



End of Support

Software Product and Service Lifecycle Status

Version 4.0 (July 2020)

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Contents

| | |
|--|---|
| Document History | 4 |
| Support strategy: what is it? | 5 |
| Support strategy: why it is important | 5 |
| Support strategy: what it means for you | 5 |
| Support strategy: EOS dates | 6 |
| Egress Endpoint Client for Windows | 6 |
| Egress Server Infrastructure (Policy Server) | 7 |
| Egress Gateway | 7 |
| Egress Secure Workspace | 8 |

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 |
| 3.0 | 06 July 2020 | Approved for release | T. Bellis |
| 4.0 | 12 November 2020 | Approved for release | T. Bellis |

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 | June 2019 |
| 4.70 | October 2016 | October 2019 |
| 4.71 | November 2016 | November 2019 |
| 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 |
| 19.10* | November 2019 | Current |
| 20.02* | March 2020 | Current |

| | | |
|--------|---------------|---------|
| 20.07* | August 2020 | Current |
| 20.11* | November 2020 | Current |

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

** Early Access Version

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 |
| V5.0 | October 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 |
| V5.2 | January 2020 | 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 | January 2019 |
| V4.07 | June 2018 | Current |
| V4.2 | July 2019 | Current |
| V4.3 | November 2019 | Current |
| V4.5 | December 2019 | Current |
| V4.7 | April 2020 | Current |
| V4.8.1 | June 2020 | Current |
| V4.9.1 | July 2020 | Current |

Egress Software Technologies Ltd

Egress provides human layer security – helping users receive, manage and share sensitive data to meet compliance requirements and drive business productivity.

Egress' award-winning platform makes sure emails and files are delivered to the correct recipient, encrypts and protects sensitive data, and provides compliance auditing and reporting.

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