Software Lifecycle Support Statement - Virtualized Infrastructure Manager (VIM)

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What You Will Learn

This software lifecycle support statement describes the support timeline for Cisco Virtualized Infrastructure Manager (VIM) software products.

Cisco VIM software follows a continuous delivery Release model that delivers features and maintenance releases. This approach enables Cisco to introduce stable and feature rich software releases in a reliable and frequent manner that aligns with OpenStack releases.

- Cisco Virtualized Infrastructure Manager is built using Red Hat OpenStack, Red Hat Enterprise Linux, and Red Hat Ceph components.
- Cisco Virtualized Infrastructure Manager follows a fix forward model that requires Release upgrades to fix issues. Release patches are not necessary with this model.

Cisco VIM Software Release Delivery

The Cisco Virtualized Infrastructure Manager Software model has three types of software releases. Each release type has its own content and scope. All the releases follow a Major release, Minor releases, Maintenance release versioning convention.

Cisco VIM Software Release Type	Description
Major Release	Represents the GA release of a new OpenStack version. Cisco VIM major releases will be based on long lived Red Hat OSP releases. For example, Cisco VIM 3.x.x is Queens release of OpenStack and Cisco VIM 4.x.x is a Train release of OpenStack. These major releases will also add features along with the new version of OpenStack. Customers can upgrade from prior major releases to latest major release. This upgrade capability will be available either in the first major release or in a subsequent minor release.
Minor Release	Occur after the General Availability (GA) of a major release. For example, 3.4.x on a Cisco VIM major release Cisco VIM 3.0.0. Minor releases will contain both new features as well as fixes and security updates. Minor releases may also include new versions of Redhat Enterprise Linux, Red Hat Ceph to align with the Red Hat lifecycle support and bring in bug and security fixes. The minor releases will continue on a given major release until the General Availability of next major release. Cisco VIM will provide supported update paths to update between minor versions within a major release.
Maintenance Release	Incremental updates to either a major or minor release to address critical bug fixes or security updates. For example, 3.4.5 on a Cisco VIM minor release Cisco VIM 3.4. These releases sometimes could include new features or functionality. Maintenance releases will be made on a given major or minor release until the GA of next Major or Minor release.

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End-of-Life Guideline Definition

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

- Cisco Virtualized Infrastructure Manager release lifecycle has dependency on lifecycle of Red Hat components Red Hat OpenStack, Red Hat Enterprise Linux, and Red Hat Ceph. Cisco VIM Major release aligns with long lived Red Hat OpenStack release.
- Customers are encouraged to upgrade to the most recent Cisco VIM 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.
- Cisco VIM 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.
- Customers with active subscription contracts will continue to receive support from the Cisco Technical Assistance Center (TAC) for the latest Cisco VIM Releases as per the terms of the contract and the guidelines defined in this document.
- EOL announcements for Major, Minor or Maintenance releases are not applicable due to the subscription nature of Cisco Virtualized Infrastructure Manager. No release specific EoL notices will be issued.

Table 1. Cisco Virtualized Infrastructure Manager software major release End-of-Life milestones for Cisco VIM 4.x and higher

Milestone	Definition	Timing
First Customer Ship (FCS) Date	The date at which the affected Cisco VIM software release is made available to Cisco customers.	Begins affected Cisco VIM software release lifetime
End-of-Life (EoL) Date	The date the End-of-Life milestones for the affected Cisco VIM 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 VIM software release. After this date, maintenance rebuilds, and software-fix support will be provided only through subsequent major Cisco VIM software releases.	Up to 24 months from FCS
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.	Up to 24 months from FCS
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 Months (30) months after FCS

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Software Release Support Timelines

Cisco VIM software maintenance and support

Customers with an active Subscription will continue to receive support from the Cisco Technical Assistance Center (TAC) for a product till Last Day of Support. -. After the Last Date of Support, all support services for the product software release are unavailable, and the product software release becomes obsolete.

The End-of-life milestones for all Cisco VIM 5.x software releases can be found here: EOL15563 (https://www.cisco.com/c/en/us/products/collateral/cloud-systems-management/virtualized-infrastructure-manager/virtualized-infrastructure-manager-eol.html#Endoflifemilestones)

Table 2. End-of-Life milestones for all Cisco VIM 4.x software releases

Milestone	Definition	Dates
First Customer Ship (FCS) Date	The date at which the Cisco VIM 4.x software release was first made available to Cisco customers.	15-Jan-2021
End-of-Life (EoL) Date	The date the End-of-Life milestones for the affected Cisco VIM software release are defined.	15-Jan-2021
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 VIM software release. After this date, maintenance rebuilds, and software-fix support will be provided only through subsequent major Cisco VIM software releases.	30-Apr-2024
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.	30-Apr-2024
Last Date of Support (LDoS)	The last date to receive service and technical 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-July-2025

Prior years' End-of-Life milestones

Cisco VIM software releases shipped prior to the initial publishing of this bulletin will have an effective EoL milestone dates as defined in the tables below:

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Table 3. End-of-Life milestones for all Cisco VIM 3.x software release

Milestone	Definition	Dates
First Customer Ship (FCS) Date	The date at which the Cisco VIM 3.0 software release was first made available to Cisco customers.	31-Jan-2019
End-of-Life (EoL) Date	The date the End-of-Life milestones for the affected Cisco VIM software release are defined.	28-Feb-2022
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 VIM software release. After this date, maintenance rebuilds, and software-fix support will be provided only through subsequent major Cisco VIM software releases.	30-Jun-2022
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.	30-Jun-2022
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-Dec-2022

Note: Cisco VIM 4.x is no longer supported (end-of-life)

Upgrades

Customers are encouraged to upgrade to the most recent Cisco VIM 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.

Cisco VIM 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.

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For More Information

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For more information about the Cisco VIM product line visit the following page: https://www.cisco.com/c/en/us/products/cloud-systems-management/virtualized-infrastructure-manager 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.

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