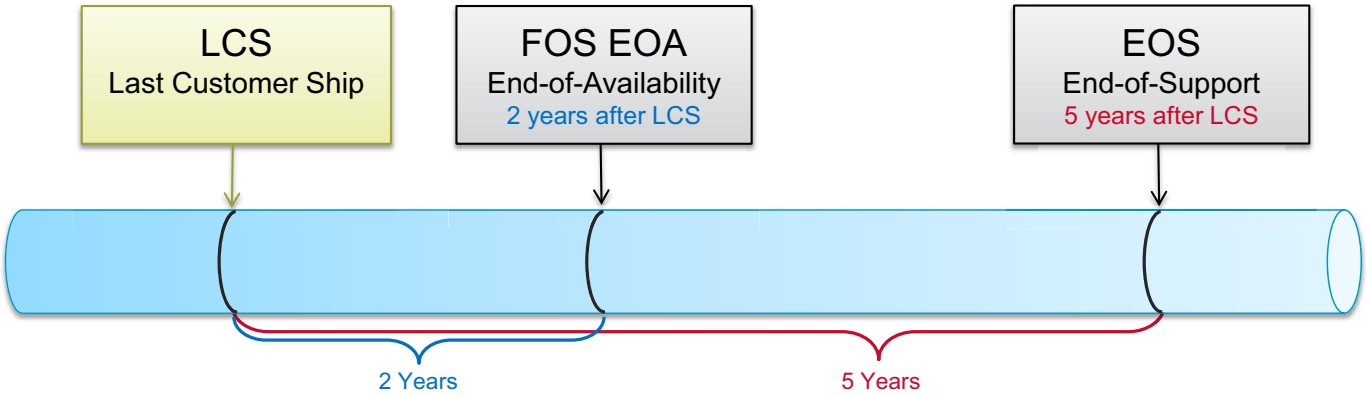
Brocade® Storage Networking Hardware Product End-of-Life (EOL) and End-of-Support (EOS) Policy

Version 1.2: Effective April 15, 2022

Hardware products reach the end of their product lifecycle for many reasons, including, for instance: product line enhancements, upgrades, and to offer customers a higher quality product. In order to assist customers in the transition process, we are providing this overview of the Brocade Hardware End-of-Life and End-of-Support Policy.

For Brocade-branded hardware products, the End-of-Life (EOL) timeline is as follows.



Once the End-of-Life Notification has been provided by Brocade, a Broadcom company, any existing unfulfilled orders will be scheduled for shipment prior to the Last Customer Ship (LCS) date. For customers who have purchased a support agreement prior to the EOL Notification, support will be provided through the end of the applicable term of the support agreement or through the End-of-Support (EOS) date, whichever is earlier. Prior to the EOS date, a renewal to an existing support agreement may be purchased, subject to availability. Applicable product EOL Notifications will contain specific dates for LCS, FOS EOA, EOS, and additional information.

Unless otherwise noted, all optional software feature licenses or kits that include software licenses (including Ports-on-Demand kits) for a product will remain available for purchase for a period of two (2) years after the LCS date.

After a Brocade hardware product enters the EOL period, new Fabric OS® (FOS) releases will continue to be made available as per Brocade software policies and processes. A hardware product in the EOL period with a valid support agreement is allowed to use any currently available FOS release that supports and is made available for that platform, in accordance with the FOS EULA. Once the hardware product is two (2) years past LCS, FOS will reach End-of-Availability (EOA) for that platform and new FOS releases will no longer be made available. On an exception basis, Broadcom may elect to expedite or defer the FOS EOA date for a platform prior to or later than the standard two-year period. The FOS EOA date for a hardware product is published in the product's EOL Notification document. An existing FOS release (generally the latest supported release for the hardware product prior to FOS EOA) will be designated as the last available version for that platform until the EOS date. For customers with valid support agreements, support will be provided until the EOS date. During the EOL period, if a critical software issue arises, Broadcom may, at its discretion, provide a workaround or issue a patch.

To receive support, in addition to having a valid support agreement, a supported FOS release must be installed on the customer device(s). Available FOS releases may be accessed and downloaded on the Broadcom Customer Support Portal (CSP) site.

Although every effort will be made to support EOL products in accordance with our EOL and EOS policy, Broadcom reserves the right to change its policy as it deems appropriate.

Complete hardware support terms and conditions are available on Broadcom.com. This policy is applicable to Brocade hardware products. Different policies apply to Brocade software products.

Appendix A: Definitions

EOL/End-of-Life

Final phase of the Brocade hardware product lifecycle prior to and including the End-of-Support for the platform.

EOL/End-of-Life Notification

Date customers are notified of Broadcom's intention to EOL a product.

LCS/Last Customer Ship Date

Last date Broadcom will ship the product. If a PO includes a requested ship date, the requested ship date may not exceed this date (LCS).

FOS EOA/End-of-Availability

Date after which Broadcom will no longer make new Brocade Fabric OS (FOS) releases available for a specific hardware product.

EOS/End-of-Support Date

Date after which Broadcom will no longer support or troubleshoot any Brocade product that is End-of-Support (EOS). For customers running a multiple-device fabric, if the Brocade Technical Assistance Center (TAC) confirms that there is an EOS Brocade product in the fabric, TAC will not troubleshoot the fabric until the Brocade EOS product has been removed from the fabric.

Revision History

Version 1.2; May 6, 2022 (Brocade-HW-EOL-EOS-Policy-OT101)

Eliminated the obsolete Last Time Order (LTO) date. The effectivity date of the current Hardware EOL/EOS Policy remains unchanged due to there being no impact on the overall policy or milestones.

Version 1.1; April 15, 2022 (Brocade-HW-EOL-EOS-Policy-OT100)

Updated to incorporate the FOS EOA as part of the hardware product EOL timeline.

Version 1.0; May 19, 2019

Initial document version.

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