Arista Validated Design A-Care TAC Support Overview

Arista's Validated Designs (AVD) are design principles consumable as code, providing a continuous design framework. The AVD project is offered as an open-source project and backed by the world-class Arista Technical Support team through A-Care Service. TAC support for AVD must be purchased separately; see the ordering information below.

Support Offering

- AVD software is covered by [A-Care Priority Levels](#).
- TAC support covers software defects and troubleshooting Q&A.
- Provide comprehensive software lifecycle policy for AVD according to the AVD software life cycle policy detailed below.
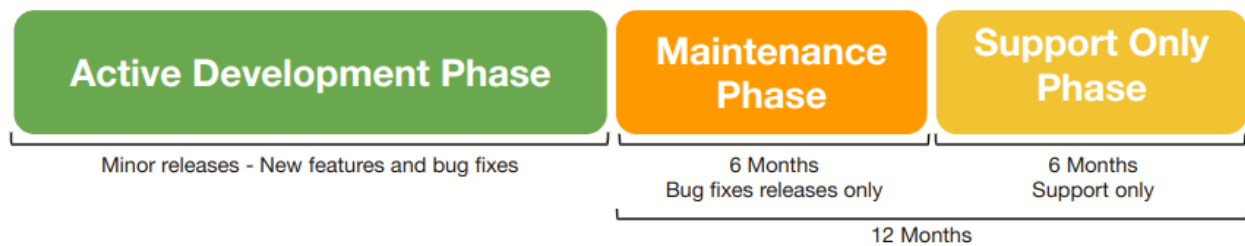
Support Scope

AVD Ansible Collections:
- arista.avd
- arista.eos
  - Note: eos_config and eos_command modules only!
- arista.cvp

Note: Red Hat supports "ansible-core" and Ansible Automation Platform. For non-AVD Ansible issues, please contact [Red Hat Ansible TAC](#).

Software Life Cycle Policy

Arista Networks' Arista Validated Designs (AVD) Software Release Policy and Life Cycle defines the various phases of development and support to guide customers in transitioning to newer versions of the product based on the milestones in the life cycle. Arista Networks will support each major software release train (i.e., **4**.x.x, **5**.x.x) during the **Active Development** phase and up to 12 months after the release enters the **Maintenance** and **Support Only** phase. The following diagram depicts the release phases and the Arista TAC support mapping across this timeline.

Software Life Cycle:

Active Development Phase:
- TAC support available.
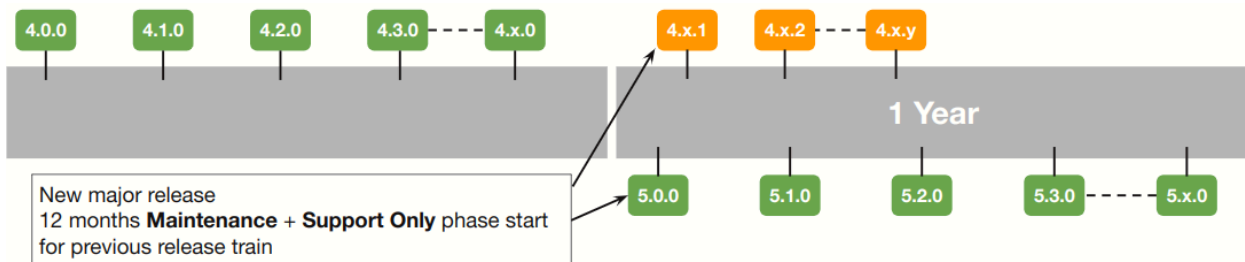- Major release with new features, functionality, and bug fixes.

Maintenance Phase:
- TAC support available.
- Bug fixes on previous major release.

Support Only Phase:
- Ongoing TAC support.
- Software upgrade required for bug fixes.

Example release timeline:

Supported Upgrade Paths:

AVD supports the following upgrade paths:
- Between any minor versions in the same release train, i.e., from 4.1.0 to 4.5.0.
  - Skipping minor versions is supported.
- Between major release trains, i.e., from 3.8.0 to 4.0.0.
  - Skipping a major version is not supported, i.e, from 3.8.0 to 5.0.0.
  - Major versions may contain changes requiring updates to the inventory variables. Required updates will be described in a Porting Guide for each major version.

Release notes and porting guide for version 4.x.x can be found here:
- https://avd.arista.com/stable/docs/release-notes/4.x.x.html
- https://avd.arista.com/stable/docs/porting-guides/4.x.x.html

Support Matrix

The following table depicts the Arista Validated Designs release support matrix, including the timelines for each major software train (based on the lifecycle policy) and the current state of support for each train.

Release	Current Status	Initial Release Date	End of Support
5.x.x	Active Development	Oct-2024	TBD
4.x.x	Maintenance Phase	Jun-2023	Oct-2025

Ordering Information

Product Number	Product Description
SVC-AVD-SWITCH-1M	1-Month A-Care Ansible AVD support for 1 Arista EOS-based Switch. 10G+ Fixed and Modular Platforms.
SVC-AVD-G-SWITCH-1M	1-Month A-Care Ansible AVD support for 1 Arista EOS-based Switch. 1G/mG Fixed and Modular Platforms.

Headquarters

5453 Great America Parkway
Santa Clara, California 95054
408-547-5500

Support

support@arista.com
408-547-5502
866-476-0000

Sales

sales@arista.com
408-547-5501
866-497-0000

www.arista.com

ARISTA