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# End of Support

Software Product and Service Lifecycle Status

VERSION 8.0



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# 1 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
5.0	24 August 2021	Approved for release	T. Bellis
6.0	15 September 2021	Approved for release	T. Bellis
7.0	17 January 2022	Approved for release	T. Bellis
8.0	25 May 2023	Approved for release	M. Gillespie

## 2 Support Strategy

### 2.1 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 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 End of Support (EOS) dates assigned.

### 2.2 Why is it important?

We encourage our customers to upgrade to the latest versions of our products and services for numerous reasons. 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 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.

### 2.3 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://support.egress.com/s/>.

## 3 EOS Dates

### 3.1 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.x	November 2012	December 2021
5.x	January 2018	July 2022
19.08*	September 2019**	May 2023
19.10*	November 2019	May 2023
20.02*	March 2020	Current
20.07*	August 2020	Current
20.11*	November 2020	Current
21.01*	February 2021	Current
21.06*	July 2021	Current
21.11*	December 2021	Current

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

\*\* Early Access Version

### 3.2 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
V5.3	April 2022	Current
V5.4	December 2022	Current
V5.5	June 2022	Current
V5.6	April 2023	Current

### 3.3 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	March 2019
V5.0	March 2019	Current
V5.2	January 2020	Current
V5.6	September 2022	Current
V5.7	January 2023	Current

### 3.4 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	March 2023
V4.2	July 2019	March 2023
V4.3	November 2019	March 2023
V4.5	December 2019	March 2023
V4.7	April 2020	March 2023
V4.8.1	June 2020	March 2023
V4.9.1	July 2020	March 2023
4.10.1	January 2021	March 2023
4.11.1	June 2021	March 2023
4.16.1	September 2022	March 2023
4.17.1	January 2023	Current

### 3.5 Egress Respond

Version	General Availability (GA)	End of Support
1.6.x	September 2018	December 2021
1.7.x	November 2018	December 2021
1.8.x	April 2021	December 2022
2.0.x	August 2021	September 2025

## About Egress

Our mission is to eliminate the most complex cybersecurity challenge every organization faces: insider risk. We understand that people get hacked, make mistakes, and break the rules. To prevent these human-activated breaches, we have built the only Human Layer Security platform that defends against inbound and outbound threats. Using patented contextual machine learning we detect and prevent abnormal human behavior such as misdirected emails, data exfiltration and targeted spear-phishing attacks. Used by the world's biggest brands, Egress is private equity backed and has offices in London, New York and Boston.



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