

ESET End of Life Policy

Product manual

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Technical Support: <https://support.eset.com>

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Introduction

The purpose of this document is to introduce procedures regarding our product lifecycle, End of Life (EOL) policies, and product-related support policies for ESET home products. To ensure our customers have the best protection possible, we want to communicate the EOL process transparently and predictably for everyone involved.

In this End of Life document, we have defined product categories and created support policies for each of them. We have retroactively applied new support policies to existing products and versions while still honoring any prior commitments to our customers. These policies will be strictly applied to all future releases to maintain consistency.

We also present a template for approaching our product versioning and have drafted new guidelines to follow.

 [Click here to see ESET End of Life policy for Business 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 Internet Security version **15.0.23.0**

15. Major version	0. Minor version/Service release	23. Build number/Patch level	0 Additional differentiator (for example, language version)
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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.

ESET guarantees Full Support for the latest major versions and corresponding minor releases of these products:

Windows	Android	MacOS
ESET Smart Security Premium	ESET Mobile Security	ESET Cyber Security Pro

Windows	Android	MacOS
ESET Internet Security	ESET Parental Control	ESET Cyber Security
ESET NOD32 Antivirus	ESET Smart TV Security	

Product lifecycle

Each of our products fits into a specific stage of the product lifecycle. To define a comprehensive End of Life policy, we have categorized them into the following groups:

1. Products in active development

These products are in the early or middle stages of the lifecycle.

Products in active development regularly undergo the end of version procedure for earlier product versions (every time a new major version is released).

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 in maintenance do not get releases guaranteeing compatibility with future operating system releases.

3. Products to be terminated

These products undergo an internal product termination procedure, which results in the products complete End of Life.

Planned termination of a product/tool/service

- An End of Life state during which the product, tool or service is discontinued, a later version is not available, and functionality is terminated.
- When the termination is approved, the product moves to Limited Support.

Unplanned termination of a product/tool/service

- An End of Life state during which unpredictable external factors including operating system platform changes and API closures affect the functionality of ESET products, services or features. There can be immediate negative effects, and the user's security can be jeopardized.
- **ESET reserves the right to notify the user and execute the End of Life process outside the minimal standard time duration.**

Free vs. paid termination of a tool/service

Paid services and tools

ESET provides at least a one-year notice of the upcoming planned termination date and one year of Limited Support.

Free services and tools

ESET provides at least two months' notice of the upcoming planned termination date with two months of Limited Support.

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.

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.

- Availability of regular module updates
(Applies to antivirus products only)
 - Confirmed problems and vulnerabilities addressed with security and stability updates or service releases
 - Support of the latest operating system/version of the applicable operating system
(Support of earlier versions of the latest operating system is not guaranteed)
 - Compatibility with select operating systems
 - Technical Support available to assist with all product-related issues
 - Documentation ([Knowledgebase](#) and [Online Help guides](#)) kept up to date
- ✓ Full Support



Limited Support

- Availability of regular module updates
- Security and stability updates for critical bugs at ESET's discretion
- Technical Support is available only for known bugs (where a fix is already available)
- No localization updates are possible
- Compatibility with select operating systems at ESET's discretion
- Documentation updates are guaranteed only for critical issues (preventing the products' core functionality and security from working properly)



End of Life

- Availability of regular module updates at ESET's discretion
(Planned termination of this functionality must be communicated to customers, and the suggestion to update to the latest version must be displayed. If this is not guaranteed, the functionality should not be terminated during the following year. After it is turned off, the whole product stops working because the security of the user is jeopardized. If available, the latest version or a substitute is offered.)
- 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

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	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.

Policy categories

In this section:

- [Policy for Windows home products](#)
- [Policy for Android home products](#)
- [Policy for Mac and Linux home products](#)
- [Policy for Tools and Services](#)

Policy for Windows home products

Support levels

These are the generic support levels for ESET Windows home products:

Full Support

Until the next major version release (for example, version 14.x or version 15.x).

Limited Support

+1 year after expiration of Full Support for the affected major product versions.
+2 months for free products.

End of Life

Immediately from the effective date, at least six months' notice of the affected version's End of Life date.

Operating system support

- ESET guarantees support only for the selected versions of Windows, based on what is stated in the [System requirements](#) help page.
- ESET aims to offer support to at least the identical operating system versions supported by Microsoft.

Exclusions to End of Life policy

- ESET is not obligated to offer support if hardware and/or software does not meet the minimum system requirements of the product or the product/product version is no longer supported.
- If the user prefers an earlier version of an ESET product and requires technical support, the **ESET Technical Support will ask to update the product first before assisting the user.** (A user may not be able to upgrade to the latest available ESET product version with obsolete hardware or operating system version.)
- If any serious incidents affect the version during the unsupported phase, the user will be advised to upgrade to a supported version.
- Update to the latest version of a user's product may be required during the support process.
- In the case of planned termination of the product:
 - ESET will provide at least one year's notice of the affected products' End of Life date.
 - A replacement version/product (if available) is communicated to customers using multiple channels.
 - If the later version of the substitute is released after this decision, the end of the terminated product is counted down from that release date.
- In the case of a planned feature termination, **ESET will provide six months' notice** for paid products, tools,

and services.

- In special cases when the functionality of ESET Windows products, services or features is negatively affected, or the security of the user is jeopardized by external factors such as operating system platform changes or legal restrictions, **ESET reserves the right to execute the End of Life process outside the minimal standard time duration.** In this case, compensation or a substitute feature is provided at ESET's discretion.

Policy for Android home products

Support levels

Full Support

Until the next major version release (for example, version 5.x or version 6.x).

Limited Support

- +1 year after expiration of Full Support for the affected major product versions.
- +2 months for free products.

End of Life

Immediately from the effective date, at least six months' notice of the affected version's End of Life date.

ESET guarantees full support for the latest major version of Android products (ESET Mobile Security, ESET Smart TV Security and ESET Parental Control) until a later major version is released. (In the case of Google Play, upgrade to the latest supported version of the ESET product for the user's Android version is offered automatically.)

Operating system support

- Select supported Android operating system versions at ESET's discretion. Where technical changes do not limit the ESET application's functionality and existing issues cannot be solved by application modification.
- If a new Android operating system is going to be supported, ESET guarantees the availability of the suitable ESET product version no later than one day before Google's official release. In case of special customizations, the release date may be delayed compared to global releases.
- Some functionalities are Android version-dependent.

Exclusions to End of Life policy

- ESET is not obligated to offer support if hardware and/or software does not meet the minimum system requirements of the product or the product/product version is no longer supported.
- If the user prefers an earlier version of an ESET product and requires technical support, the **ESET Technical Support will ask to update the product first before assisting the user.** (A user may not be able to upgrade to the latest available ESET product version with obsolete hardware or operating system version.)
- If any serious incidents affect the version in the unsupported phase, the user will be advised to upgrade to a supported version.

- Update to the latest version of the user's product may be required during the support process.
- Users may not be able to upgrade to ESET's latest available version with obsolete hardware or Android version.
- Some features (for example, Anti-Theft) are not available on tablets that do not support calling and messaging.
- Dual SIM and rooted devices are not supported.
- In the case of planned termination of the product:
 - Compensation or substitution may be provided at ESET's discretion.
 - If the later version of the substitute is released after this decision, the end of the terminated product is counted down from that release date.
 - ESET will provide at least a one-year notice of the affected product End of Life date.
- In case of a planned feature termination, **ESET will provide six months' notice** for paid products, tools, and services.
- In special cases when the functionality of ESET Android products, services or features are negatively affected or the security of the user is jeopardized by external factors such as operating system platform changes, Google Play Store policy updates or other legal restrictions, **ESET reserves the right to execute the End of Life process outside the minimal standard time duration.** In this case, compensation or a substitute feature is provided at ESET's discretion.

Policy for Mac and Linux home products

Support levels

Full Support

Until the next major version release (for example, version 6.x or version 7.x).

Limited Support

+1 year after expiration of Full Support for the affected major product version.
+2 months for free products.

End of Life

Immediately from the effective date, at least six months' notice of the affected version's End of Life date.

ESET guarantees full support for the latest version released.

Operating system support

ESET guarantees support only for the last three major macOS versions. (Latest major macOS version – ESET guarantees the availability of a suitable ESET supporting antivirus product version no later than one day before

Apple's official public release.)

Exclusions to End of Life policy

- ESET is not obliged to offer support if hardware and/or software does not meet the minimum system requirements of the product or the product/product version is no longer supported.
- If the user prefers an earlier version of an ESET product and requires technical support, the **ESET Technical Support will ask to update the product first before assisting the user.** (A user may not be able to upgrade to the latest available ESET product version with obsolete hardware or operating system version.)
- If any serious incidents affect the version in the unsupported phase, the user will be advised to upgrade to a supported version.
- Update to the latest version of the user's product may be required during the support process.
- In the case of a planned termination of the product:
 - Compensation or substitution may be provided at ESET's discretion.
 - If the later version of the substitute version/product is released after this decision, the end of the terminated product is counted down from that release date.
 - ESET will provide at least a one-year notice of the affected product End of Life date.
- In the case of planned feature termination, **ESET will provide six months' notice** for paid products, tools, and services.
- In special cases when the functionality of ESET Mac products, services or features is negatively affected, or the security of the user is jeopardized by external factors such as operating system platform changes or legal restrictions, **ESET reserves the right to execute the End of Life process outside the minimal standard time duration.** In this case, compensation or a substitute feature is provided at ESET's discretion.

Policy for Tools and Services

Current Offering

Tools: ESET Online Scanner, ESET SysRescue, ESET AV Remover, ESET SysInspector, ESET Log Collector

Services: ESET HOME

Support levels

Full Support

Until the next major version release (for example, version 7.x or version 8.x)

Limited Support

Tools and Services do not have Limited Support, except one-year Limited Support in the case of a planned paid

tool/service termination.

End of Life

Immediately from the effective date, at least two months' notice of the affected version's End of Life date.

ESET only guarantees support of the latest versions of ESET tools.

Operating system support

- Support of the latest operating system/version of operating system at ESET's discretion.
- Compatibility with selected operating systems at ESET's discretion.

Exclusions to End of Life policy

- Full Support is guaranteed at ESET's discretion.
- If any serious incidents affect the version in the unsupported phase, the user will be advised to upgrade to a supported version.
- In the case of a tool, an update to the latest version may be required during the support process.
- ESET will provide at least a six-month notice of the affected tool/service major version End of Life date.
- In the case of planned termination of the tool/service:
 - Compensation or substitution may be provided at ESET's discretion.
 - ESET will provide at least a one-year notice of the affected paid tool's/service's End of Life date (two months notice for free tools/services).
- In the case of a planned feature termination, **ESET will provide six months' notice** for paid products, tools, and services.
- In special cases, when the functionality of ESET tools or services is negatively affected, or the security of the user is jeopardized by external factors such as operating system platform changes or legal restrictions, **ESET reserves the right to execute the End of Life process outside the minimal standard time duration**. In this case, compensation or a substitute feature is provided at ESET's discretion.

Resources

If you have any questions regarding the level of support for a product(s) you are using, contact [ESET Technical Support](#).

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.