End-of-Life Software Release and Support Guideline – Cisco Catalyst Center

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What You Will Learn

This software release and support guideline describes the release and support guidelines for Cisco Catalyst Center. This document applies to Cisco Catalyst Center On-Premise Software updated via Airgap ISO or cloud catalogue for both physical appliance and virtual form factors starting from version 2.x.y.z onwards. For Cisco Catalyst Center 1.0.x,1.1.x,1.2.x and 1.3.x release, please refer to the announcement in cisco.com.

Cisco Catalyst Center software follows a time-based release model that delivers maintenance and feature releases. 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.

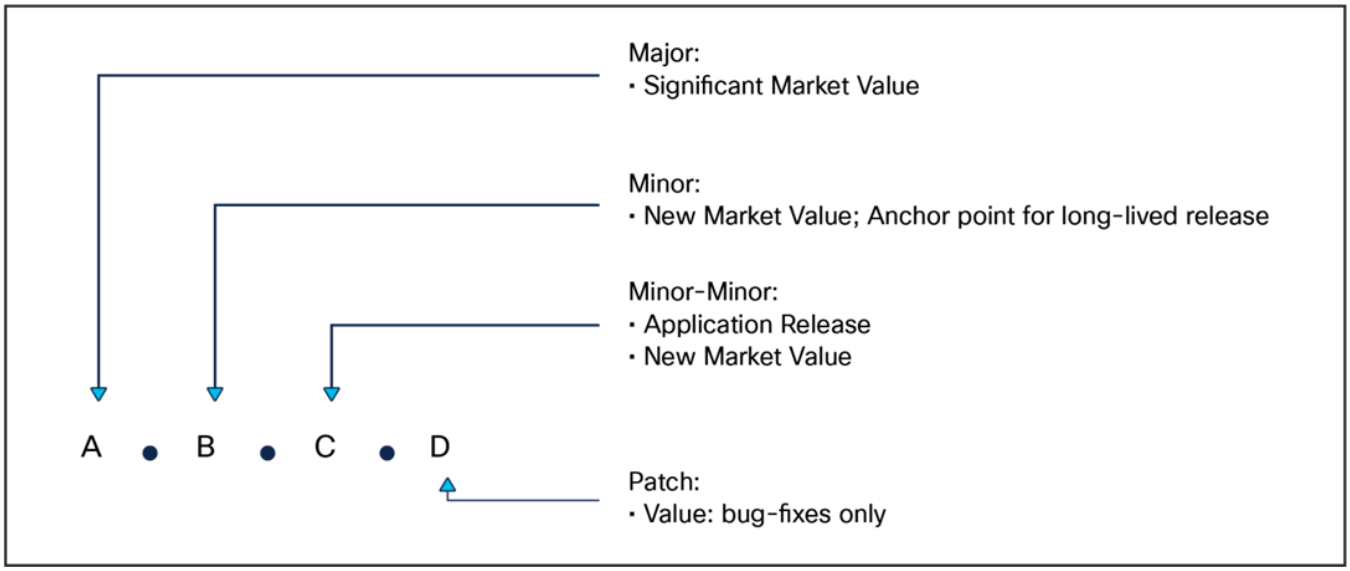
Cisco Catalyst Center Software Release Delivery

Cisco is introducing an updated software release delivery model and specific EOL guidelines starting with the Cisco Catalyst Center 2.x.y.z software release.

Types of Software Releases

The Cisco Catalyst Center Software model has four types of software releases. Each release type has its own content, scope and release frequency. All the releases are time-based (Major release, Minor releases, Minor-minor releases and patch releases).

The examples in these guidelines use the A.B.C.D format for release version numbers, for example 2.1.1.1



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Likely to cause a change to A:

- Introduce significant market value, including infrastructure or architectural changes. For example, Release 2.x.y.z

Likely to cause a change to B:

- New functions and features in the platform: For example, Release 2.1.y.z introduces the Enterprise Readiness capabilities like High Availability, Disaster Recovery, Audit log etc.

Likely to cause a change to C:

- New functions and features in the applications: For example, Release 2.1.1.z introduces new application features in Automation, Assurance, SDA (software defined access)

Likely to cause a change to D:

- Bug fixes and enhancements to existing functions introduced in a previous feature release: For example, Release 2.1.1.1 will have security patches and addresses CFDs (Customer Found Defects).

Cisco Catalyst Center will have three software releases per year at approximately four-month intervals. Cisco may release upto 6 patch releases per major release. 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

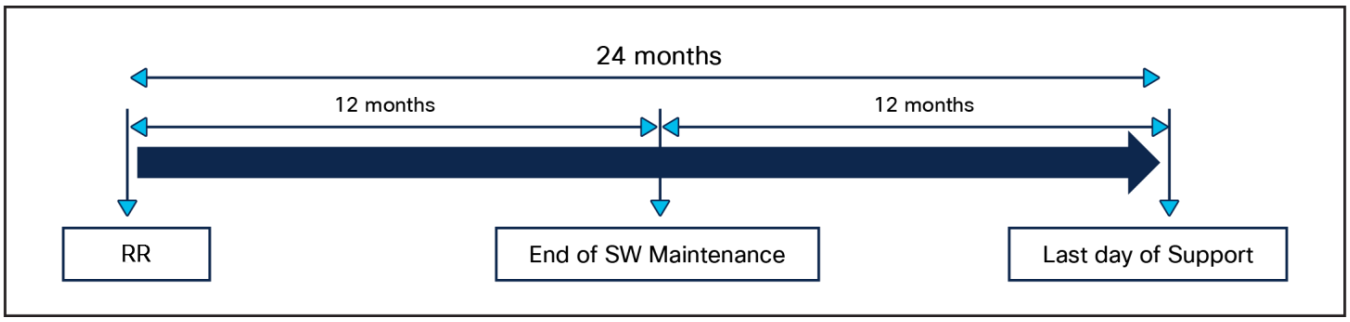
Cisco Catalyst Center Release milestones

The Cisco Catalyst Center software version 2.3.7.x onwards will adhere to the 24 month guidelines presented here.

Table 1. Cisco Catalyst Center Release Software End-of-Sale and End-of-Life milestones

Milestone	Definition	Timing
End of SW Maintenance	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.C.	RR + 4Q (12M) Twelve (12) months after RR.
Last Day 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.	RR + 8Q (24M) Twenty four (24) months after RR.

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Recommended Release

Cisco Catalyst Center recommends customers to migrate to the latest RR (Recommended Release) release.

Cisco may designate a particular release as recommended. The Recommended Release (RR) aims to provide customers with a thoroughly vetted version of the software that meets stringent quality benchmarks.

Please refer to the Catalyst Center Compatibility Matrix (https://www.cisco.com/c/dam/en/us/td/docs/Website/enterprise/catalyst_center_compatibility_matrix/index.html)

For the feature releases, the recommendation is to use the latest available patch release.

Upgrade Paths

For information on the supported upgrade paths, refer to the Cisco Catalyst Center Install and Upgrade Guide.

Customers are encouraged to migrate to Cisco Catalyst Center recommended patch release. For information on the current releases, refer to the Cisco Catalyst Center recommended release bulletin page. Cisco Catalyst Center 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 Catalyst Center.

End-of-Life Guideline Definition

The Cisco Catalyst Center software version 2.x.y.z onwards will adhere to the guidelines presented here.

- There will no longer separate EOL announcements from 2.x.y.z version onwards.
- This document will be updated with the timelines when the initial GA/RR of the release A.B.C happens.
- Customers with active service contracts will continue to receive support from the Cisco Technical Assistance Center (TAC) for Cisco Catalyst Center appliance as per the terms of the contract. After the Last Day of Support (LDOS) of Cisco Catalyst Center appliance, all support services for the product are unavailable, and the product becomes obsolete.

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Initial GA/RR Dates and Corresponding End-of-life milestones

Releases	Initial GA/RR Date	End of SW Maintenance	Last Date of Support
2.3.7.x	12/17/2024	12/17/2026	06/17/2027
2.3.6.x	04/06/2023	04/06/2024	04/06/2025
2.3.5.x	5/24/2023	12/24/2024	12/24/2025
2.3.4.x	9/21/2022	09/21/2023	09/21/2024
2.3.3.x	08/03/2022	01/03/2024	12/30/2024
2.3.2.x	12/17/2021	06/17/2023	06/17/2024
2.2.3.x	10/26/2021	04/26/2023	04/26/2024
2.2.2.x	06/14/2021	12/14/2022	12/14/2023
2.1.2.x	12/11/2020	06/11/2022	06/11/2023

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.

Support Timelines of Previously Announced Releases

For all Cisco Catalyst Center support timelines of previous versions: https://www.cisco.com/c/en/us/products/collateral/cloud-systems-management/dna-center/eos-eol-notice-c51-743426.html.

For more information about the Cisco Catalyst Center product line visit the following page: https://www.cisco.com/site/us/en/products/networking/catalyst-center/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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