

## Updating Software for the Cisco Catalyst 4500, 4500E, 4500-X, 3850, 3650, 3750, 3750 v2, 3750-E, 3750-X, 3560, 3560 v2, 3560-C, 3560-E, 3560-X, 2960, 2960-C, 2960-S, 2960X, 2960-XR and 2960P Series Switches

PB696974

Effective June 1, 2009, Cisco is changing the software update policy for the Cisco® Catalyst® 4500, 4500E, 4500-X, 3850, 3650, 3750, 3750 v2, 3750-E, 3750-X, 3560, 3560 v2, 3560-C, 3560-E, 3560-X, 2960, 2960-C, 2960-S, 2960X, 2960-XR and 2960Plus Series Switches.

Customers will be provided with maintenance updates and bug fixes as follows:

1. Bug fixes and maintenance updates for critical bugs to maintain the compliance of the software with published specifications, release notes, and industry-standards compliance as long as the original end user continues to own or use the product or up to 1 year from the end-of-sale date for this product, whichever occurs earlier.
2. Bug fixes and maintenance updates for vulnerability and security bugs as long as the original end user continues to own or use the product or up to 3 years from the end-of-sale date for this product, whichever occurs earlier.

Customers with licenses for our premium software feature set such as IP Services and Enterprise Services require a service support contract such as Cisco Smart Net Total Care™ Service to download updates.

This policy supersedes any previous warranty or software statement and is subject to change without notice.

The following Cisco Catalyst switches are affected:

- Cisco Catalyst 4500E Series Switches
- Cisco Catalyst 4500 Series Switches
- Cisco Catalyst 4500-X Series Switches
- Cisco Catalyst 3850 & 3650 Series Switches
- Cisco Catalyst 3750-X and 3560-X Series Switches
- Cisco Catalyst 3750-E and 3560-E Series Switches
- Cisco Catalyst 3750 v2 and 3560 v2 Series Switches
- Cisco Catalyst 3750 and 3560 Series Switches
- Cisco Catalyst 2960, 2960-S, 2960X, 2960-XR and 2960Plus Series Switches
- Cisco Catalyst 3560-C and 2960-C Series Compact Switches

Table 1 lists software entitlements.

**Table 1.** Software Entitlements

Support Contract	LAN Lite, LAN Base, IP Lite and IP Base	IP Services and Enterprise Services
None	Unlimited maintenance updates	None
Smart Foundation	Unlimited maintenance updates	Maintenance updates: updates for proven software defects only
Cisco Smart Net Total Care™ Service	Unlimited maintenance updates	Unlimited maintenance updates

## Q&A

- Q.** When is this policy effective?
- A.** This new software policy is effective from June 1, 2009.
- Q.** What is the difference between “upgrades” and “updates”?
- A.** Upgrades are different from updates. For example, on the Cisco Catalyst 4500 Series Switches, an upgrade from the LAN Base package to the IP Base package or IP Base to Enterprise Services package provides significant new functionality; therefore, these upgrades require the purchase of a software license upgrade. Updates maintain compliance of the software with published specifications, release notes, and industry standards that are released within the same license for which the customer is already licensed.
- Q.** Where do I access updates for LAN Lite, LAN Base, or IP Base?
- A.** Customers who purchased a LAN Lite, LAN Base, or IP Base software license for the switches described in this notice will be provided with updates as long as the original end user continues to own or use the product or up to one year from the end-of-sale date for this product, whichever occurs earlier. Available at the Cisco website at [https://software.cisco.com/software/cswws/platform/home?locale=en\\_US#](https://software.cisco.com/software/cswws/platform/home?locale=en_US#) by clicking “Downloads” and selecting “Switch Software.” To download software, you will be required to log in using your Cisco.com username and password. If you do not have a Cisco.com username, you can obtain one by clicking “Register” at the top of any page on Cisco.com.
- Q.** To what Cisco IOS® Software releases is this policy applicable?
- A.** This policy is applicable to Cisco IOS Software Releases 12 and 15 and Cisco IOS-XE Software Release 3 and 16 for products listed earlier.
- Q.** Where can I find more information about Cisco Smart Foundation Service and Cisco Cisco Smart Net Total Care™ Service?
- A.** You can find more information about Cisco Smart Foundation Service and Cisco Cisco Smart Net Total Care™ Service at these Cisco websites:
- Cisco Smart Foundation Service: <http://www.cisco.com/go/smartnet>
  - Cisco Cisco Smart Net Total Care™ Service: <http://www.cisco.com/go/smartfoundation>




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