BroadWorks Release Independent Support Policy

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Contents

Overview 3

Scope of support 3

Fix delivery 3

Outage exception 3

Upgrade requirements 3

Tying major releases and monthly versions 4

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Overview

Starting with Release 25 of the Cisco BroadWorks software, shipped in August of 2022, all server types are Release Independent ("RI") and follow a monthly update cadence.

For example, the BroadWorks AS binary is named as follows:

AS-26_Rel_2025.05_1.311.Linux-x86_64.bin

- "**26**" represents the major release.
- "**2025.05**" represents the RI monthly version.

The support policy ensures that only the most recent release (N) and the two prior releases (N-1) and (N-2) are supported. Software fixes are provided exclusively through upgrades to the latest monthly release.

Scope of support

BroadWorks support contains two key components: investigating issues reported by customers, and providing software fixes when necessary.

Investigations are conducted for issues reported on supported releases (N, N-1, N-2). Issues reported on unsupported releases will not be addressed.

Fix delivery

Software fixes are delivered in the next monthly RI release, or as a rebuild of the last shipped monthly RI release, at Cisco's discretion. No software fixes are provided for older releases. While investigations may be conducted for any supported release and for older monthly versions (older than the current month), customers must upgrade to the latest release to receive fixes.

Outage exception

In the event of an outage, all practical recovery options, such as restarts, recovery from database backups, or configuration changes, etc. will be explored first. If a software fix is required, Cisco may, at its discretion, provide a fix for an older release to help resolve the outage. After the outage is resolved, the customer must promptly upgrade to the latest RI release to permanently integrate the fix, as all older releases will not receive the same fix.

Upgrade requirements

Customers must maintain their systems within the N-2 support window. If an issue is already resolved in a newer release, the customer must upgrade to that release or a later one to obtain the fix. It is recommended that customers maintain their systems within three months of the latest shipped monthly release to ensure access to the most competitive features, the latest security fixes and platform updates.

Additionally, new features are introduced in monthly releases, eliminating the need to wait for the next major release to access new functionality.

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Tying major releases and monthly versions

The following examples illustrate the relationship between major releases and their corresponding supported monthly versions: Support Window Examples:

Date	N (Current Release)	N-1	N-2	Supported RI Versions
August 2024	Release 26	Release 25	Release 24	2020.08 and later
August 2026	Release 27	Release 26	Release 25	2022.08 and later
August 2027	Release 28	Release 27	Release 26	2024.08 and later
August 2028	Release 29	Release 28	Release 27	2026.08 and later
August 2029	Release 30	Release 29	Release 28	2027.08 and later

The above support window examples illustrate that Cisco is moving from a six-year support window to a three-year support window.

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