

Cisco Secure Workload Software Support Policy

This support policy applies to Secure Workload software hosted on physical hardware or virtual Secure Workload appliances deployed on-premises in the data center, including versions branded as Cisco Tetration.

Cisco will provide technical support (via TAC), bug fixes, and product enhancements for the current release (n release), and TAC support and bug fixes for one previous software release (n-1 release) of Secure Workload. That is, if the current software release is 3.5, then Cisco will provide TAC support and bug fixes for release 3.4 and later. When a new software release becomes available (in this example, 3.6) the minimum supported software release becomes 3.5, and release 3.4 will be officially unsupported for future bug fixes and TAC support.

If you experience a problem with an out-of-support software version, you may be asked to validate whether the most current release resolves your issue.

Cisco's end of support for the Secure Workload software release, including end of Cisco TAC technical support, bug fixes, and product enhancements, will follow the above-mentioned policy effective as per the timelines specified in the table below.

Milestone	Date
Support Policy published	October 29, 2021
Support Policy effective Date	November 29, 2021

Table – 1 Secure Workload Software Support Policy Timelines

As of the publishing of this Support Policy, Secure Workload software releases 3.4 and earlier are immediately impacted by this Support Policy.

Q: When will the Support Policy go into effect?

A: The Support Policy for the Secure Workload was announced on October 29, 2021 and takes effect from November 29, 2021.

Q: Will Secure Workload software continue to function if it is a version that is no longer supported by the Support Policy?

A: Yes, Secure Workload will continue to function; however, it may contain unaddressed security concerns. We recommend that you upgrade to the latest version of the Secure Workload software in order to benefit from the latest features and security patches. See the Secure Workload release notes for details about the features and security updates for each release.

Q: Does this policy affect the Software Agent Support Policy?

A: The Software Agent Support Policy linked [here](#) has always been N-1. This policy defines the cluster support policy to be consistent with our long-standing Software Agent Support policy.

Q: Which software versions are affected by this Support Policy?

A: When release 3.6 of Secure Workload is publicly available, releases 3.4 and earlier are affected by this support policy. These versions will no longer be supported by TAC and will not receive new bug fixes and product enhancements. Going forward this policy will apply to every full release of Secure Workload. For example, support for version 3.5.x ends when version 3.7 is released.