Rockwell Automation Lifecycle Policy

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Agenda

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Product lifecycle policy

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Product lifecycle management

Rockwell Automation **Product Lifecycle Status** clearly identifies a product's current lifecycle stage, making it easier for you to proactively plan and manage the transition to more modern technologies.

LIFECYCLE STATUS DEFINITIONS

🟢 **Active:** Most current offering within a product category.

🟢 **Active Mature:** Product is fully supported, but a newer product or family exists. Gain value by migrating.

🟡 **End Of Life:** Discontinued date announced - actively execute migrations and last time buys. Product generally orderable until the discontinued date.[1]

🔴 **Discontinued:** New product no longer manufactured or procured.[2] Repair/exchange services may be available.

[1]Outages on specific items may occur prior to the Discontinued date.
[2]Limited stock may be available in run-out mode, regionally.

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Product lifecycle management

Product replacement categories

Category	Catalog number	Customer action	Replacement effort	Examples
Direct replacement	New	None	None	1794-ACN15 is a direct replacement for the 1794-ACN
Functional replacement	New	Minor application changes required when replacing a discontinued product. Changes may be: individual software/firmware updates, minor wiring changes, minor application code conversion or the use of an adapter plate.	Moderate	1756-L71 is a functional replacement for the 1756-L61
Engineered replacement	New	Major application changes required when replacing discontinued product. Changes may be: multiple software and firmware updates, use of new software, major wiring changes, cabinet space redesign or extensive application code conversion.	Large	Kinetix® 6000 is an engineered replacement for the 1394C-SJT10-L

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Product lifecycle management
Additional tools available

Migration solutions brochure

Migration profiles

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Software / firmware version lifecycle policy

Software / firmware version lifecycle policy goals

What is the software/firmware version lifecycle policy?

- Establishes lifecycle status definitions by software / firmware version
- Complements product lifecycle policy covering software and firmware for products in any stage of their lifecycle
- Provides communication of status
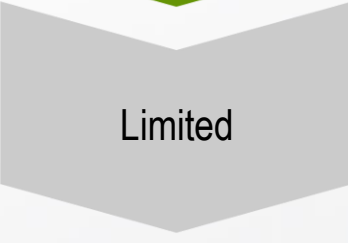
Benefits

- Improve customer experience with Rockwell Automation products
- **Comply with latest industry standards such as IEC-62443**
- Guide users who want to help keep their systems protected by staying current
- Allow our customers and partners to proactively plan, manage, and migrate their automation systems more effectively

Product lifecycle status identifies a product's current lifecycle stage, making it easier for you to proactively plan and manage transitions

Version lifecycle status helps you proactively plan how to keep your active products current.

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Software / firmware version lifecycle states

Version lifecycle	Why?	What?
Preferred	• What you should adopt to stay current	• Available for download on PCDC • Phone and self-assist product support available • Windows OS support established by policy at release • Priority for anomaly resolution & patch qualification
Limited	• Available for customers who do not desire to stay current	• Available for download on PCDC • Phone and self-assist product support available • Possible that all supported Windows OS as established by release may be out of support by Microsoft • No patch qualification should be expected
Retired	• No longer available for download by customers	• Information on version visible to customers on PCDC • Version no longer downloadable by customers on PCDC ○ Download can be re-enabled for customers, case-by-case • Phone and self-assist product support available • No Windows OS patch qualification, nor anomaly repair

Managed	• What you should adopt to stay current if you can't adopt Preferred versions due to hardware dependencies
	    • Typically used to maintain active H/W product support
	        Ex. *1756-L81 + Studio 5000 Logix Designer® application*
		• Same as Preferred, except software may be updated to maintain "Recommended" Windows OS support

Version lifecycle policy

How it gets applied

Product type	Hardware (Firmware only)		Hardware aligned with Software (Firmware + Software)		Software only	
Example	*Example: 1756-EN2T*		*Example: 1756-L81 + Studio 5000®*		*Example: FactoryTalk® View*	
Version Lifecycle Adoption	Latest release for HW series	**Preferred**	Last three years of releases	**Preferred**	Last three years of releases	**Preferred**
	All other releases	**Limited**	**Selected** release(s) older than three years	**Managed**	All other releases	**Limited**
	Release removed because of security/ safety	**Retired**	All other releases	**Limited**	Release removed because of security/ safety	**Retired**
			Release removed because of security/ safety	**Retired**		
Rockwell update method	Updates provided by new major/minor release		Updates provided by new major/minor release		Anomaly updates typically provided by patch Security updates provided by patch or new release Capability updates provided by new release.	
Customer update method	Major / minor release firmware update process similar.		Major / minor release firmware update process similar. Software requires alignment to OS and compatibility		Patches can be applied with minimal downtime on plant. New releases require alignment to OS and compatibility.	

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Lifecycle policy communication

Product lifecycle status communication

Lifecycle status also added to ProposalWorks™, IAB, ControlFLASH Plus™. and FactoryTalk® AssetCentre software

Version lifecycle metadata "Live" on PCDC site

Legend describes states

- Depicts firmware and software version state for products

- Available 'Legend' clearly defines Version Lifecycle states to set customer expectations.
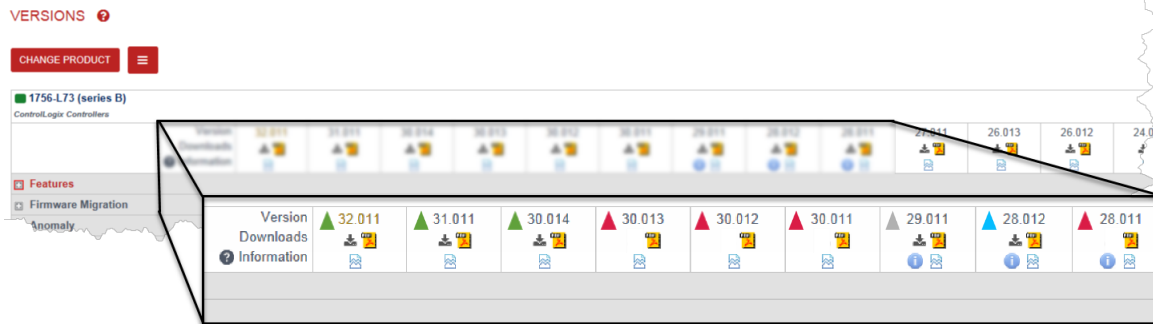
- 1 - Product lifecycle status indicator

- 2 - Preferred version indicator

- 3 - Limited version indicator

- 4 - Retired version indicator

- Tooltip reflects firmware release date and version lifecycle state

Product Compatibility & Download Center Example

Firmware version status – 1756-L73 ControlLogix® 8 MB controller (Product Lifecycle state = Active)

What is this communicating?

- Preferred Version - V32.011, V31.011, V30.014
  - You should update to/ continue to use these versions to stay current with anomalies
  - You can expect Rockwell to actively address new anomalies
- Managed Version – V28.012
  - You should update to and use this version to stay current in that major version only if you can't move to a newer version because of product dependencies
- Limited Version – V29.011
  - Available for download, but the version is older than three years; support is at Rockwell's discretion
- Retired Version – V30.013, V30.012, V30.011, V28.011
  - Visible on PCDC; the version is not available for download or recommended for use

Preferred Version Limited Version
Managed Version Retired Version

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Product Compatibility & Download Center Example

Software version status – FactoryTalk View SE (Product Lifecycle state = Active)

What is this communicating?

- Preferred Version – v10.00.01, v9.00.00, v8.20.00
  - You should update to/ continue to use these versions to stay current with OS, antivirus, and anomalies
  - You can expect Rockwell to actively address new anomalies and perform OS patch qualification

- Managed Version – None shown

- Limited Version – v8.10.00, v8.00.00, v7.00,00,…
  - Available for download, but these versions are mature, older than three years, and further patching is at Rockwell Automation discretion

- Retired Version – None shown

▲ Preferred Version ▲ Limited Version
▲ Managed Version ▲ Retired Version

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Summary

Summary

- Policy for software/firmware versions aligned with product status and IEC-62443 standard
- Goal is maximum transparency to our customers to simplify lifecycle planning

Attribute	Version lifecycle state				Note / Remark
Product lifecycle state	Active				
	Active Mature				
			End of Life		
			Discontinued		
Version lifecycle state	Preferred	Managed	Limited	Retired	
Available for download	●	●	●	○	Retired versions available from product support if necessary
Priority for addressing anomalies	●	●	○	○	
Priority for patch qualification	●	●	○	○	
May be updated for **new** Windows OS support	N/A	●	○	○	New Windows operating system(s) support may require a software minor or subminor version release
Phone / self-assist support available	●	●	●	●	
	● = Yes ○= No				

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Thank you

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