

End of Support

Software Product and Service Lifecycle Status

Version 2.0 (September 2019)

Document **History**

Version	Date	Description	Author
1.0	01 July 2018	Approved for release	S. Venkatesh
2.0	01 September 2019	Approved for release	T. Bellis

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Support strategy: **what is it?**

To ensure delivery of innovative products and services, and to enable those to be cost effective for our customers and our business, Egress Software Technologies (**we, us, our**) will periodically discontinue specific products (or versions of them) and hosted services. At our sole discretion, such products or services may be discontinued regardless of the delivery method (including on-premise, hybrid or hosted).

This document lists below the versions of our products and services that have an End of Support (**EOS**) date assigned.

Support strategy: **why it is important**

We encourage our customers to upgrade to the latest versions of our products and services for numerous reasons. Provided they do so, this approach ensures that customers will remain up to date with the latest features of those products and services but more importantly, benefit from fixes and updates introduced to the continued security of them.

Our approach is in line with other similar software providers and we encourage our customers to remain up to date with all their software products and services in accordance with the relevant vendor's programs to maintain the security of their infrastructure.

Support strategy: **what it means for you**

For our products and services that have EOS dates assigned, it means that:

- Patches to our products and services will be supported, provided that the parent version (whether major or minor) is still within its maintenance and support period (i.e. has not reached or passed its EOS date).
- Once an EOS date is reached there will be no further code-level changes, fixes, patches or updates provided to the relevant product or service.
- In rare instances, and at our sole discretion, we may choose to offer extended support beyond an EOS date. Where offered, such extended support may be available at an additional cost to customers who have a current subscription for the relevant product or service and who wish to receive it. Extended support will not however include development or issue of any fixes, patches or updates.
- Self-help resources for EOS versions will continue to be available from us through our support website at <https://supportcentre.egress.com/>.

Support strategy: **EOS dates**

Egress Endpoint Client for Windows

Version	General Availability (GA)	End of Support
2.x	July 2009	August 2012
3.x	June 2012	December 2014
4.0	November 2012	June 2015
4.1	December 2013	July 2016
4.25	February 2015	January 2018
4.26	April 2015	April 2018
4.50	April 2015	April 2018
4.51	June 2015	December 2018
4.60	September 2015	February 2019
4.61	November 2015	February 2019
4.62	June 2016	Current
4.70	October 2016	Current
4.71	November 2016	Current
4.80	March 2017	Current
4.81	April 2017	Current
5.0	January 2018	Current
5.10	February 2018	Current
5.11	April 2018	Current
5.12	July 2018	Current
5.13	September 2018	Current
5.14	October 2018	Current
5.15	February 2019	Current
5.16	July 2019	Current
19.08*	September 2019	Current

*New date versioning scheme for the Egress Client, which uses the year followed by the month of the release.

Egress Server Infrastructure (Policy Server)

Version	General Availability (GA)	End of Support
V4.0	June 2013	May 2015
V4.20	December 2014	October 2016
V4.50	May 2015	July 2017
V4.60	July 2016	January 2019
V4.80	March 2017	Current
V4.90	March 2019	Current

Egress Gateway

Version	General Availability (GA)	End of Support
V4.10	July 2013	August 2015
V4.20	September 2014	November 2016
V4.50	March 2015	April 2017
V4.70	January 2017	September 2018
V4.80	April 2017	Current
V5.0	March 2019	Current

Egress Secure Workspace

Version	General Availability (GA)	End of Support
V2.X	September 2015	December 2017
V3.X	June 2016	October 2018
V4.05	April 2018	Current
V4.07	June 2018	Current
V4.2	July 2019	Current

Egress Software Technologies

Egress Software Technologies is the leading provider of information security services designed to secure shared data from start to finish using a single platform: Egress.

The Egress platform is made up of highly integrated and flexible service lines. These award-winning services include email and document classification, the only email and file encryption product to be CPA certified by NCSC, secure managed file transfer, secure online collaboration and secure archive.

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