

# Software Lifecycle Support Statement - Crosswork Network Controller

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## What You Will Learn

This software lifecycle support statement describes the release and support guidelines for Cisco Crosswork Network Controller.

Cisco Crosswork Network Controller software follows a time-based model with major and minor releases that delivers new functions, features and enhancements to existing capabilities. 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.

**Note:** This software lifecycle support statement describes the release model and support timelines for Cisco Crosswork Network Controller (CNC) software starting from version 3.0 onwards. The table below lists the EOL milestones for the various CNC releases:

CNC Release	General Availability (GA) Date	End-of-Software Maintenance (EoSWM) date	Last Day of Support (LDoS) date
CNC 1.0	As per Bulletin: <a href="https://www.cisco.com/c/en/us/products/collateral/cloud-systems-management/crosswork-network-automation/crosswork-network-controller-ver-1-0-eol.html">https://www.cisco.com/c/en/us/products/collateral/cloud-systems-management/crosswork-network-automation/crosswork-network-controller-ver-1-0-eol.html</a>		
CNC 2.0	Apr 23, 2021	Nov 30, 2022	Nov 30, 2023
CNC 3.0	Nov 12, 2021	May 31, 2023	May 31, 2024
CNC 4.1	Oct 31, 2022	May 31, 2024	May 31, 2025
CNC 5.0	May 5, 2023	Nov 30, 2024	Nov 30, 2025
CNC 6.0	Dec 19, 2023	Jun 30, 2025	Jun 30, 2026

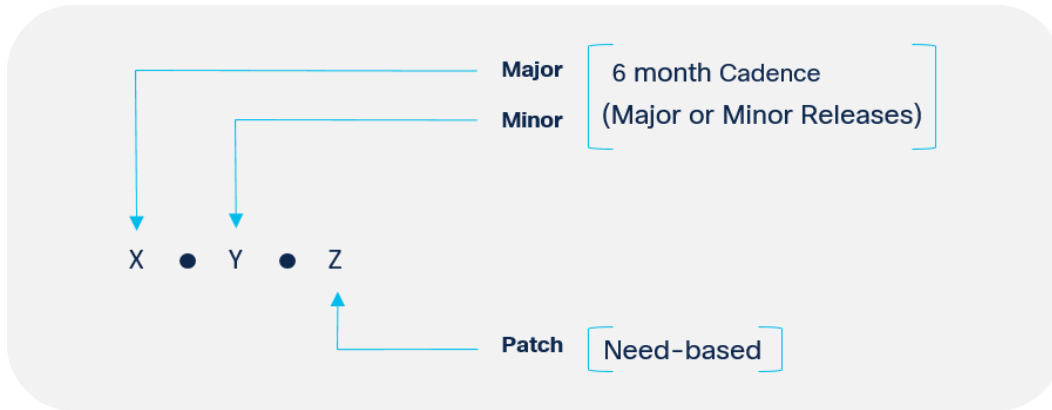
## Cisco Crosswork Network Controller Software Release Delivery

Cisco is introducing an updated software release delivery model and specific EOL guidelines starting with the Cisco Crosswork Network Controller 3.0 software release.

### Types of Software Releases

The Cisco Crosswork Network Controller Software model has three types of software releases. Each release type has its own content, scope and release frequency. Major and minor releases are time-based with 6-month cadence. The patch is released on per-need basis to address critical software defects.

The examples in these guidelines use the X.Y.Z format for release version numbers, for example 2.1.1.



Likely to cause a change to X:

- Introduce significant market value, including infrastructure or architectural changes, new use-cases. For example, Release 2.0 introduced Clustering based High Availability architecture.

Likely to cause a change to Y:

- New functions, features and enhancement to existing capabilities.

Likely to cause a change to Z:

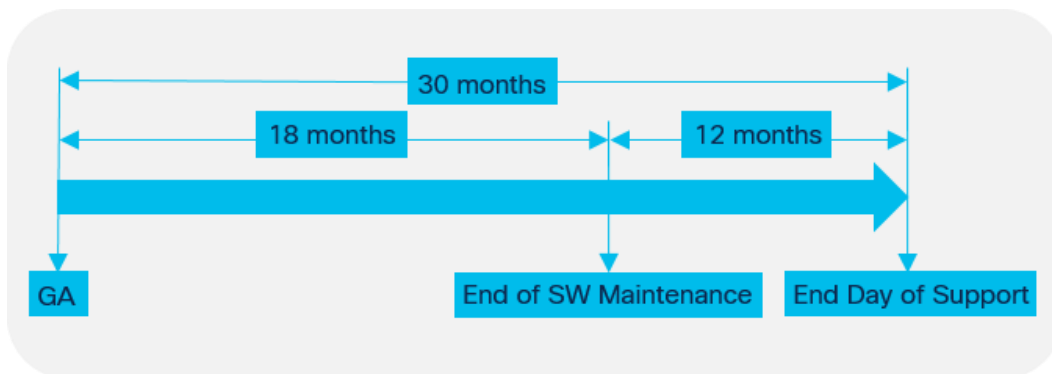
- Bug fixes. For example, a patch release can include security patches and fixes to CFDs (Customer Found Defects).

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 Crosswork Network Controller Release Milestones

Cisco Crosswork Network Controller software 3.0 and later versions will adhere to the guidelines presented below:



GA: General Availability

Q: Calendar Quarter

M: Month

**Table 1.** Cisco Crosswork Network Controller Release Software End-of-Sale and End-of-Life milestones

Milestone	Definition	Timing
<b>End of SW Maintenance</b>	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	GA + 6Q (18M)
<b>Last Day of Support</b>	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. Cisco recommends customers to migrate to the newer available software release before the support expires.	GA + 10Q (30M)

## End-of-Life Guideline Definition

The Cisco Crosswork Network Controller software version 3.0 (GA date of Nov 2021) is the first Release that will adhere to the guidelines presented here.

- The EOL timeline, per the guidelines in Table 1, for a (major or minor) release will begin at the GA of each (major or minor) release. For example, the EOL timeline for CNC 3.0 begins at the GA of version 3.0.
- There will no longer EOL announcements for version 2.0 or later.
- Customers with active service contracts will continue to receive support from the Cisco Technical Assistance Center (TAC) for Cisco Crosswork Network Controller as per timelines stated in Table 1.
- Cisco recommends customers to migrate to the newer software release before the support expires as per the published guidelines.

## Cisco Crosswork Network Controller Security Vulnerability Resolution for Critical or High Security impact rating

- As per Cisco Security and Vulnerability policy, Cisco will make commercially reasonable effort to address Critical or High security vulnerabilities in the impacted Cisco Crosswork Network Controller (CNC) offering until the date of End of Software maintenance (EoSM).
- Security and Vulnerability patches for all active Cisco Crosswork Network Controller (CNC) releases (i.e. General Available releases that didn't reach the EoSM) will have a cadence of 6 months aligned with the First Customer Shipment (FCS) of the most current major/minor releases (X.Y).

## Recommended Release

Cisco Crosswork Network Controller recommends customers to migrate to the latest GA (Generally Available) release. Please refer [release bulletin page](#).

The recommendation is to use the latest available patch release for the feature release.

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## Upgrade Paths

For information on the supported upgrade paths, refer to the Cisco Crosswork Network Controller [Install and Upgrade Guide](#).

Customers are encouraged to migrate to Cisco Crosswork Network Controller recommended patch release. For information on the current releases, refer to the Cisco Crosswork Network Controller recommended [release bulletin page](#). Cisco Crosswork Network Controller 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 Crosswork Network Controller.

## 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>.

## Learn More

For more information about the Cisco Crosswork Network Controller product line visit the following page: <https://www.cisco.com/c/en/us/products/software/dna-software/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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