

ESET End of Life Policy

Product manual

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Introduction

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 and 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.

 [Click here to see ESET End of Life policy for Home products](#)

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 **9.0.2032.0**

| | | | |
|----------------------------|--|--|--|
| 9. Major version | 0. Minor version/Service release | 2032. Build number/Patch level | 0 Additional differentiator (for example, language version) |
|----------------------------|--|--|--|

Major version

Moving to a later 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. To define 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 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 levels

These are the generic support levels for ESET business products and services. For specific support levels of individual products and product versions, refer to their corresponding sections.

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 (critical bugs/vulnerabilities only), and 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 to upgrade to the latest equivalent product.

In case of exceptions, ESET reserves the right to switch any of the product versions' or product components' support levels and will update these pages in advance before transitioning a support level to End of Life.

Example

Each ESET product is represented by a table. Each [major or minor product version](#) is represented by a table row. See also [Product tables explanation](#).

| Version | Original Release Date | Latest Build | Latest Build Release Date | Current Status | Full Support | Limited Support |
|---------|-----------------------|--------------|---------------------------|---|--------------------------|-----------------------------------|
| 3.0 | January 1, 2022 | 3.8.0 | April 5, 2022 |  Full support | Until next major version | Until next major version + 1 year |
| 2 | January 1, 2021 | 2.0.5.0 | April 5, 2021 |  Limited Support | Ended (January 1, 2022) | Until January 2023 |
| 1 | January 1, 2020 | 1.0.3.0 | April 5, 2020 |  End of Life | Ended (January 1, 2021) | Ended (January 1, 2022) |

To review the current support level for your ESET product, see the [Is my ESET product supported?](#) section.

Support policies

For 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 or ESET Server Security, ESET Mail Security, ESET Security for Sharepoint, ESET Virtualization Security, ESET Anti-Malware SDK | |
| Consoles: On-premise consoles ESET PROTECT, ESET Security Management Center, ESET Remote Administrator | B |
| Mobile products ESET Endpoint Security for Android | C |
| EDR ESET Inspect (formerly ESET Enterprise Inspector) | |
| Encryption and Multi-factor Authentication ESET Full Disk Encryption, ESET Endpoint Encryption, ESET Secure Authentication | |
| Cloud solutions ESET LiveGuard Advanced (formerly ESET Dynamic Threat Defense), ESET MSP Administrator, ESET Business Account, ESET PROTECT Cloud, ESET Cloud Office Security | 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 or ESET Server Security, ESET Mail Security, ESET Security for Sharepoint, ESET Virtualization Security, ESET Anti-Malware SDK

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

Limited Support is available for the earlier 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 | <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• Availability of regular module updates• Compatibility with new versions of operating systems is not guaranteed (For Windows 10, we consider semi-annual updates from Microsoft as new versions of the operating system)• Confirmed system critical bugs and critical vulnerabilities may be addressed with security and stability updates or service releases (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.)• Technical Support is available• Knowledgebase and Online Help guides updates are 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 | <ul style="list-style-type: none">• Availability of module updates is not guaranteed• Module updates are not provided after the scheduled product version termination date• No new operating systems support• No technical support or security and stability updates are available for this version• Knowledgebase articles and Online Help are unpublished and no longer accessible online |

Support Policy Category B

Applies to the following product categories:

On-premise consoles

ESET PROTECT, 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 a later product version has been released.

Support Levels Scope

| | | |
|---|------------------------|--|
|  | Full Support | <ul style="list-style-type: none">• 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 |
|  | Limited Support | <ul style="list-style-type: none">• Compatibility with new versions of operating systems is not guaranteed*• Technical Support is available• Knowledgebase and Online Help guides updates are 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 | <ul style="list-style-type: none">• No new operating systems support• No technical support or security and stability updates are available for this version• Knowledgebase articles and Online Help are unpublished and no longer accessible online |

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 a later product version has been released.

Support Levels Scope

-  Full Support
- Bugs and broken functionality are always fixed in the latest release
 - New product releases grant compatibility with new operating systems and new versions of operating systems
 - Confirmed problems and vulnerabilities addressed with security and stability updates or service releases
 - Technical Support is available and documentation is updated

-
-  Limited Support
- No development support available (no bug fixing)
 - Bugs and vulnerabilities will be addressed in future product releases
 - Technical Support is available for known issues, documentation updates might be limited
 - Module updates available (where applicable)

-
-  End of Life
- No technical support or security and stability updates are available for this version
 - Knowledgebase articles and Online Help are unpublished and no longer accessible online
 - Product is not available for download from ESET servers

Support Policy Category D

Applies to the following product categories:

Cloud solutions

ESET PROTECT Cloud, ESET LiveGuard Advanced (formerly ESET Dynamic Threat Defense), ESET MSP Administrator, ESET Business Account, ESET Cloud Office Security, ESET License Administrator

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. 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 pre-defined time (usually for one year). After the pre-defined time, the previous release version reaches its End of Life.

Support Levels Scope

- Cloud service is constantly improved
- Confirmed problems and vulnerabilities might be addressed with Stability and Security Updates or Service Releases
- Enrollment of new customers/users is available
- Technical Support is available and documentation is updated

✓ Full 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

⚠ Limited Support

- 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
- Knowledgebase articles and Online Help are unpublished and no longer accessible online

⚠ End of Life

Operating system support policy and ESET products

Another important aspect of the End of Life policy is 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

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 11 release indicates a similar version convention used in the future as for Windows 10.

For earlier versions of Windows (8.1 and below), 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

| Operating system | Earliest end of OS support date* | Compatible ESET client product version** |
|--------------------|---|--|
| Windows XP / Vista | March 2022 Limited module updates availability due to SHA-1 certificate expiration | 6.5 only |

| Operating system | Earliest end of OS support date* | Compatible ESET client product version** |
|-----------------------------------|--|--|
| Windows 7 Non-SHA-2 compatible | December 2022 Limited module updates availability due to SHA-1 certificate expiration | 6.5 only |
| Windows 7 SHA-2 compatible | December 2022 | 9.x, 8.x, 7.x, 6.5 |
| Windows 8.1 | December 2022 | 9.x, 8.x, 7.x, 6.5 |
| Windows 10 | See below | 9.x, 8.x, 7.x, 6.5 |
| Windows 11 | See below | 9.x*** |

* Estimated End of Support (EOL) for the specific operating system 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.

*** Version 8.1 and below are not officially supported with Windows 11. It might work, but it is not guaranteed.

Windows Server

| Operating system | Earliest end of OS support date* | Compatible ESET server product version** |
|---|--|--|
| Windows Server 2003 | December 2022 Limited module updates availability due to SHA-1 certificate expiration | 6.5 |
| Windows Server 2008 / 2008 R2 Non-SHA-2 compatible | December 2022 Limited module updates availability due to SHA-1 certificate expiration | 6.5 |
| Windows Server 2008 / 2008 R2 SHA-2 compatible | December 2022 | 8.x, 7.x, 6.5 |
| Windows Server 2012 | December 2022 | 8.x, 7.x, 6.5 |
| Windows Server 2016 | January 2027 | 8.x, 7.x, 6.5 |
| Windows Server 2019 | January 2029 | 8.x, 7.x, 6.5 |

* Estimated End of Support (EOL) for the specific operating system 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.

Windows 10 Support Chart

| Endpoint Version | 9.x | 8.x | 7.3 |
|-------------------------|-------------------|------------------|-----------------|
| Release Date | November 30, 2021 | December 9, 2020 | August 16, 2018 |
| Backward Compatibility* | 30 months | 30 months | 30 months |

| Endpoint Version | 9.x | 8.x | 7.3 |
|--------------------------------|--|--|--|
| Forward Compatibility** | While in Full Support (Applicable until this product version has been superseded by its successor) | While in Full Support (Applicable until this product version has been superseded by its successor) | Currently in Limited Support (It might work, but it is not guaranteed) |
| 1507 | | | |
| 1511 | | | |
| 1607 | | | ✓ |
| 1703 | | | ✓ |
| 1709 | | | ✓ |
| 1803 | | ✓ | ✓ |
| 1809 | | ✓ | ✓ |
| 1903 | ✓ | ✓ | ✓ |
| 1909 | ✓ | ✓ | ✓ |
| 2004 (19041) | ✓ | ✓ | ✓ |
| H2 /20 (19042) | ✓ | ✓ | ✓ |
| H1 /21 (19043) | ✓ | ✓ | ✓ |
| H2 /21 (19044) | ✓ | ✓ | ✓ |

* Backward Compatibility - When an ESET product version is released, ESET guarantees compatibility of earlier operating system versions released within a specified period into the past. For example, Endpoint Version 8.x released during December 2020 is compatible with Windows 10 versions released up to 30 months earlier (June 2018) or since Windows 10 version 1803.

** Forward Compatibility - ESET guarantees compatibility of future operating system versions with the latest ESET product versions. For example, Endpoint Version 7.3 is compatible with Windows 10 version H2 / 2020.

Windows 11 Support Chart

| | |
|-------------------------------|--|
| Endpoint Version | 9.x |
| Release Date | November 30, 2021 |
| Backward Compatibility | 36 months |
| Forward Compatibility | While in Full Support (Applicable until this product version has been superseded by its successor) |
| H2 /21 (22000) | ✓ |

Apple and macOS operating system

| Product version | 7.x | 6.11 | 6.10 |
|--------------------------------|--|--|---|
| Release Date | Q1 2022 (estimated) | October 6, 2021 | April 20, 2021 |
| Forward Compatibility** | While in Full Support (Applicable until this product version has been superseded by its successor) | While in Full Support (Applicable until this product version has been superseded by its successor) | Currently in Limited Support (It might work but it is not guaranteed) |
| Sierra | | ✓ | ✓ |

| Product version | 7.x | 6.11 | 6.10 |
|-----------------|-----|------|------|
| High Sierra | | ✓ | ✓ |
| Mojave | | ✓ | ✓ |
| Catalina | ✓ | ✓ | ✓ |
| Big Sur | ✓ | ✓ | ✓ |
| Monterey 12 | ✓ | ✓ | X |

** Forward Compatibility - ESET guarantees compatibility of future operating system versions with the latest ESET product versions.

Google and Android operating system

For various reasons, the use of the 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. 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 a later major product version supersedes it.

| Product version | 4.x | 3.x | 2.x |
|-------------------------|-----------------------|-----------------------|-----------------------|
| Release Date | Q3 2022 (estimated) | Q4 2021 (estimated) | February 25, 2015 |
| 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 | ✓ | ✓ | ✓ |

** Forward Compatibility - ESET guarantees compatibility of future operating system versions with the latest ESET product versions.

Linux operating systems

Linux is an operating system affected by fragmentation and many different distributions. We aim to support a total of two operating system versions for each supported distribution (the current distribution version plus one earlier version). When a new operating system version is released, it will replace our compatibility matrix's oldest support system version.

ESET guarantees support only for the selected distributions, based on what is stated in the **System requirements** help page.

Is my ESET product supported?

To review the current support level for your product, click the appropriate product name below.

Product tables explanation

Table columns explained:

| Column | Description |
|---------------------------|--|
| Version | Major release of a specific ESET product. |
| Original Release Date | Date of the major release or date when the specific major version of an ESET product became generally available. |
| Latest Build | Latest build number of a specific ESET product. |
| Latest Build Release Date | Date of the latest build release or date when the latest version of an ESET product became generally available. |
| Current Status | Level of support currently provided. |
| Full Support | Current status of Full Support level. |
| Limited Support | Details about Limited support level. |