Cisco Elastic Services Controller (ESC)

Contents

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Software Release Lifecycle Product Bulletin

Note: This product bulletin describes the support timelines for Cisco ESC Elastic Services Controller 4.5 replaced with ESC 5.X. Prior to Cisco ESC v5.X, please refer to the section at the end of this document.

Introduction

This product bulletin describes the release and support timeline and support guidelines for Cisco ESC Software.

Cisco ESC Software is a time-based release model that delivers two to three releases each year. This approach enables Cisco to introduce stable and feature rich Software releases in a reliable and predictable cadence.

Cisco ESC software release delivery

Cisco is introducing an updated software release delivery model and specific EoL guidelines with the ESC v5.X Software release. These updated EOL guidelines will apply specifically to the primary ESC Server licenses, which will no longer be released for each new minor version. Additional EOL announcements may be released for other ESC components.

The Cisco ESC Software Release Train model provides a distinct release vehicle combining to regularly deliver new features two to three times each year with regular maintenance releases for fixes. The schedule specifies two to three individual software releases within a 12-month cycle. This cadence is repeated every year.

End-of-Sale and End-of-Life guideline definition

The Cisco ESC v5.X Release is the first Release that will adhere to the guidelines presented here.

- The minor ESC versions v5.1, v5.2, v5.3... will continue to be released two to three times per year.

- The EOL timeline, per the guidelines in Table 1, for minor ESC releases will begin at the FCS of each subsequent minor release. For example, upon FCS of ESC v5.2, the EOL timeline will begin for ESC v5.1. Upon FCS of ESC v5.3, the EOL timeline will begin for ESC v5.2.

- There will no longer separate EOL announcements for these minor versions.

- Cisco ESC Software releases (ESC 5.X, 6.X...) will be active and available for download (minor versions also) until the EOL announcement is published as per the guidelines in Table 1.

- EOL announcement will only be published for major Cisco ESC Software releases (ESC 5.X, 6.X...)

- Customers are encouraged to migrate to Cisco ESC's most recent release when the release becomes available. ESC Customer's with an active Cisco ESC Support contract are eligible to download the latest releases from Cisco Software Download

Table 1. Cisco ESC Software End-of-Sale and End-of-Life milestones by Release (ESC 5.X, 6.X...)

Milestone	Definition	Timing
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.	Will begin at FCS of each subsequent minor release.
End-of-Sale (EoS) Date	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	Six (6) months from End-of-Life (EoL) Announcement date
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. **Note:** After this date, Cisco Engineering will only provide fixes for Security Vulnerabilities as per the EoVS milestone timeframe.	Twelve (12) months after EoS 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.	Thirty six (36) months after EoS date.

Cisco ESC software support

Cisco ESC Software Releases (ESC 5.X, 6.X..) will be supported for 42 months after the EOL announcement goes out for it. Customers with active service contracts will continue to receive support from the Cisco Technical Assistance Center (TAC) as shown in Table 1 above. After this date, all support services for the product are unavailable, and the product becomes obsolete.

Upgrade paths

Customers are encouraged to migrate to Cisco ESC's most recent release when the release becomes available.

ESC Customer's with an active Cisco ESC Support contract are eligible to download the latest releases from Cisco Software Download, located at https://software.cisco.com/download/home.

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 support timelines of the ESC v4.4 SW Release: https://www.cisco.com/c/en/us/products/collateral/cloud-systems-management/elastic-services-controller-esc/eos-eol-notice-c51-742259.html.

For support timelines of the ESC v4.5 SW Release: https://www.cisco.com/c/en/us/products/collateral/cloud-systems-management/elastic-services-controller-esc/eos-eol-notice-c51-743425.html.

For all ESC support timelines of previous versions: https://www.cisco.com/c/en/us/products/cloud-systems-management/elastic-services-controller-esc/eos-eol-notice-listing.html.

For more information

For more information about the Cisco ESC product line visit the following page: https://www.cisco.com/c/en/us/products/cloud-systems-management/elastic-services-controller-esc/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.