

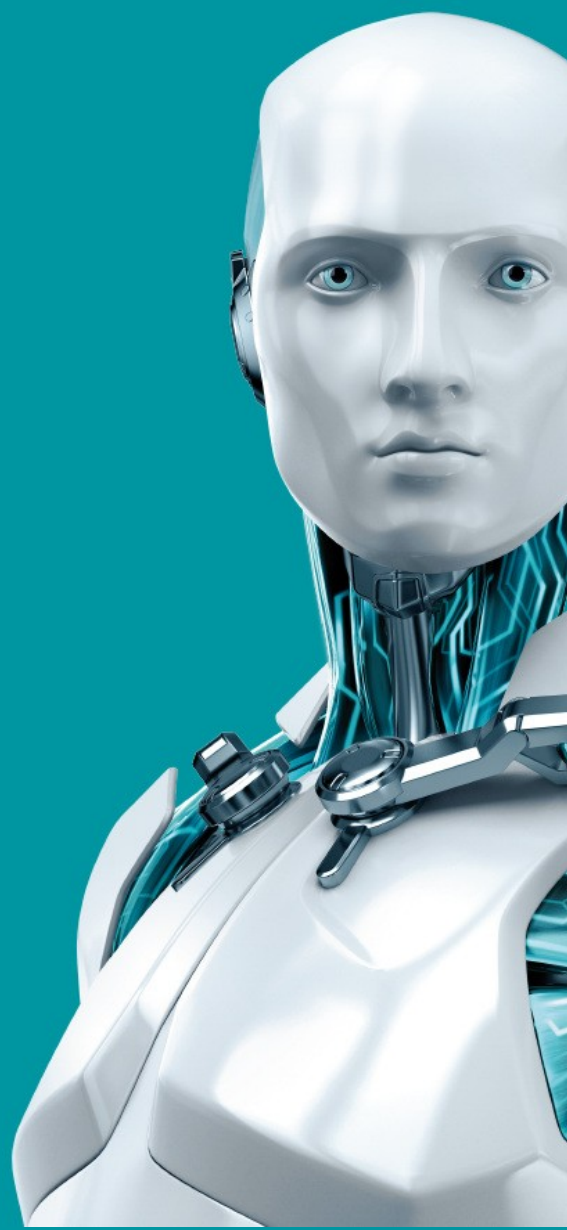


END OF LIFE POLICY

Business security products

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EXECUTIVE SUMMARY

The purpose of this document is to review ESET's End of Life (EOL) policies, product-related support policies, and policies we follow for the support of various operating systems.

This 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 is implemented, 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 only guarantees detection engine updates (formerly known as "virus signature database"). We will continue to send 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 receive the same benefit.

VERSIONING RULES

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

Versioning explained

ESET Endpoint Security version **7.2.2055.0**

7.	2.	2055.	0
Major version	Minor version/Service release	Build number/Patch level	Additional differentiator (e.g. language version)

Major version

Moving to a higher version typically involves a major product overhaul, change in product architecture, or dropped operating system support for an earlier operating system version(s).

Minor version/Service release

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

Build Number/Patch level

Indicates required automatic security and stability updates. No functionality changes are made.

PRODUCT LIFECYCLE

Each of our products fits into a specific stage of the product lifecycle. For the purpose of defining a complete End of Life 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 plan 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 only maintains them. There is no development of any new features. Products/services in maintenance are typically in extended Limited Support. Products in maintenance do not get releases guaranteeing compatibility with future operating system releases.

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 specific support levels of individual products and product versions, refer to their corresponding sections in the 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 operating system releases will be supported unless there is a major external hurdle that we cannot overcome with reasonable effort.

Limited Support

It is generally limited to Technical Support and Development Support, which is limited to bug fixing so there is no support for new operating system versions.

End of Life

At this stage of the product lifecycle, we offer zero support or assistance and do not guarantee the product's functionality at all. The best we can do is guide the customer to the most appropriate 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
Endpoint solutions ESET Endpoint Antivirus, ESET Endpoint Security (desktop platforms)	A
Server products ESET File Security, ESET Mail Security, ESET Security for Sharepoint, ESET Virtualization Security, ESET Shared Local Cache, ESET Anti-Malware SDK	
Consoles: On-premise consoles ESET Security Management Center, ESET Remote Administrator	B
Mobile Products ESET Endpoint Security for Android	C
EDR ESET Enterprise Inspector	
Encryption and Multi-factor Authentication ESET Full Disk Encryption, ESET Endpoint Encryption, ESET Secure Authentication	
Cloud Solutions ESET Cloud Administrator, ESET Dynamic Threat Defense, ESET MSP Administrator, ESET Business Account	D

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 only one year after the release of a new product generation).

Limited Support is available for the older releases of the latest major product version (one additional year after the next generation comes out) and the latest release of the previous product generation (two additional years after the one year of Full Support has expired).

Support Levels Scope

 Full Support

- Availability of regular module updates
 - Support for new operating systems and new versions of operating systems is granted by new product release (either a new major version release or a next minor release; only applicable to the latest product generation)
 - Confirmed problems and vulnerabilities addressed with security and stability updates or service releases
 - Technical Support is available
 - Knowledgebase and Online Help guides are up to date
-

 Limited Support

- Availability of regular module updates
 - Compatibility with new versions of operating systems is not guaranteed¹
 - Confirmed system critical bugs and critical vulnerabilities may be address with security and stability updates or service releases ²
 - Technical Support is available
 - Knowledgebase and Online Help guides 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 security and stability updates are available for this version
 - No new documentation is created or updated
-

¹For Windows 10, we consider semi-annual updates from Microsoft as new versions of the operating system.

²Whether or not a bug or vulnerability is fixed is solely at ESET's discretion. ESET will offer a solution if it is commercially viable.

Support Policy Category A - EXAMPLES



Examples only

The information in the tables below is illustrative and do not contain latest updates. For current support policy for your product, please refer to:

- [\[KB3592\] Is my ESET product supported? ESET End of Life policy \(Business products\)](#)

ESET Endpoint Security for Windows

Version	Release Date	Latest Build	Current Status	Full Support	Limited Support	Transitional period
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	
6.5	14-Mar-17	6.5.2123.5	⚠ Limited Support	Ended	Feb 2022	
6.4	7-Jun-16	6.4.2014.0	⚠ End of Life	Ended	Ended	✓
6.3	21-Jan-16	6.3.2016.0	⚠ End of Life	Ended	Ended	✓
6.2	25-Feb-15	6.2.2033.0	⚠ End of Life	Ended	Ended	✓
6.1	11-Dec-14	6.1.2227.0	⚠ End of Life	Ended	Ended	✓
5.x	29-May-12	5.0.2272.7	⚠ Limited Support	Ended	Dec 2020	✓













Version 4 is subject to the transition period. That means they will receive module and virus signature updates until July 2021, even if officially in the End of Life (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	Transitional period
4	2-Mar-09	4.2.76.0	⚠ Limited Support	Ended	Dec 2020	✓
3	5-Nov-07	3.0.695.0	⚠ End of Life	Ended	Ended	

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.

ESET File Security for Microsoft Windows Server

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

Versions 5.x – 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 End of Life (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

 Full Support

- 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 security and stability updates or service releases
- Technical Support is available
- Knowledgebase and Online Help guides are up to date



- Compatibility with new versions of operating systems is not guaranteed*
- Technical Support is available
- Knowledgebase and Online Help guides updates guaranteed only for critical issues (preventing the products' core functionality and security)
- Product is no longer available for download from ESET servers



- No new operating systems support
- No technical support or security and stability updates are available for this version
- No new documentation is created or updated

Support Policy Category B - EXAMPLES



Examples only

The information in the tables below is illustrative and do not contain latest updates. For current support policy for your product, please refer to:

- [\[KB3592\] Is my ESET product supported? ESET End of Life policy \(Business products\)](#)

ESET Security Management Center

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

ESET Remote Administrator 6

Version	Release Date	Latest Build	Current Status	Full Support	Limited Support
6.5	14-Mar-17	6.5.34.0	⚠ Limited Support	Ended	Until December 2020
6.4	19-Jul-16	6.4.29.0	⚠ End of Life	Ended	Ended
6.3	21-Jan-16	6.3.12.0	⚠ End of Life	Ended	Ended
6.2	3-Sep-15	6.2.11.0	⚠ End of Life	Ended	Ended
6.1	20-May-15	6.1.31.0	⚠ End of Life	Ended	Ended

ESET Remote Administrator 5.x and earlier

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

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

These rules will not be applied retroactively but will only be applicable going forwards.

Full Support is available only for the latest major version/release.

Limited support is available in a reduced scope for one year after the product version has been superseded by the next release.

Support Levels Scope

 Full Support	<ul style="list-style-type: none">• 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 security and stability updates or service releases• Technical support is available
 Limited Support	<ul style="list-style-type: none">• No development support available (no bug fixing)• Bugs and vulnerabilities will be addressed in future product releases• Technical support available for known issues• Module updates available (where applicable)
 End of Life	<ul style="list-style-type: none">• No technical support or security and stability updates are available for this version• No new documentation is created or updated• Product is not available for download from ESET servers

Support Policy Category C - EXAMPLES



Examples only

The information in the tables below is illustrative and do not contain latest updates. For current support policy for your product, please refer to:

- [\[KB3592\] Is my ESET product supported? ESET End of Life policy \(Business products\)](#)

ESET Endpoint Security for Android

Version	Release Date	Latest Build	Current Status	Full Support	Limited Support
2	08-Jul-20	2.8.12.0	✓ Full Support	Until Next Release	Until Next release + 1 year
2	15-Jun-20	2.8.7.0	⚠ Limited Support	Ended	Jul-21
2	25-Mar-20	2.7.21.0	⚠ Limited Support	Ended	Jun-21
1	04-Dec-12	1.2.210.134	⚠ End of Life	Ended Feb 2015	

ESET Enterprise Inspector

Version	Release Date	Latest Build	Current Status	Full Support	Limited Support
1.4	15-Jun-20	1.4.1363	✓ Full Support	until v1.5 release	until v1.5 release + 1 year
1.3	17-Sep-19	1.3.1145 for Server and WinOS endpoints / 1.3.1143 for macOS endpoints	⚠ Limited Support	Ended	15-Jun-21
1.2	20-Jul-18	1.2.894	⚠ Limited Support	Ended	17-Sep-20
1.1	26-Mar-18	1.1.x	⚠ End of Life	Ended	

ESET Secure Authentication

Version	Release Date	Latest Build	Current Status	Full Support
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
1	25-Jul-13	1.3.719.0	⚠ End of Life	Ended Mar 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


Full Support is available when a new major release becomes generally available it is considered to be in Full Support and the last major release automatically transitions to the final phase - End of Life.

Limited Support is available 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 might be address with Stability and Security Updates or 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

Support Policy Category D - EXAMPLES




Examples only

The information in the tables below is illustrative and do not contain latest updates. For current support policy for your product, please refer to:

- [\[KB3592\] Is my ESET product supported? ESET End of Life policy \(Business products\)](#)

ESET Dynamic Threat Defense

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

Operating system support policy

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

Microsoft and Windows operating system

Since Microsoft stated that Windows 10 will be the last 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 Windows 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 Windows 10 releases that fit within a 30-month period, counting backward from the date of our product release. Regarding future compatibility, our products will receive Windows 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.

Microsoft operating system Support Overview

Windows Client

	Earliest end of OS support date ¹	Latest compatible ESET Endpoint product version ²
Windows XP	March 2022	6.5
Windows 7	December 2022 ³	7.3
Windows 8.1	December 2022	7.3
Windows 10	See below ¹⁴	7.3

Windows Server

	Earliest end of OS support date ¹	Latest compatible ESET Server product version ²
Windows 2000 Server	EOL (Dec. 2018)	4.5
Windows Server 2003	December 2022 ³	6.5
Windows Server 2008	December 2022 ³	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

¹Estimated End of Support (EOL) for the particular operating system based on internal forecasts and extended support commitments

²Assumption based on current best knowledge and supported product builds; possible change of product version due to unforeseen technical blockers

³Potential technical blocker (expiration of SHA certificate) might cause change to 2021

Windows 10 Support Chart

Endpoint Version	9.X	8.X	7.x
Release Date	Q4 2021 (estimated)	Q4 2020 (estimated)	16-Aug-18
Backward Compatibility	30 months	30 months	30 months
Forward Compatibility	While in Full Support ⁴	While in Full Support*	While in Full Support*
1507			
1511			
1607			✓
1703			✓
1709			✓
1803		✓	✓
1809		✓	✓
1903	✓	✓	✓
1909	✓	✓	✓
H1 /20	✓	✓	✓
H2 /20	✓	✓	✓
H1 /21	✓	✓	
H2 /21	✓	✓	
H1 /22	✓		
H2 /22	✓		
H1 /23			
H2 /23			

⁴Applicable until this product version has been superseded by its successor.

Apple and Mac operating system

Our operating system 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
Release Date	Q4 2021 (estimated)	Q4 2020 (estimated)	16-Aug-18
Backward Compatibility	3 Older operating system Versions	3 Older operating system Versions	3 Older operating system Versions
Forward Compatibility	While in Full Support	While in Full Support	While in Full Support
Sierra			✓
High Sierra		✓	✓
Mojave	✓	✓	✓
Catalina	✓	✓	✓
Big Sur	✓	✓	✓
11.1	✓	✓	
11.2	✓		
11.3			

Google and Android operating system

For various reasons the use of Android operating system is very fragmented. As a result, our operating system support policy needs to be 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 operating system releases until it is superseded by a newer major product version.

Endpoint Version	4.X	3.X	2.x
Release Date	Q3 2021 (estimated)	Q3 2020 (estimated)	25-Feb-15
Backward Compatibility	5 Older operating system Versions	5 Older operating system Versions	5 Older operating system 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 operating systems

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

Red Hat Enterprise Linux Support

Version 7 (planned support for v8)

Ubuntu support

18.04 LTS (planned support for 20.04 LTS)