ESET Tech Center

Is my ESET product supported? ESET End of Life policy (Business products)

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https://support.eset.com/kb3592

Issue

You do not know whether your product is supported or up-to-date

List of supported and no longer supported ESET products

ESET End of Life Policy described for business products

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

Solution

Click the name of your product below to see the current level of support offered by ESET. [Click here to see descriptions of the different levels of support.](#)

[ESET Endpoint Antivirus](#)
[ESET Endpoint Security](#)
[ESET NOD32 Antivirus Business Edition](#)
[ESET Smart Security Business Edition](#)
[ESET Mail Security for Microsoft Exchange Server](#)
[ESET File Security for Microsoft Windows Server](#)
[ESET Mail Security for IBM Domino](#) (formerly Lotus Domino)
[ESET NOD32 Antivirus for Lotus Domino](#)
[ESET Security for Kerio](#)
[ESET Security for Microsoft Sharepoint Server](#)
[ESET Endpoint Antivirus for Mac](#)
[ESET Endpoint Security for Mac](#)
[ESET NOD32 Antivirus Business Edition for Mac OS X](#)
[ESET Mobile Security Business Edition for Symbian](#)

ESET Mobile Security Business Edition for Windows Mobile
ESET Endpoint Security for Android
ESET NOD32 Antivirus Business Edition for Linux Desktop
ESET File/Mail/Gateway Security For Linux/BSD/Solaris
ESET Virtualization Security for VMware vShield
ESET Virtualization Security for VMware NSX
ESET Secure Authentication
ESET Shared Local Cache
ESET Remote Administrator

Support throughout product lifecycle

The support of a major release product starts with general availability (GA) and typically goes through these stages:

1. Full Support
2. Limited Support
3. Basic Support

When a new major release product becomes generally available, the previous major release product is switched from Full Support to Limited support. The Limited Support phase lasts until a second successor product becomes generally available. The original product then transitions to the final phase - Basic Support. At the end of the Basic Support stage, the project will reach its End of Life. Please note that this article outlines the standard process. Extended support may be available on case-by-case basis.

Full Support	• Availability of regular virus signature database updates and module updates • Support for new operating systems and new versions of operating systems • Confirmed problems and vulnerabilities addressed with patches and Service Releases • technical support is available

Limited Support	• Availability of regular virus signature database updates and module updates • Severe problems, such as when the product or its main functionality is not working or is causing an instability of the system or contains a major vulnerability, addressed with patches and Service Releases • technical support is available but not all bugs will be fixed • No support of new versions of operating systems
Basic Support	• Availability of regular virus signature database updates • Availability of module updates is not guaranteed • Product is no longer available for download from ESET download servers • technical support is no longer available, no bugs will be fixed
End of Life	• Regular virus signature database updates may continue but are not guaranteed. • No technical support or patches are available for this version. Basic Support may continue but is not guaranteed.

Version	Major release of a specific family of one of the ESET products.
Release Date	Date when the major family (Version) of an ESET product became generally available.
Latest Build	Newest build number of a specific ESET product.
Updated	Release date for Latest Build of a specific ESET product (blank if not available or similar as Release Date).
Status	Level of support currently provided.
Next Status	Expected next level of support.
Expected EOL	Expected End of Life.

ESET Endpoint Antivirus

Version	Release Date	Latest build	Updated	Status	Next Status	Expected EOL
6	25-Feb-15	6.6.2064.0	22-Nov-17	Full Support	Limited Support	TBA
5	29-May-12	5.0.2271.1	17-May-17	Limited Support	Basic Support	Dec 2020

ESET Endpoint Security

Version	Release Date	Latest build	Updated	Status	Next Status	Expected EOL
6	25-Feb-15	6.6.2064.0	22-Nov-17	Full Support	Limited Support	TBA
5	29-May-12	5.0.2271.0	9-May-17	Limited Support	Basic Support	Dec 2020

ESET NOD32 Antivirus Business Edition

Version	Release Date	Latest build	Updated	Status	Next Status	Expected EOL
4	2-Mar-09	4.2.76.0	12-Jan-12	Basic Support	End of Life	Dec 2018*
3	5-Nov-07	3.0.695.0		Basic Support	End of Life	Mar 2018

* This is a general End of Life date, specific exceptions might apply for specific markets.

ESET Smart Security Business Edition

Version	Release Date	Latest build	Updated	Status	Next Status	Expected EOL
4	2-Mar-09	4.2.76.0	12-Jan-12	Basic Support	End of Life	Mar 2018*
3	5-Nov-07	3.0.695.0		Basic Support	End of Life	Mar 2018

Antispam feature will stop working, virus signature updates will be provided until December 2018

ESET Mail Security for Microsoft Exchange Server

Version	Release Date	Latest build	Updated	Status	Next Status	Expected EOL
6.5	28-Feb-17	6.5.10019.0	28-Nov-17	Full Support	Limited Support	TBA
6.4	7-Sep-16	6.4.10011.0	30-Nov-16	Full Support	Limited Support	TBA
6.3	21-Jan-16	6.3.10005.0	22-Mar-16	Limited Support	Basic Support	TBA
6.2	3-Sep-15	6.2.12012.0	20-Oct-15	Limited Support	Basic Support	TBA
5	N/A	N/A	N/A	N/A	N/A	N/A
4.5	26-Mar-13	4.5.10022.0	6-Jun-14	Basic Support	End of Life	Mar 2018
4.3	31-Mar-11	4.3.10016		Basic Support	End of Life	Mar 2018
4.2	10-Mar-10	4.2.10012		Basic Support	End of Life	Mar 2018

ESET File Security for Microsoft Windows Server

Version	Release Date	Latest build	Updated	Status	Next Status	Expected EOL
6.5	28-Feb-17	6.5.12013.0	16-Nov-17	Full Support	Limited Support	TBA
6.4	7-Sep-16	6.4.12004.0	30-Nov-16	Full Support	Limited Support	TBA
6.3	2-Mar-16	6.3.12006.0	19-May-16	Limited Support	Basic Support	TBA
6.2	25-Feb-15	6.2.12007.0	3-Sep-15	Limited Support	Basic Support	TBA
6.0	11-Dec-14	6.0.12035.0		Limited Support	Basic Support	TBA
5	N/A	N/A	N/A	N/A	N/A	N/A
4.5	7-Feb-12	4.5.12017.0	5-Aug-15	Basic Support	End of Life	Dec 2018
4.3	18-Oct-11	4.3.12014		Basic Support	End of Life	Dec 2018

ESET Mail Security for IBM Domino

Version	Release Date	Latest build	Updated	Status	Next Status	Expected EOL
6.5	28-Feb-17	6.5.14020.0	28-Nov-17	Full Support	Limited Support	TBA
6.4	7-Sep-16	6.4.14024.0	30-Nov-16	Full Support	Limited Support	TBA
5	N/A	N/A	N/A	N/A	N/A	N/A
4.5	29-May-12	4.5.14059.0	15-Mar-16	Basic Support	End of Life	Mar 2018

ESET NOD32 Antivirus for Lotus Domino

Version	Release Date	Latest build	Updated	Status	Next Status	Expected EOL
2	24-Jun-05	2006.8.2.0		End of Life	End of Life	N/A

ESET Security for Kerio

Version	Release Date	Latest build	Updated	Status	Next Status	Expected EOL
6.5	29-May-17	6.5.16005.0	25-May-17	Full Support	Limited Support	TBA

Version	Release Date	Latest build	Updated	Status	Next Status	Expected EOL
5	N/A	N/A	N/A	N/A	N/A	N/A
4.5	6-Nov-13	4.5.16009.0	17-May-16	Limited Support	Basic Support	Dec 2018

ESET Security for Microsoft Sharepoint Server

Version	Release Date	Latest build	Updated	Status	Next Status	Expected EOL
6.5	28-Feb-17	6.5.15013.0	21-Nov-17	Full Support	Limited Support	TBA
6.4	7-Sep-16	6.4.15015.0	30-Nov-16	Full Support	Limited Support	TBA
4.5	12-Jun-13	4.5.15024.0	22-Jul-15	Limited Support	Basic Support	Dec 2018

ESET Endpoint Antivirus for Mac

Version	Release Date	Latest build	Updated	Status	Next Status	Expected EOL
6	25-Feb-15	6.5.432.1	25-Sep-17	Full Support	Limited Support	TBA

ESET Endpoint Security for Mac

Version	Release Date	Latest build	Updated	Status	Next Status	Expected EOL
6.4	30-Mar-2017	6.5.432.1	25-Sep-17	Full Support	Limited Support	TBA
6.3	19-Sep-16	6.3.85.0		Limited Support	Basic Support	TBA
6.2	31-May-16	6.2.7.0		Limited Support	Basic Support	TBA
6.1	30-Sep-15	6.1.16.0		Limited Support	Basic Support	TBA

ESET NOD32 Antivirus Business Edition for Mac OS X

Version	Release Date	Latest build	Updated	Status	Next Status	Expected EOL
4.1	27-Jul-12	4.1.104.0 4.1.94.0 (Mac 10.5)	28-Sep-17	Limited Support	Basic Support	TBA
4	2-Aug-10	4.0.77	6-Dec-11	Basic Support	End of Life	Dec 2018

ESET Mobile Security Business Edition for Symbian

Version	Release Date	Latest build	Updated	Status	Next Status	Expected EOL
1	22-Apr-10	1.3.4	11-May-11	Basic Support	End of Life	TBA

ESET Mobile Security Business Edition for Windows Mobile

Version	Release Date	Latest build	Updated	Status	Next Status	Expected EOL
1	22-Apr-10	1.3.1885	11-May-11	Basic Support	End of Life	TBA

ESET Endpoint Security for Android

Version	Release Date	Latest build	Updated	Status	Next Status	Expected EOL
2	25-Feb-15	2.2.13.0	15-Nov-17	Full Support	Limited Support	TBA
1	4-Dec-12	1.2.210.134	25-Jun-15	Basic Support	End of Life	Dec 2018

ESET NOD32 Antivirus Business Edition for Linux Desktop

Version	Release Date	Latest build	Updated	Status	Next Status	Expected EOL
4	12-Apr-11	4.0.85.0	25-May-17	Full Support	Limited Support	TBA

ESET File/Mail/Gateway Security for Linux/BSD/Solaris

Version	Release Date	Latest build	Updated	Status	Next Status	Expected EOL
4.5	17-Dec-15	4.5.9.0	2-Nov-17	Full Support	Limited Support	TBA
4.0	15-Nov-11	4.0.10	2-Jul-2013	Basic Support	End of Life	Mar 2018*
3	Q2/2008	3.0.22		Basic Support	End of Life	Mar 2018*

Antispam feature will stop working, virus signature updates will be provided until December 2018

ESET Virtualization Security for VMware vShield

Version	Release Date	Latest build	Updated	Status	Next Status	Expected EOL
1	21-Jan-16	1.0.14.0	10-Nov-17	Limited Support	Basic Support	Dec 2018

ESET Virtualization Security for VMware NSX

Version	Release Date	Latest build	Updated	Status	Next Status	Expected EOL
1	21-Jan-16	1.5.10.0	28-Feb-17	Full Support	Limited Support	TBA

ESET Secure Authentication

Version	Release Date	Latest build	Updated	Status	Next Status	Expected EOL
2	15-Mar-16	2.6.12.0	23-Mar-17	Full Support	Limited Support	TBA
1	25-Jul-13	1.3.719.0	20-Sep-16	Basic Support	End of Life	TBA

ESET Shared Local Cache

Version	Release Date	Latest build	Updated	Status	Next Status	Expected EOL
1	12-Dec-14	1.2.5.1	14-Nov-17	Full Support	Limited Support	TBA

ESET Remote Administrator

Version	Release Date	Latest build	Updated	Status	Next Status	Expected EOL
6.5	14-Mar-17	6.5.31.0	14-Mar-17	Full Support	Limited Support	TBA
6.4	19-July-16	6.4.29.0	19-Sep-16	Full Support	Limited Support	TBA
6.3	21-Jan-16	6.3.12.0		Full Support	Limited Support	TBA
6.2	3-Sep-15	6.2.11.0		Limited Support	Basic Support	TBA*
6.1	20-May-15	6.1.31.0		Limited Support	Basic Support	TBA*/***
6.1	25-Feb-15	6.1.28.0		Basic Support	End of Life	Dec 2016**
6.1	10-Dec-14	6.1.21.0		Basic Support	End of Life	Dec 2016**

* Latest possible version, that customers will be allowed to upgrade to will be ERA 6.5

** Latest possible version, that customers will be allowed to upgrade to (that will be tested and supported for upgrade) will be 6.4.29

*** It will not be possible to upgrade ESET Mobile Device Connector from the version 6.1 (all releases) to version 6.5

Version	Release Date	Latest build	Updated	Status	Next Status	Expected EOL
5.3	19-Nov-15	5.3.39.0	19-Sep-16	Full Support	Limited Support	Dec 2018

5.2	16-Jun-14	5.2.26.0		Limited Support	Basic Support	Dec 2018
5.1	21-Oct-13	5.1.34		Basic Support	End of Life	Dec 2017
5	28-May-12	5.0.119		Basic Support	End of Life	Dec 2017
4	19-Apr-10	4.0.138		End of Life	End of Life	N/A
3	15-Dec-08	3.0.105		End of Life	End of Life	N/A
2	26-Nov-07	2.0.110		End of Life	End of Life	N/A
1	2003	1.0.17		End of Life	End of Life	N/A

Why upgrade?

Each new version of ESET products feature many bugfixes and improvements. Existing customers with a valid license for an ESET product may upgrade to the latest version of the same product for free.

Upgrade ESET business products

If you have any doubt regarding level of support for product(s) that you are using, please contact ESET technical support.