



# END-OF-LIFE POLICY

Business Security Products

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## EXECUTIVE SUMMARY

The purpose of this document is to lay out ESET's end-of-life (EOL) policies, and product-related support policies, as well as policies we follow for the support of various operating systems.

The document should serve as a source of information for ESET business customers, for whom clear and predictable EOL policies can significantly contribute to effective IT security planning. We believe this document will help organizations keep their security policies up to date, preventing any disruptions to business continuity.

This End-of-Life document was inspired by industry best practices, as well as accepted standards. The policies are applied to all existing products and product versions, respecting the past commitments made to our customers. We have defined product categories and tailored support policies to each of them; you can also find information on how product versioning works, and explanations of the product lifecycle stages.

We are fully aware that any transition can be painful, especially in a business environment. Therefore, from the moment our new policy comes into full force, we are going to allocate a one-year transition period. During this time, the product versions that will have transitioned from basic/limited support in the current state to EOL as a result of the new policy will still receive module updates. Basic support in fact only guaranteed virus signature updates. We will make sure to keep sending those and module updates to otherwise EOL-ed product versions for the duration of the transition period. The product versions that would naturally transition into the EOL phase during this period will also enjoy the same benefit.

## VERSIONING RULES

ESET follows industry standards for product version numbering. See the example on how to read the individual numbers found in the product version:

### Versioning explained

#### ESET Endpoint Security 7.2.2055.0



### Major version

Moving to a higher version typically involves a major product overhaul, change in product architecture or dropped OS support for one of the earlier OS versions.

### Minor version

Increasing this number means minor bugfixes and minor functionality changes compared to the previous version.

### Build number/Hotfix

Automatic fix for critical bugs and vulnerabilities. Nothing changes at all from a functional point of view.

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# PRODUCT LIFECYCLE

Naturally, each of our products fits into a specific stage of the product lifecycle. For the purpose of defining a complete EOL policy we decided to categorize them into the following groups:

## 1. Products in active development

These products are in the early or middle stages of the lifecycle and we aim to develop and sell them in the coming years.

Products in active development regularly undergo the end of version procedure for earlier product versions (every time a new major version is released). There is also a procedure in place to allow for an extended period of limited support for certain product versions – for more details contact your ESET representative.

## 2. Products in maintenance

These products are in a highly mature state and ESET merely maintains them. There is no development of any new features. Products/services in **maintenance** are typically in extended limited support.

## 3. Products to be terminated

These products have not been developed nor improved in any way for a long time, and they no longer make any commercial or strategic sense. These products undergo an internal product termination procedure, which results in the products complete End of Life.

# SUPPORT POLICIES

## Support Levels

These are the general support levels for ESET products and services. For application to individual products and product versions, read the dedicated sections of this document.

### Full Support

this is understood industry-wide as providing the best efforts to serve customers by fixing all bugs and offering full functionality. We also offer wide-ranging assistance to our customers. All future OS releases will be supported unless there is a major external hurdle that cannot be overcome despite reasonable effort.

### Limited Support

the scope is relatively narrow here so pay attention to the kind of support you are entitled to at this stage for each product category.

### EOL

at this stage of the product lifecycle we offer zero support or assistance and basically do not guarantee the product's functionality at all. The best we can do is guide the customer to the most meaningful migration path so that they upgrade to the latest equivalent product.

## Overview of Product Categories and their respective Support Policy Categories

For the purposes of support policies, we distinguish the following Support Policy Categories populated with specific product categories and products:

Product Category	Support Policy Category
<b>Endpoint solutions</b> ESET Endpoint Antivirus, ESET Endpoint Security (desktop platforms)	<b>A</b>
<b>Server products</b> ESET File Security, ESET Mail Security, ESET Security for Sharepoint, ESET Virtualization Security, ESET Shared Local Cache, ESET Anti-Malware SDK	
<b>Consoles: On-premise consoles</b> ESET Security Management Center, ESET Remote Administrator	<b>B</b>
<b>Mobile Products</b> ESET Endpoint Security for Android	
<b>EDR</b> ESET Enterprise Inspector	<b>C</b>
<b>Encryption and Multi-factor Authentication</b> ESET Full Disk Encryption, ESET Endpoint Encryption, ESET Secure Authentication	
<b>Cloud Solutions</b> ESET Cloud Administrator, ESET Dynamic Threat Defense, ESET MSP Administrator, ESET Business Account	<b>D</b>

## Support Policy Category A

Applies to the following product categories:

### Endpoint solutions

ESET Endpoint Antivirus, ESET Endpoint Security (desktop platforms)

### Server products

ESET File Security, ESET Mail Security, ESET Security for Sharepoint, ESET Virtualization Security, ESET Shared Local Cache, ESET Anti-Malware SDK

**Full Support** is granted to the latest release of the latest major version and the latest release of the older major generation (for one year only after the release of a new product generation).

**Limited Support** is available for the older releases of the latest major product version (1 extra year after the next generation comes out) and the latest release of the previous product generation (2 extra years after the 1 year of full support has expired).

## Support Levels Scope



### Full Support

- Availability of regular module updates
- Compatibility with new operating systems, new versions of operating systems, and new updates for existing operating systems is granted by new product releases
- Confirmed problems and vulnerabilities addressed with patches and Service Releases
- Technical support is available
- KB and Help website always up to date



### Limited Support

- Availability of regular module updates
- Compatibility with new versions of operating systems is not guaranteed\*
- Confirmed system critical bugs and critical vulnerabilities may be addressed with patches and Service Releases\*\*
- Technical support is available
- KB and Help updates guaranteed only for critical issues (preventing the products' core functionality and security)
- Product is no longer available for download from ESET servers



### End of Life

- Availability of module updates is not guaranteed
- No new operating systems support
- No technical support or patches are available for this version
- No new documentation is created or updated

\*For Windows 10, we consider semi-annual updates from Microsoft as new versions of the operating system.

\*\*Whether or not a bug or vulnerability is fixed is solely at ESET's discretion. ESET will offer a solution if it is commercially viable.

Examples of policies applied to specific products:

## ESET Endpoint Security

Version	Release Date	Latest Build	Current Status	Full Support	Limited Support	End of Life
7.x	28-May-20	7.3.2032.0	Full support	Until v8 + 1 year	Until v8 + 3 years	
7.2	12-Nov-19	7.2.2055.0	Limited Support	Ended	Until v8 + 1 year	
7.1	11-Apr-19	7.1.2064.0	Limited Support	Ended	Until v8 + 1 year	
7.0	16-Aug-18	7.0.2091.0	Limited Support	Ended	Until v8 + 1 year	
6.6	24-Aug-17	6.6.2089.2	Limited Support	Ended	Mar 2021	Apr 2021
6.5***	14-Mar-17	6.5.2123.5	Limited Support	Ended	Feb 2022	Mar 2022
6.4	7-Jun-16	6.4.2014.0	End of Life	Ended	Ended	End of Life
6.3	21-Jan-16	6.3.2016.0	End of Life	Ended	Ended	End of Life
6.2	25-Feb-15	6.2.2033.0	End of Life	Ended	Ended	End of Life
6.1	11-Dec-14	6.1.2227.0	End of Life	Ended	Ended	End of Life
5.x****	29-May-12	5.0.2272.7	Limited Support	Ended	Dec 2020	Jan 2021

The versions 5.x to 6.4 are subject to the transition period. That means they will receive module and virus signature updates until July 2021, even if officially in EOL stage before that date.

## ESET Smart Security Business Edition ESET NOD32 Antivirus Business Edition

Version	Release Date	Latest Build	Current Status	Full Support	Limited Support	End of Life
4****	2-Mar-09	4.2.76.0	Limited Support	Ended	Dec 2020	Jan 2021
3	5-Nov-07	3.0.695.0	End of Life	Ended	Ended	End of Life

The version 4 is subject to the transition period. That means it will receive module and virus signature updates until July 2021, even if officially in EOL stage before that date.

\*\*\* v6.5 is the latest product version supporting Windows XP. The architecture of V6.6 is closer to generation 7 than generation 6. That's why we decided to offer a longer limited support period for v6.5 than for v6.6.

\*\*\*\* v4 and v5 are legacy versions that will be phased out by the end of 2020.

## ESET File Security for MS Win Server

Version	Release Date	Latest Build	Current Status	Full Support	Limited Support	End of Life
7.x	16-Aug-18	7.1.12006.0	Full Support	v8 release date +1 year	v8 release date +3 years	TBA
6.5	28-Feb-17	6.5.12018.0	Limited Support	Until Aug 2019	Until Dec 2022	Dec 2022
6.4	7-Sep-16	6.4.12004.0	End of Life	Ended	Ended	End of Life
6.3	2-Mar-16	6.3.12006.0	End of Life	Ended	Ended	End of Life
6.2	25-Feb-15	6.2.12007.0	End of Life	Ended	Ended	End of Life
6.0	11-Dec-14	6.0.12035.0	End of Life	Ended	Ended	End of Life
4.5	7-Feb-12	4.5.12017.0	End of Life	Ended	Ended	End of Life
4.3	18-Oct-11	4.3.12014	End of Life	Ended	Ended	End of Life

The versions 6.0 to 6.4 are subject to the transition period. That means they will receive module and virus signature updates until July 2021, even if officially in EOL stage before that date.



## Support Policy Category B

Applies to the following product categories:




### On-premise consoles

ESET Security Management Center, ESET Remote Administrator

**Full Support** is available for all the components of the latest release (major version). When a new major version is released, the previous version goes into limited support.

**Limited Support** is available for two years after full support has expired.

### Support Levels Scope

 <b>Full Support</b>	<ul style="list-style-type: none"> <li>• Compatibility with new operating systems, new versions of operating systems, and new updates for existing operating systems is granted by new product releases</li> <li>• Confirmed problems and vulnerabilities addressed with patches and Service Releases</li> <li>• Technical support is available</li> <li>• KB and Help website always up to date</li> </ul>
 <b>Limited Support</b>	<ul style="list-style-type: none"> <li>• Compatibility with new versions of operating systems is not guaranteed*</li> <li>• Technical support is available</li> <li>• KB and Help updates guaranteed only for critical issues (preventing the products' core functionality and security)</li> <li>• Product is no longer available for download from ESET servers</li> </ul>
 <b>End of Life</b>	<ul style="list-style-type: none"> <li>• No new operating systems support</li> <li>• No technical support or patches are available for this version.</li> <li>• No new documentation is created or updated</li> </ul>

Examples of policies applied to specific products:

### ESET Security Management Center

Version	Release Date	Latest Build	Current Status	Full Support	Limited Support	End of Life
7	16-Aug-18	7.1.27.0	Full Support	Until next major version	v8 release date +2 years	TBA

## ESET Remote Administrator

Version	Release Date	Latest Build	Current Status	Full Support	Limited Support	End of Life
6.5***	14-Mar-17	6.5.34.0	Limited Support	Ended	Until December 2020	January 2021
6.4	19-Jul-16	6.4.29.0	End of Life	Ended	Ended	End of Life
6.3**	21-Jan-16	6.3.12.0	End of Life	Ended	Ended	End of Life
6.2*	3-Sep-15	6.2.11.0	End of Life	Ended	Ended	End of Life
6.1*	20-May-15	6.1.31.0	End of Life	Ended	Ended	End of Life
6.1*	25-Feb-15	6.1.28.0	End of Life	Ended	Ended	End of Life
6.1*	10-Dec-14	6.1.21.0	End of Life	Ended	Ended	EOL

## ESET Remote Administrator v5 and earlier

Version	Release Date	Latest Build	Current Status	Full Support	Limited Support	End of Life
5.3	19-Nov-15	5.3.39.0	End of Life	Ended	Ended	End of Life
5.2	16-Jun-14	5.2.26.0	End of Life	Ended	Ended	End of Life
5.1	21-Oct-13	5.1.34	End of Life	Ended	Ended	End of Life
5	28-May-12	5.0.119	End of Life	Ended	Ended	End of Life
4	19-Apr-10	4.0.138	End of Life	Ended	Ended	End of Life

## Support Policy Category C

Applies to the following product categories:

### Mobile Products

ESET Endpoint Security for Android

### EDR

ESET Enterprise Inspector

### Encryption and Multi-factor Authentication

ESET Full Disk Encryption, ESET Endpoint Encryption, ESET Secure Authentication

**Full Support** is available only for the latest major version/release.  
There is no **Limited Support** for earlier versions.

## Support Levels Scope



### Full Support

granted only to the latest release of a product

- Bugs and broken functionality are always fixed in the latest release
- Compatibility with new operating systems and new versions of operating systems is granted by new product releases
- Confirmed problems and vulnerabilities addressed with patches and Service Releases
- Technical support is available



### End of Life

- No technical support or patches are available for this version
- No new documentation is created or updated
- Product is not available for download from ESET servers

Examples of policies applied to specific products:

## ESET Endpoint Security for Android

Version	Release Date	Latest Build	Current Status	Full Support	End of Life
2	25-Feb-15	2.7.21.0	Full Support	Until next major release	TBA
1	4-Dec-12	1.2.210.134	End of Life	Ended Feb 2015	Mar 2015

## ESET Enterprise Inspector

Version	Release Date	Latest Build	Current Status	Full Support	End of Life
1	16-Aug-18	1.3.1143	Full Support	Until next major version	TBA

## ESET Secure Authentication

Version	Release Date	Latest Build	Current Status	Full Support	End of Life
3	30-Jan-20	3.0.20.0	Full Support	Until next major release	
2	15-Mar-16	2.8.23.0	End of Life	Ended Jan 2020	EOL Jan 2020
1	25-Jul-13	1.3.719.0	End of Life	Ended Mar 2016	EOL Apr 2016

## Support Policy Category D

Applies to the following product categories:

### Cloud Solutions

ESET Cloud Administrator, ESET Dynamic Threat Defense, ESET MSP Administrator, ESET Business Account

When a new major release becomes generally available, the last major release automatically transitions to the final phase – End of Life.

When a new major release becomes generally available and if for some reason the previous major release version is not terminated, the last major release automatically switches from Full Support to Limited Support for a predefined period of time (usually for one year). After the predefined period of time, the previous release version reaches its End of Life.

### Support Levels Scope



#### Full Support

- Cloud service is constantly improved
- Confirmed problems and vulnerabilities are addressed with Hotfixes and Service Releases
- Enrollment of new customers/users is available
- Technical support is available, documentation is updated



#### Limited Support

- Cloud service is not actively improved
- Functionalities and accessibility might be limited
- Enrollment of new customers/users might be limited
- Technical support is limited, bugs are under consideration, documentation updates might be limited



#### End of Life

- Cloud service improvements are terminated
- Accessibility is limited or terminated
- Enrollment of new customers/users is not available
- Basic or no technical support, no bugs fixing, no documentation update

Example of New Policy Applied Retroactively to Existing Product Versions

### ESET Dynamic Threat Defense

Version	Release Date	Latest Build	Current Status	Full Support	Limited Support	End of Life
Cloud	16-Aug-18	N/A	Full Support	Throughout whole lifecycle	N/A	TBA

# OS SUPPORT POLICY

Another important aspect of the EOL policy is the level of compatibility with various operating systems across different platforms. In most cases, we tried to align ourselves with OS vendors' official support policies. In certain cases, we had to consider the issues of OS version fragmentation and grant an exception to the rule.

## Microsoft and Windows support

Since Microsoft stated that Windows 10 will be the last ever version of the Windows OS, we have defined a separate policy for it. For older versions of Windows, we were mostly bound by existing commitments to our customers or specific market conditions (large market share of Win 7). At the end of this section, there are charts illustrating support for various versions of Windows.

### Windows 10

For Windows 10, we aim to make our future major product releases compatible with all Win 10 releases that fit within a 30-month period, counting backward from the date of our product release. Regarding future compatibility, our products will get Win 10 compatibility updates while they are in full support, as defined in the previous chapter. At the end of the chapter, you can find a chart illustrating this principle in the context of our endpoint solutions. The relevant [support chart](#) is below.

### Windows 8.1 and older versions

For older versions of Windows, we are bound by existing commitments, and various exceptions have been granted to the rule. The [table](#) below clearly explains the compatibility matrix with existing products.

## Apple and Mac OS

Our OS support policy for macOS is a little bit stricter. Our future Mac products will support a total of **four macOS versions** (the current version and three previous versions). As for future compatibility, while our Mac product is in the Full Support period, it is guaranteed to get an update to make it compatible with future macOS releases.

Endpoint Version	8.X	7.X	6.x
<b>Release Date</b>	Q4 2021 (estimated)	Q4 2020 (estimated)	16-Aug-18
<b>Backward Compatibility</b>	3 Older OS Versions	3 Older OS Versions	3 Older OS Versions
<b>Forward Compatibility</b>	While in Full Support	While in Full Support	While in Full Support
<b>Sierra</b>			●
<b>High Sierra</b>		●	●
<b>Mojave</b>	●	●	●
<b>Catalina</b>	●	●	●
<b>10.16</b>	●	●	●
<b>10.17</b>	●	●	
<b>10.18</b>	●		
<b>10.19</b>			

## Google and Android OS

For various reasons the use of Android OS is very fragmented and Google has been failing to address this issue for many years. As a result, our OS support policy needs to be quite benevolent so as not to exclude any significant portion of our existing and potential customer base. Our future Android products will support a **total of six Android versions** (the current version and five earlier versions). This is subject to change in the future should the market situation with fragmentation improve. Our current major version of the Android solution is guaranteed to get a Service Release securing compatibility with the future Android OS releases until it is superseded by a newer major product version.

EESA Version	4.X	3.X	2.x
Release Date	Q3 2021 (estimated)	Q3 2020 (estimated)	25-Feb-15
Backward Compatibility	5 Older OS Versions	5 Older OS Versions	5 Older OS Versions
Forward Compatibility	While in Full Support	While in Full Support	While in Full Support
Android Lollipop			●
Android Marshmallow		●	●
Android Nougat	●	●	●
Android Oreo	●	●	●
Android Pie	●	●	●
Android 10	●	●	●
Android 11	●	●	
Android 12	●		

## Linux

Linux is an OS affected by fragmentation and many different distributions. Our upcoming endpoint for Linux is going to support Ubuntu 18.04 LTS and Redhat Enterprise Linux 7 for desktop. We aim to support a **total of two OS versions** for each supported distribution (the current distribution version plus one older version). When a new OS version is released, it will replace the oldest support OS version in our compatibility matrix.

### RHEL Support

Version 7 (planned support for v8)

### Ubuntu support

18.04 LTS (planned support for 20.04 LTS)

## Microsoft OS Support Overview

### Windows Client and Server

	Earliest end of OS support date**	Latest compatible ESET Endpoint/ Server product version***
<b>Client</b>		
Windows XP	March 2022****	6.5
Windows 7	December 2022	7.2
Windows 8.1	December 2022	7.2
Windows 10	See next page	7.2
<b>Server</b>		
Windows 2000 Server	EOL (Dec. 2018)	4.5
Windows Server 2003	December 2022	6.5
Windows Server 2008	December 2022	7.1
Windows Server 2012	December 2022	7.1
Windows Server 2016	End of support date for Windows Server 2016 by Microsoft	7.1
Windows Server 2019	End of support date for Windows Server 2019 by Microsoft	7.1

\*\* Estimated end of support for the particular OS based on internal forecasts and extended support commitments

\*\*\* Assumption based on current best knowledge and supported product builds; possible change of product version due to unforeseen technical blockers

\*\*\*\* Potential technical blocker (expiration of SHA certificate) might cause change to 2021



## Windows 10 Support Chart

Endpoint Version	9.X	8.X	7.x
<b>Release Date</b>	Q4 2021 (estimated)	Q4 2020 (estimated)	16-Aug-18
<b>Backward Compatibility</b>	30 months	30 months	30 months
<b>Forward Compatibility</b>	While in Full Support	While in Full Support	While in Full Support
<b>1507</b>			
<b>1511</b>			
<b>1607</b>			●
<b>1703</b>			●
<b>1709</b>			●
<b>1803</b>		●	●
<b>1809</b>		●	●
<b>1903</b>	●	●	●
<b>1909</b>	●	●	●
<b>H1 /20</b>	●	●	●
<b>H2 /20</b>	●	●	●
<b>H1 /21</b>	●	●	●
<b>H2 /21</b>	●	●	●
<b>H1 /22</b>	●	●	
<b>H2 /22</b>	●	●	
<b>H1 /23</b>	●		
<b>H2 /23</b>	●		