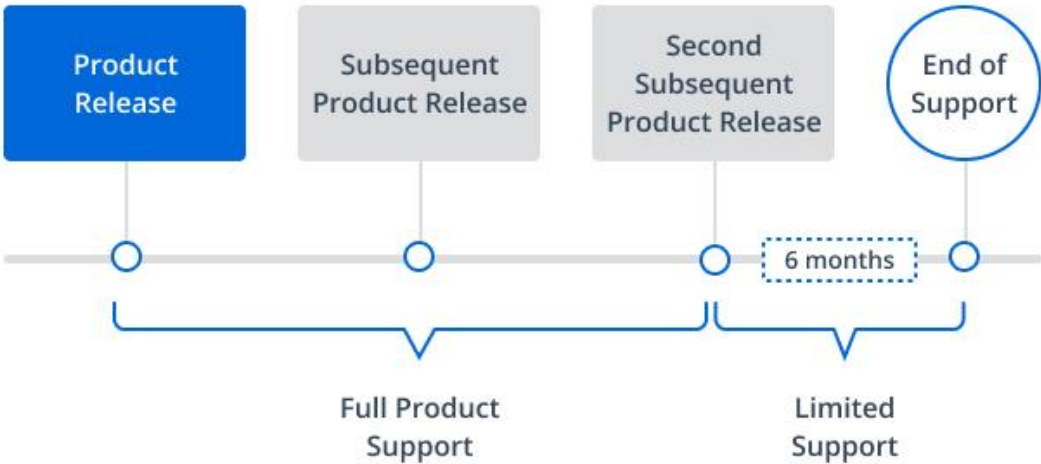# Netwrix End of Support (EOS) Policy

Netwrix will provide full support for a minimum of two versions. With the release of each new software version, Netwrix will publish the End-of-Support (EOS) date for the version entering end of support as part of the release notification. Once an EOS date has been published, that EOS software version will enter limited support and will have six months until support ceases. The EOS for a software version applies to that version and all hot fixes and service packs issued for that version. Please refer to the definitions and timeline below.

Milestone	Description	Support
Product release	The date that the software version is made generally available.	Product is fully supported including troubleshooting, hot fixes, and service packs.
First subsequent version after product release	The date the first subsequent product version is released after the product release.	Product is fully supported including troubleshooting, hot fixes, and service packs.
Second subsequent version after product release	The date the second subsequent product version is released after the product release.	Product enters limited support.

End-of-Support notification	The date Netwrix announces the EOS for a software version. This occurs on or near the date of the second subsequent version after product release.	Customer has six months to upgraded to a supported version.
End-of-Support	The date support ends for the software version. The EOS date is six months after the EOS notification.	Customer should be upgraded to a subsequent version which is fully supported by this time.

About Netwrix

Netwrix is a software company that enables information security and governance professionals to reclaim control over sensitive, regulated and business-critical data, regardless of where it resides. Over 10,000 organizations worldwide rely on Netwrix solutions to secure sensitive data, realize the full business value of enterprise content, pass compliance audits with less effort and expense, and increase the productivity of IT teams and knowledge workers.

Founded in 2006, Netwrix has earned more than 150 industry awards and been named to both the Inc. 5000 and Deloitte Technology Fast 500 lists of the fastest growing companies in the U.S.

www.netwrix.com