to migrate to the newer available software release before the support expires.	Jan 31 2027

Crosswork Hierarchical Controller 9.0 Release Software End-of-Life Announcement and End-of-Life milestones

Feb 2025 Update: Announcement of EOL of HCO 9.0 The milestones of this announcement follows a faster/expedited timeline.

Table 5. Cisco Crosswork Hierarchical Controller 9.0 Release Software End-of-Life Announcement and End-of-Life milestones

Milestone	Definition	Timing
End-of-Life (EoL) Announcement Date	The date the document that announces end of life of a product to the general public.	Jan 31 2025
End of SW Maintenance (EoSM) Release Date	The last date that Cisco Engineering may release any final software maintenance releases or bug fixes. After this date, Cisco Engineering will no longer develop, repair, maintain, or test the product software for the version A.B	June 30 2025
Last Date of Support	The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions. After this date, all support services for the product are unavailable, and the product becomes obsolete. Cisco recommends customers to migrate to the newer available software release before the support expires.	June 30 2025

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Crosswork Hierarchical Controller 10.0 Release Software End-of-Life Announcement and End-of-Life milestones

Oct 2025 Update: Announcement of EOL of HCO 10.0

Table 6. Cisco Crosswork Hierarchical Controller 10.0 Release Software End-of-Life Announcement and End-of-Life milestones

Milestone	Definition	Timing
End-of-Life (EoL) Announcement Date	The date the document that announces end of life of a product to the general public.	Oct 31 2025
End of SW Maintenance (EoSM) Release Date	The last date that Cisco Engineering may release any final software maintenance releases or bug fixes. After this date, Cisco Engineering will no longer develop, repair, maintain, or test the product software for the version A.B	Oct 31 2026
Last Date of Support	The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions. After this date, all support services for the product are unavailable, and the product becomes obsolete. Cisco recommends customers to migrate to the newer available software release before the support expires.	Oct 31 2027

End-of-Life guideline definition

The Cisco Crosswork Hierarchical Controller software version 7.1 (GA date of Aug 2023) is the first Release that will adhere to the guidelines presented here:

- The EOL timeline, per the guidelines in Table 1, for a (major or minor) release will begin at the GA of each (major or minor) release. For example, the EOL timeline for HCO 7.1 begins at the GA of version 7.1.
- There will no longer EOL announcements for version 7.0 or earlier.
- Customers with active service contracts will continue to receive support from the Cisco Technical Assistance Center (TAC) for Cisco Crosswork Hierarchical Controller as per timelines stated in Table 1
- Cisco recommends customers to migrate to the newer software release before the support expires as per the published guidelines.

Subsequent releases of Cisco Crosswork Hierarchical Controller software version 8.0 (GA date of March 2024) in Table 4 , 9.0 (GA date of Jul 2024) in Table 5 and 10.0 (GA date of Dec 2024) in Table 6 also adhere to the guidelines presented here.

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Cisco Crosswork Hierarchical Controller security vulnerability resolution for critical or high security impact rating

- As per Cisco Security and Vulnerability policy, Cisco will make commercially reasonable effort to address Critical or High security vulnerabilities in the impacted Cisco Crosswork Hierarchical Controller (HCO) offering until the date of End of Software maintenance (EoSM)
- Security and Vulnerability patches for all active Cisco Crosswork Hierarchical Controller (HCO) releases (i.e. General Available releases that didn't reach the EoSM) will have a cadence of 6 months aligned with the First Customer Shipment (FCS) of the most current major/minor releases (X.Y).

Recommended release

Cisco Crosswork Hierarchical Controller recommends customers to migrate to the latest GA (Generally Available) release. Pease refer release bulletin page. The recommendation is to use the latest available patch release for the feature release.

Upgrade paths

For information on the supported upgrade paths, refer to the Cisco Crosswork Hierarchical Controller Install and Upgrade Guide. Customers are encouraged to migrate to Cisco Crosswork Hierarchical Controller recommended patch release. For information on the current releases, refer to the Cisco Crosswork Hierarchical Controller recommended release bulletin page. Cisco Crosswork Hierarchical Controller Customer's with an active Cisco Support contract are eligible to download and upgrade to the latest releases using the Software Updates feature within Cisco Crosswork Hierarchical Controller.

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.

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Learn more

For more information about the Cisco Crosswork Hierarchical Controller product line visit the following page: https://www.cisco.com/c/en/us/products/cloud-systems-management/crosswork-hierarchical-controller/index.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

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Printed in USA Cxx-xxxxxx-00 11/25

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