Ribbon DSC Software Lifecycle

This bulletin specifies the life-cycle status of current Ribbon Diameter Signaling Controller (DSC) software releases and announces the retirement of older releases. The DSC software applies to both the appliance-based DSC 8000 and the virtual implementation of the DSC Software Edition (DSC SWe). The DSC products provide Diameter signaling and SS7 STP functionality.

- All DSC loads prior to 17.0.0 are Retired.
- DSC 8000 and DSC SWe release 17.0.0 is Inactive and will retire on March 31. 2021.
- DSC SWe release 18.0.0 is Active.
- DSC 8000 and DSC SWe release 18.1.0 is Active
- DSC 8000 and DSC SWe release 19.0.0 is Active.

Software lifecycle status is defined as follows:

Active
An active software release is fully supported. Technical support is available for those products that are covered by a RibbonCare agreement. If an incident occurs on a product operating with an Active software release, emergency recovery will be performed as necessary and root cause analysis will determine the cause of the incident. Software defects are corrected in a subsequent maintenance release or binary update.

Inactive
An Inactive software release is nearing the end of its lifecycle. The Inactive software release will receive the same support as defined above except that only Business Critical and Major defects that are agreed by Ribbon are corrected in the Inactive release. In most cases the resolution to a software defect is to upgrade to the most recent Active release.

Retired
Emergency Recovery and Remote Technical support are available for retired loads under RibbonCare, but technical support may be limited. Software corrections will not be developed for a retired software release and root-cause incident analysis is not performed.

Ribbon recommends that service providers operate the DSC with an Active software release. Customers operating DSC with software release 17.0.0 or earlier should make plans to upgrade to the latest software release.

PRODUCT LIFE CYCLE DATES

Milestone	Date
DSC software release 16 and all earlier releases are retired.	August 19, 2020
DSC 8000 and DSC SWE software release 17.0.0 is Inactive	August 19, 2020
DSC 8000 and DSC SWe software release 17.0.0 will retire	March 31, 2021

FREQUENTLY ASKED QUESTIONS

Frequently Asked Question	Answer
Where can I find the details on Ribbon's software support policy?	Ribbon's product lifecycle policy is available here. Ribbon Product Lifecycle Policy
Will I receive technical support for a retired software release?	If the DSC is covered by RibbonCare support, then best-effort emergency recovery and technical support is available for a retired software release. Ribbon technical support will attempt to restore service to an acceptable level, but software corrective content and root-cause analysis is not provided.

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This bulletin is subject to the existing customer purchase agreement between the parties which shall control in the event of conflict.

The above dates are for planning purposes only and Ribbon reserves the right to change with notice.