

ESET End of Life Policy

Business products - Information sheet

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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.

[!\[\]\(e78f798d4ea5c530c9db49e7d26e6b95_img.jpg\) 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)
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Generation

A generation is the set of versions with the same major version number (for example, versions 9.0.2032.0, 9.1.2051.0, or shortly 9.0 and 9.1, belong to generation 9).

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.

Examples

Throughout the End of Life policy, you can find the terms generation, major version, and minor version. Here are some examples of how these match with the version numbering:

Generation	7.x, 8.x, 9.x
Major version release	7.0.x, 8.0.x, 9.0.x
Minor version	7.1.x, 7.2.x, 7.3.x, 8.1.x, 9.1x

Rules of the End of Life Policy further distinguish only the releases of generations, major versions, and minor versions.

Product lifecycle

Each of our products fits into a specific stage of the product lifecycle.

We categorize our products into the following stages:

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 or minor version is released). There is also a procedure to allow for an extended period of Limited Support for certain product versions—for more details, see [ESET Extended Support](#).

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. Products in maintenance have the flag Maintenance in [product tables](#).

3. Products to be terminated

These products have not been developed or improved 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. Products to be terminated have the flag Terminated.

 [List of ESET products to be terminated](#)

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. During the Full support, we strive to serve our customers by offering full functionality and providing the best efforts to fix all bugs, as long as it is technically and economically viable. 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.

Full support does not automatically guarantee we will fix all the discovered bugs in the affected version—we may release the fix in a later version. After the bug analysis is finished, we track them and queue the fixes to the implementation process based on other development priorities. While some bugs may be fixed in an immediate hotfix release, some may only be fixed in the next planned service release. On the other hand, when a critical or business-important bug is discovered, we are willing to fix it in versions in other than the Full Support level, and the decision is purely up to ESET.

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.

ESET Extended Support

ESET offers an additional, paid service that grants a basic level of protection by providing limited module updates to ESET product versions after their official End of Life. You can find [More information about this service in the official documentation](#).

Only [specific product versions](#) are eligible for the service for a given period.

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.



ESET shall not be obliged to issue updates or upgrades (major, minor, build or a module update) to the software or for a specific operating system in case of technical impossibility due to third-party's limitations for their products or updates. For instance, if the third-party vendor stops supporting an operating system and does not allow signing any new builds for this OS, ESET may be unable to provide updates for this software.

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 version 4	Until version 4 + 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	
On-premise consoles ESET PROTECT, ESET Security Management Center, ESET Remote Administrator	B
ESET Management Agent ESET Management Agent	
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	
Proxy ESET Bridge	
Cloud solutions ESET PROTECT Cloud, ESET LiveGuard Advanced (formerly ESET Dynamic Threat Defense), ESET MSP Administrator, ESET Business Account, ESET Inspect 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

Support levels

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

Limited Support is available for the earlier releases of the latest generation (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).

Example

Let's assume version 8.1 is the latest release of the generation version 8 and generation 9 is about to be released:

Version	v 8.0 release	v 8.1 release	v 9.0 release ²	v 9.0 release + 1 year	v 9.0 release + 3 years
9.0	N/A	N/A	✓ Full Support	TBD ⁵	TBD ⁵
8.1	N/A	✓ Full Support	✓ Full Support ¹	⚠ Limited Support	⚠ End of Life
8.0	✓ Full Support	⚠ Limited Support ³	⚠ Limited Support ⁴	⚠ End of Life	⚠ End of Life

1 Version 8.1 is in Full Support until the next major release + 1 year (version 9.0).

2 The Limited Support end date for version 8.1 is set at the next major release (version 9.0) and equals version 9.0 release date + 3 years.

3 Meanwhile, version 8.0 is an earlier release of the latest generation. Therefore, when version 8.1 came out, it transitioned to Limited support immediately.

4 When version 9.0 comes out, the Limited support end date for version 8.0 will be set to version 9.0 release date + 1 year.

5 Version 9.0 is in Full support until a next minor release or until next major release + 1 year—whichever comes first.

This is an illustrative example:

Version	Original Release Date	Latest Build	Latest Build Release Date	Current Status	Full Support	Limited Support
9.0	November 30, 2021	9.0.2046.0	March 24, 2022	✓ Full Support	Until version 9.1	Until version 10 + 1 year

Version	Original Release Date	Latest Build	Latest Build Release Date	Current Status	Full Support	Limited Support
8.1	June 15, 2021	8.1.2050.0	April 27, 2022	✓ Full Support	Until November 30, 2022	Until November 30, 2024
8.0	December 9, 2020	8.0.2053.0	April 27, 2022	⚠ Limited Support	Ended (June 15, 2021)	Until November 30, 2022

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

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 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)
- The product is no longer available for download from ESET servers



End of Life

- 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
- Customers with ESET Extended Support can request a product user guide in PDF format from ESET Technical Support

Support Policy Category B

Applies to the following product categories:

On-premise consoles

ESET PROTECT, ESET Security Management Center, ESET Remote Administrator

ESET Management Agent




ESET Management Agent

Support levels

Full Support is available for all the components of the latest release (major or minor version). When a later version is released, the previous version immediately transitions 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 INSPECT

Encryption and Multi-factor Authentication

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

Proxy

ESET Bridge




Support levels

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

Full Support is available only for the latest (major or minor) version.

Limited Support is available in a reduced scope for one year after a later product version has been released.

Support levels scope

	Full Support	<ul style="list-style-type: none">• 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	<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 is available for known issues, documentation updates might be limited• 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• Product is not available for download from ESET servers• Knowledgebase articles and Online Help are unpublished and no longer accessible online

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 Inspect Cloud, ESET Cloud Office Security


Support levels


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

-  Full Support
- 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

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

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.

 Support for Azure Code Signing must be installed on all Windows operating systems to install or upgrade ESET products released after July 2023. [More information.](#)

Degraded protection due to restricted module updates

 Due to the Microsoft Entrust certificate expiration on December 8, 2023, ESET will not be able to provide updates to several modules on the affected operating systems after this date. The affected modules in the ESET product will remain on the last version available before this date. More information for [Windows 7 and Windows 8.1](#) or [Windows Server 2008 R2](#).

Microsoft operating system Support Overview

Windows Client

Operating system	End of operating system support date*	Compatible ESET endpoint product version**
Windows 7 SHA-2 compatible	November 2025	9.x, 8.x, 7.x
Windows 8.1	November 2025	9.x, 8.x, 7.x
Windows 10	October 2025 (End of support declared by vendor) See Windows 10 Support Chart for more information	10.x, 9.x, 8.x, 7.x
Windows 11	See Windows 11 Support Chart for more information	10.x, 9.x***

* Final End of Life date of the last product version supporting the specific operating system based on internal forecasts. Due to technical limitations by the vendor, support might end earlier.

** 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	End of operating system support date*	Compatible ESET server product version**
Windows Server 2008 R2 SHA-2 compatible	February 2026	9.x, 8.x, 7.x
Windows Server 2012	October 2023	9.x, 8.x, 7.x
Windows Server 2012 R2	October 2023	9.x, 8.x, 7.x
Windows Server 2016	January 2027	9.x, 8.x, 7.x
Windows Server 2019	January 2029	9.x, 8.x, 7.x

* Final End of Life date of the last product version supporting the specific operating system based on internal forecasts. Due to technical limitations by vendor, support might end earlier.

** 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	10.x	9.x	8.x	7.3
Release Date	November 24, 2022	November 30, 2021	December 9, 2020	August 16, 2018
Backward Compatibility*	30 months	30 months	30 months	30 months
Forward Compatibility**	While in Full Support (Applicable for the latest product version only)	While in Full Support (Applicable for the latest product version only)	While in Full Support (Applicable for the latest product version only)	Currently in Limited Support (It might work, but it is not guaranteed)
1507				
1511				

Endpoint Version	10.x	9.x	8.x	7.3
1607				✓
1703				✓
1709				✓
1803			✓	✓
1809			✓	✓
19H1 (18362)		✓	✓	✓
19H2 (18363)		✓	✓	✓
20H1 (19041)	✓	✓	✓	✓
20H2 (19042)	✓	✓	✓	✓
21H1 (19043)	✓	✓	✓	✓
21H2 (19044)	✓	✓	✓	✓
22H2 (19045)	✓	✓	✓	✓

* 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 20H2.

Windows 11 Support Chart

Endpoint Version	10.x	9.x
Release Date	November 24, 2022	November 30, 2021
Backward Compatibility	30 months	36 months
Forward Compatibility	While in Full Support (Applicable for the latest product version only)	While in Full Support (Applicable until this product version has been superseded by its successor)
21H2 (22000)	✓	✓
22H2 (22621)	✓	✓

Apple and macOS operating system

Product version	7.x*	6.11	6.10
Release Date	March 21, 2022	October 6, 2021	April 20, 2021
Forward Compatibility**	While in Full Support (Applicable for the latest product version only)	While in Full Support (Applicable for the latest product version only)	Currently in Limited Support (It might work but it is not guaranteed)
Sierra 10.12		✓	✓
High Sierra 10.13		✓	✓
Mojave 10.14		✓	✓

Product version	7.x*	6.11	6.10
Catalina 10.15	✓	✓	✓
Big Sur 11	✓	✓	✓
Monterey 12	✓	✓	X
Ventura 13	✓	✓	X

* Applies to ESET Endpoint Antivirus for macOS; for more information see [ESET products for macOS version 7 availability](#).

** 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 ESET Endpoint Security for Android is guaranteed to get a Service Release securing compatibility with the future Android operating system releases until a newer major product version supersedes it.

Product version	4.x	3.x	2.x
Release Date	Q1 2023 (estimated)	November 2, 2021	February 25, 2015
Forward Compatibility**	While in Full Support (Applicable for the latest product version only)	While in Full Support (Applicable for the latest product version only)	Currently in Limited Support*** (It might work but it is not guaranteed)
Android Lollipop		✓	✓
Android Marshmallow		✓	✓
Android Nougat	✓	✓	✓
Android Oreo	✓	✓	✓
Android Pie	✓	✓	✓
Android 10	✓	✓	✓
Android 11	✓	✓	✓
Android 12	✓	✓	✓
Android 13	✓	☒*	X

* Android 13 is supported from the product version 3.3

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

*** Applicable for the product version 2.12

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:

- [ESET Endpoint Antivirus for Linux](#)
- [ESET Server Security for Linux](#)
- [Supported Linux operating systems for each ESET PROTECT component](#)

Is my ESET product supported?

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

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

Product tables explanation

A product can be marked with the labels Maintenance or Terminated, which refer to the [product lifecycle stage](#). A product without a label means that the product is in active development.

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	Details about the Full Support level, including the date until Full Support expires or when Full Support transitioned to Limited Support.
Limited Support	Details about the Limited Support level.