



Reference Guide

AOS Software Support Policy

This guide explains the AOS Software Support Policy and how it affects users seeking support for their AOS devices. This guide also explains the different types of firmware releases and the duration support is provided for each.

There are two types of AOS firmware releases: feature releases and maintenance releases. A feature release is a firmware release that contains new features in addition to bug fixes. A maintenance release generally includes only bug fixes. To determine the difference between a feature release and a maintenance release, refer to the *AOS Firmware Release Naming Conventions* document available on the ADTRAN Support Community.

Extended Maintenance Branch

ADTRAN will identify an Extended Maintenance Branch once per year. An Extended Maintenance Branch begins with an initial feature release, followed by subsequent maintenance releases in that branch. For example, if R10.3 is identified as an Extended Maintenance Branch, then it would include R10.3.0, R10.3.1, R10.3.2, etc. Maintenance releases will be provided from the Extended Maintenance Branch for a period of one year. Extended Maintenance Branch releases are supported for an extended period of time, as outlined in the Software Support Policy section of this document.

ADTRAN recommends using the latest Extended Maintenance Branch release for your AOS product, unless a specific feature is needed that only exists in a later feature release. To determine the current Extended Maintenance Branch, refer to the software download page for your AOS product from the ADTRAN website (<http://www.adtran.com>).

Software Support Policy

Support is provided for AOS firmware until it reaches its end-of-support date, which occurs when either of the following criteria is met:

1. The firmware is from a feature release that is over 12 months old and that feature release was NOT designated as an Extended Maintenance Branch. For example, support ended for R10.2.1 12 months after the release of R10.2.0 because R10.2.1 was a maintenance release of R10.2.0, which was not designated as an Extended Maintenance Branch.
2. The firmware is from a feature release that is over 24 months old and the feature release was designated as an Extended Maintenance Branch. For example, support ends for R10.3.0, R10.3.1, R10.3.2, and R10.3.3 after feature release R10.3.0 is 24 months old because those releases are maintenance releases for R10.3.0, which was designated as an Extended Maintenance Branch.

Using firmware that has reached end-of-support does not limit access to ADTRAN Technical Support. However, if the problem reported appears to be related to a potential software issue, and the device is currently running a version of software that is no longer supported, the unit must first be upgraded to a supported version before further troubleshooting can be performed.



Depending on the ADTRAN product, other entitlements may be required for access to Technical Support. For more details, refer to the [Support Eligibility and Response](#) page on ADTRAN's website.

Additional Resources

There are additional resources available to provide further understanding and explain the process for updating the firmware on your AOS unit. The documents listed below are available online at ADTRAN's Support Forum at <https://supportforums.adtran.com>.

- *[AOS Firmware Release Naming Conventions](#)*
- *[AOS End of Software Support Dates](#)*
- *[Upgrading Firmware in AOS](#)*