

# **DMS-10 software policy**

## **North American support and release policy covering software loads for DMS-10 systems**

A DMS-10 software Generic remains an orderable item and receives full support from Nortel Networks until two years after its general availability date.

## **About this document**

This document updates the support policy for all North American DMS-10 system software releases. It replaces our previous software release and support policy documentation.

## **For more information**

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Nortel Networks provides full software support for a Generic until 2 years after it reaches general availability

## General DMS-10 system software support policies

Nortel Networks adheres to the following general policies in supporting the Generic software releases for the DMS-10 system in North America:

- We support each Generic for up to two years after it becomes generally available.
- Service providers can skip up to two Generic releases before upgrading DMS-10 software loads.
- New peripheral loads required by a new Generic release are identified in the Generic Release Summary (GRS) issued before the Generic becomes generally available. In most cases, peripheral software is included with the Generic release package.

## Ordering and support

A Generic can be ordered for up to 2 years after reaching general availability

A DMS-10 system Generic can be ordered anytime from its initial release to up to two years after becoming generally available (GA). It is priced at the applicable contract terms for right-to-use and Generic load insertion fees.

Nortel Networks policy prohibits deploying a retired Generic in an initial (new) DMS-10 system or in an extension, and we also recommend that retired (unsupported) Generics not be deployed in existing offices. When ordering a release near the end of its active stage, please keep in mind that each Generic application of that release should occur before the scheduled retirement date.

Full software support—including both emergency-outage and non-emergency support—is provided until two years after the Generic becomes generally available. Support for retired releases is available only under a separate service contact and is limited to support that does not require patching or other design effort.

## Planning considerations in deploying Generics

A new Generic becomes generally available every 6 to 12 months

A new DMS-10 system Generic becomes generally available for ordering and loading every six to twelve months. Service providers can skip up to two of these releases between system upgrades.

Installing the current Generic after skipping more than two releases requires temporary insertion (at extra cost) of one or more of the omitted releases. To use the Generic timeline shown in Figure 1 as an example, a service provider might decide to deploy Release 5 in a DMS-10 system currently running Release 1 (these are hypothetical release numbers used here to illustrate our software release policy). First, Release 2, 3, or 4 would have to be inserted into the system temporarily. Release 5 could then be loaded from the interim release.

By planning system upgrades in advance, the service provider can make a smooth transition to new Generics, enhancing revenue potential, functionality, and network reliability. Figure 1 shows various system upgrade scenarios.

Exceptions to the general rules outlined in this document will be announced and explained in future *Product/Service Information* documents

### Stages of the Generic lifecycle

The following subsections are an overview of the stages of the product lifecycle for DMS-10 Generic software releases in North America.

#### Validation office (VO)

Service providers play a vital role in the final testing of a new Generic by allowing one or more of their offices to serve as “real-world” applications to validate the operational quality of the release. These validation offices get the Generic after completion of design, coding, and internal laboratory/quality testing. Nortel Networks closely monitors validation offices and provides them with extra support.

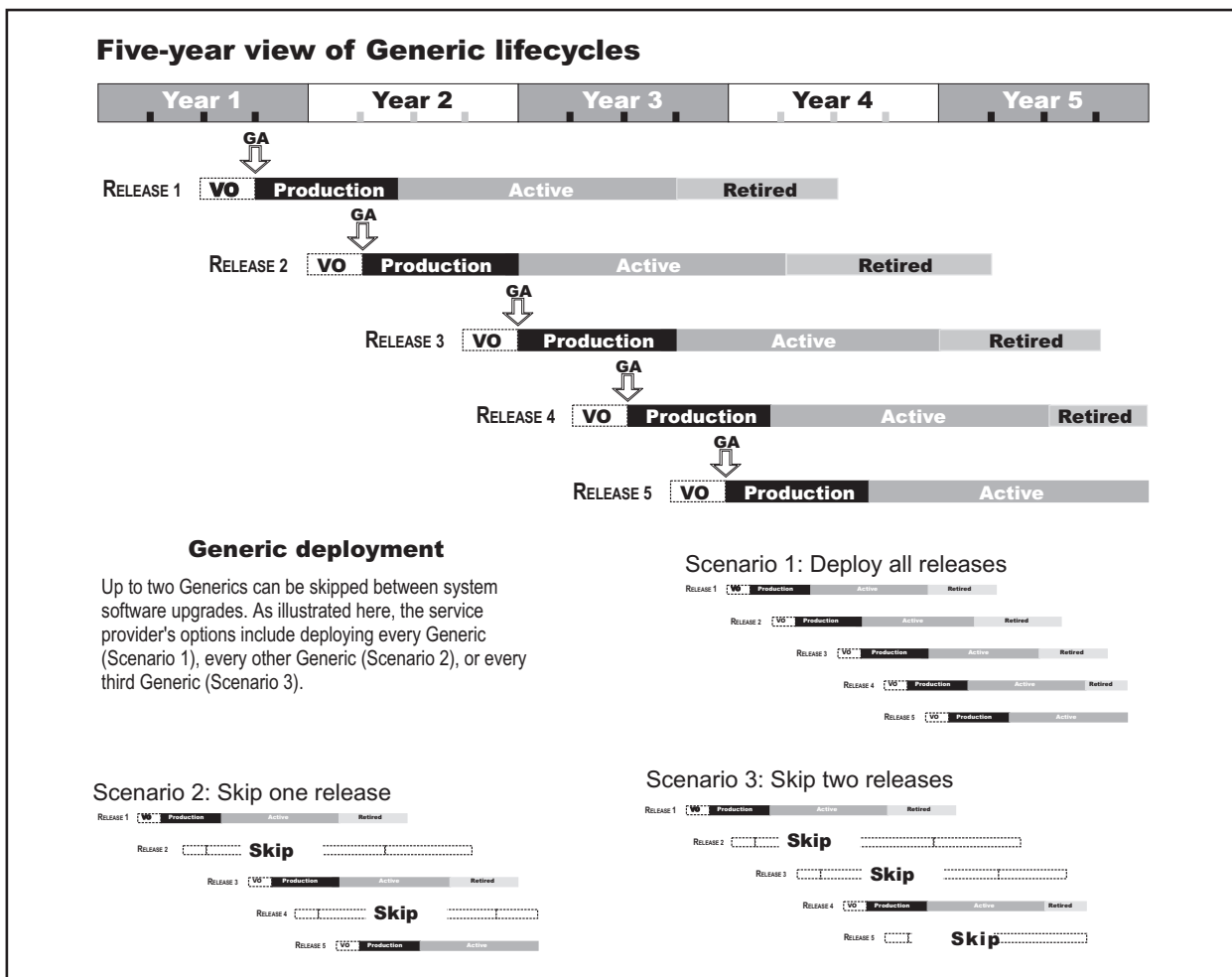


Figure 1—Timeline shows Generics are supported for two years after general availability (GA)

## General availability (GA)

After successfully completing the VO stage (including ramp offices) and ensuring that both Nortel Networks and customer performance and process expectations have been met, the Generic software release is declared available for general deployment as a production release (Figure 1).

## Production releases

Upon achieving general availability, a Generic becomes the current production release, retaining that status until the next Generic becomes generally available six to twelve months later. The production release is the standard Generic deployed in DMS-10 initials and extensions.

The production release is priced according to the applicable contract terms for right-to-use and Generic load insertion fees. Right-to-use fees vary based on the feature options purchased, while non-emergency load insertion fees are typically fixed on a per-load basis.

Full software support—including emergency-outage and non-emergency support—is available for the duration of the Generic’s service as the current production release.

## Active Generic releases

When a new production release becomes generally available, its predecessor becomes the active release. It remains active until two years after its general availability date.

The production release is routinely deployed in initial DMS-10 installations, but an active release can be loaded in either an initial or an existing DMS-10 system at the request of the service provider. Each Generic application must be executed before the retirement of that release, since retired releases are not available for initials or extensions. When placing an order for a Generic nearing the end of its active stage, this requirement is of particular significance. If it cannot be met, Nortel Networks recommends that the current production release be substituted.

An active release is priced at the applicable contract terms for right-to-use and generic load insertion fees. Right-to-use fees vary, based on the features purchased, while non-emergency load insertion fees are typically fixed (per load).

Nortel Networks provides full emergency-outage and non-emergency software support for any release that is currently active.

The current production release moves to “active” status when a new Generic becomes generally available

## Retired Generic releases

A Generic is retired 2 years after reaching general availability

Nortel Networks recommends that switches with retired releases be upgraded to the current production release

Two years after general availability, the Generic shifts from active to retired status. Retired releases are not available for deployment in DMS-10 initials or extensions, and we strongly recommend against continued usage of them for in-service DMS-10 systems. Nortel Networks recommends that DMS-10 systems be upgraded to the current production release when the Generic they are running reaches retirement.

Support for retired releases is available only under a separate service contract with Nortel Networks technical support organizations. The support is limited to services that do not require patching or other design effort, and root cause analysis of outages is not provided.

## For more information . . .

Updates to the production, active, and retired status of releases will be provided in the current issue of the *DMS-10 Feature Planning Guide*. Interim updates will be provided in future *Product/Service Information* documents. For more information about Nortel Networks software development cycles and software administrative policy, please contact your Nortel Networks representative.

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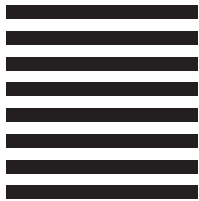
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