Cyber Security Workplace (CSWP) Software Update

1. Summary

Cyber Security Workplace (CSWP) software follows a life cycle plan (LCP) that is updated with every release. The objective of the LCP is to be predictable and explicit regarding releases, and the level of support users can expect.

This update details the updated lifecycle of CSWP.

2. Lifecycle Definition

The lifecycle of CSWP is defined in four phases:

- **Active**: The product is actively sold and promoted. Full support.
- **Classic**: The product is entering the classic phase when a newer version is released. The product is supported and critical bugs are addressed.
- **Limited**: This is the end of the product’s life cycle. The product is supported but corrections are not released.
- **Obsolete**: The product is no longer supported.

CSWP Version 1.0.2 will enter the Obsolete phase in Q1 2021.

3. Compatibility

The following table shows the compatibility of each CSWP version with 3rd party software.

<table>
<thead>
<tr>
<th>CSWP Version</th>
<th>Platform</th>
<th>Microsoft Software</th>
<th>Acronis Version</th>
<th>McAfee ePO</th>
<th>ABB System Update Service (SUS) Subscription</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.01</td>
<td>Windows 10</td>
<td>Microsoft Office 2013 or 2016 .NET Framework 4.6.2 Microsoft SQL Server 2012</td>
<td>11.7</td>
<td>5.9</td>
<td>N/A</td>
</tr>
</tbody>
</table>
### Recommendations

Extended support for Acronis version 11.x ended in May 2019. CSWP versions 1.01 and 1.02 are only compatible with this version of Acronis, therefore CSWP versions 1.01 and 1.02 are no longer available for sale and it is recommended that customers with version 1.01 and 1.02 of CSWP transition to version 1.1 in order to maintain compatibility with the latest version of Acronis for system backups (version 12.5).

This would require version 1.1 to be installed in place of the legacy version as there is no upgrade procedure between versions 1.02 and 1.1. It would also require a subscription to ABB's System Update Service (SUS) in order to receive the latest validated patches. Versions 1.01 and 1.02 utilized the Patch Disc Delivery Service.

Customers who want to upgrade from Version 1.01 or 1.02 to 1.1 should carry out the following:

- Contact their ABB Account Manager for support
- Contact ABB's Planning and Fulfilment Center (orderbox.it-ff-software@it.abb.com) to obtain the upgraded licenses for the 3rd party components of CSWP 1.1
- Download CSWP 1.1 from ABB Library
- Uninstall the legacy version of CSWP
- Install CSWP version 1.1