

# Blanco Product Support Lifecycle Policy

Version 1.0 Effective: 26 July, 2017

## Introduction

This policy applies to all Blanco-branded products, except as Blanco may otherwise expressly agree in writing. For specific lifecycle dates for each product, refer to the Lifecycle End Dates for Current Blanco Products table in this article. Blanco's Product Support Lifecycle Policy provides clear support availability guidelines for all Blanco's solutions, allowing you to plan and manage your support needs.

## Product Lifecycle Phases

Within this Lifecycle Policy, what constitutes a "version" is determined by Blanco. A given version's general availability (or "GA") release date also serves as the GA release date for all subsequent, subordinate upgrades, updates and service packs issued for that version. Blanco will make all determinations regarding when to end its support relating to any vendor platforms or other coordinating product or program, including without limitation those that have been superseded by new versions, are in extended support or have been made end-of-life by their vendors. After release, Blanco products go through three sequential Product Support Lifecycle phases: General Support, Extended Support and Self-support. General Support is available for the first 24 months after the GA release date for a given version of a Blanco product. Extended Support becomes available immediately after the General Support phase ends and continues for an additional 12 months, running from months 25 through 36 after the GA release date. Self-support begins immediately after the Extended Support phase ends, or 36 months after the GA release date. Without regard to the time periods set forth above, the concepts of General and Extended Support do not apply to Service Releases. When a new Service Release is released, the previous Service Release is supported (at the same level as the associated product version) for 12 months thereafter or until support for the product version ends, whichever comes first. Outside of the support lifecycle benefits, it is advised that product versions be updated to the latest releases in order to enhance product performance, take advantage of new features and maintain a strong security posture.

**General Support** (0-24 months after release): Includes availability, development of, and all support channels, including service releases, hotfixes, and security updates.

**Extended Support** (24-36 months after release): Includes availability, development of, and all support channels, including only security updates.

**Self-Support** (36 months after release): Includes access to Knowledge Base articles only, and is no longer supported from an availability, development or support standpoint.

Support Features	Product Support Lifecycle Phase		
	General Support	Extended Support	Self-support
	(0-24 months after GA)	(24-36 months after GA)	(>36 months after GA)
Telephone, web and e-mail support during the designated support hours and geographies for the customer's support level (i.e., SPE, SP1, SP2, SP3 Support, as applicable based on the customer's purchase)	Included	Included	Not available
Product Security Updates	Included	Included	Not available
Service Releases	Included	Not available	Not available
Hot-Fixes	Included	Not available	Not available
Access to subscription content for vendor-supported platforms and products, provided they are available on the respective Blanco Product version	Included	Included	Not available
Access to Blanco Customer Portal, Customer Community, support knowledge base and discussion forums	Included	Included	Included

## Support Lifecycle End Dates for Current Blanco Products

Product name	Version	Release date (GA date)	General support until	Extended support until	Self-support from
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<b>Blancco Drive Eraser</b> Encompasses: Blancco Drive Eraser, Blancco Configuration Tool, Blancco Preinstall, Blancco Drive Eraser Hardware Edition	6.6	2018-12-17	2020-12-17	2021-12-17	2021-12-18
<b>Blancco Drive Eraser</b>	6.5	2018-08-31	2020-08-31	2021-08-31	2021-09-01
<b>Blancco Drive Eraser</b>	6.4	2018-06-06	2020-06-06	2021-06-06	2021-06-07
<b>Blancco Drive Eraser</b>	6.3	2018-03-29	2020-03-29	2021-03-29	2021-03-30
<b>Blancco Drive Eraser</b>	6.2	2017-10-20	2019-10-20	2020-10-20	2020-10-21
<b>Blancco Drive Eraser</b>	6.1	2017-04-07	2019-04-07	2020-04-07	2020-04-08
<b>Blancco Drive Eraser</b>	6.0	2017-01-31	2019-01-31	2020-01-31	2020-02-01
<b>Blancco 5</b> Encompasses: Blancco 5, Blancco 5 Server, Blancco 5 Configuration Tool, Blancco Preinstall, Blancco 5 Hardware Edition, Blancco 5 Evaluation, Blancco 5 Evaluation Installer	5.11	2016-12-01	2018-12-01	2019-12-01	2019-12-02
<b>Blancco 5</b>	5.10	2016-06-07	2018-06-07	2019-06-07	2019-06-08
<b>Blancco 5</b>	5.9	2016-02-02	2018-02-02	2019-02-02	2019-02-03
<b>Blancco 5</b>	5.8 (and older)	2015-09-30	2017-09-30	2018-09-30	2018-10-01
<b>Blancco Management Console</b>	4.9	2019-02-17	2021-02-17	2022-02-17	2022-02-18
<b>Blancco Management Console</b>	4.8	2018-12-17	2020-12-17	2021-12-17	2021-12-18
<b>Blancco Management Console</b>	4.7	2018-09-17	2020-09-17	2021-09-17	2021-09-18
<b>Blancco Management Console</b>	4.6	2018-05-07	2020-05-07	2021-05-07	2021-05-08
<b>Blancco Management Console</b>	4.5	2018-03-21	2020-03-21	2021-03-21	2021-03-22
<b>Blancco Management Console</b>	4.4	2017-12-21	2019-12-21	2020-12-21	2020-12-22
<b>Blancco Management Console</b>	4.3	2017-09-25	2019-09-25	2020-09-25	2020-09-26
<b>Blancco Management Console</b>	4.2	2017-06-30	2019-06-30	2020-06-30	2020-07-01
<b>Blancco Management Console</b>	4.1	2017-05-08	2019-05-08	2020-05-08	2020-05-09
<b>Blancco Management Console</b>	4.0	2017-01-30	2019-01-30	2020-01-30	2020-01-31
<b>Blancco Management Console</b>	3.8	2016-11-22	2018-11-22	2019-11-22	2019-11-23
<b>Blancco Management Console</b>	3.7	2016-06-29	2018-06-29	2019-06-29	2019-06-30
<b>Blancco Management Console</b>	3.6	2016-02-29	2018-02-29	2019-02-29	2019-03-01
<b>Blancco Management Console</b>	3.5 (and older)	2015-10-19	2017-10-19	2018-10-19	2018-10-20
<b>Blanccocloud.com</b>	1.3		2018-10-31	2018-10-31	2018-10-31

<b>Blanccoreports.com</b>	1.3		2018-10-31	2018-10-31	2018-10-31
<b>Blancco Removable Media Eraser</b>	2.4	2018-09-10	2019-09-10	2020-09-10	2020-09-11
<b>Blancco Removable Media Eraser</b>	2.3	2018-03-12	2019-03-12	2020-03-12	2020-03-13
<b>Blancco Removable Media Eraser</b>	2.2	2017-12-18	2019-12-18	2020-12-18	2020-12-19
<b>Blancco Removable Media Eraser</b>	2.0	2017-02-01	2019-02-01	2020-02-01	2020-02-02
<b>Blancco Flash</b>	1.3	2012-06-28	2018-05-10	2019-05-10	2019-05-11
<b>Blancco Flash</b>	1.2 and older	Self Support			
<b>Blancco LUN for Windows</b>	2.3	2018-08-09	2020-08-09	2021-08-09	2021-08-10
<b>Blancco LUN for Windows</b>	2.2	2017-12-18	2019-12-18	2020-12-18	2020-12-19
<b>Blancco LUN for Windows</b>	2.1	2017-03-28	2019-03-28	2020-03-28	2020-03-29
<b>Blancco LUN for Windows</b>	2.0	2017-02-01	2019-02-01	2020-02-01	2020-02-02
<b>Blancco LUN for Windows</b>	1.3	2012-06-28	2018-05-10	2019-05-10	2019-05-11
<b>Blancco LUN for Windows</b>	1.2 and older	Self Support			
<b>Blancco LUN for UNIX</b>	2.2	2018-10-29	2020-10-29	2021-10-29	2021-10-30
<b>Blancco LUN for UNIX</b>	2.1	2017-09-25	2019-09-25	2020-09-25	2020-09-26
<b>Blancco LUN for UNIX</b>	2.0	2017-02-01	2019-02-01	2020-02-01	2020-02-02
<b>Blancco LUN for UNIX</b>	1.0.1	2015-02-10	2017-02-10	2018-02-10	2018-02-11
<b>Blancco LUN for UNIX</b>	1.0 and older	Self Support			
<b>Blancco File for Windows</b>	8.2	2017-12-05	2019-12-05	2020-12-05	2020-12-06
<b>Blancco File for Windows</b>	8.1	2017-05-02	2019-05-02	2020-05-02	2020-05-03
<b>Blancco File for Windows</b>	8.0	2017-02-01	2019-02-01	2020-02-01	2020-02-02
<b>Blancco File for Windows</b>	7.7 (and older)	2010-10-08	2017-10-14	2018-10-14	2018-10-15
<b>Blancco File Eraser for Unix</b>	2.2	2018-10-29	2020-10-29	2021-10-29	2021-10-30
<b>Blancco File Eraser for Unix</b>	2.1	2017-09-26	2019-09-26	2020-09-26	2020-09-27
<b>Blancco File Eraser for Unix</b>	2.0	2017-02-01	2019-02-01	2020-02-01	2020-02-02
<b>Blancco File for Unix</b>	1.0.1	2015-02-10	2017-02-10	2018-02-10	2018-02-11
<b>Blancco File for UNIX</b>	1.0 and older	Self Support			
<b>Blancco Virtual Machine Eraser</b>	2.2	2018-10-29	2020-10-29	2021-10-29	2021-10-30
<b>Blancco Virtual Machine Eraser</b>	2.1	2017-09-26	2019-09-26	2020-09-26	2020-09-27

<b>Blancco Virtual Machine Eraser</b>	2.0	2017-02-01	2019-02-01	2020-02-01	2020-02-02
<b>Blancco Virtual</b>	1.0.1	2015-02-10	2017-02-10	2018-02-10	2018-02-11
<b>Blancco Virtual</b>	1.0 and older	Self Support			
<b>Blancco Agent</b>	1.0.0	2016-10-01	2018-10-01	2019-10-01	2019-10-02
<b>Blancco Mobile Device Eraser</b> Encompasses: Blancco Mobile, Blancco Mobile Diagnostics, Blancco Mobile Reporting Tool, Blancco Mobile Reset & Report	3.9	2019-02-01	2020-02-01	2021-02-01	2021-02-02
<b>Blancco Mobile Device Eraser</b>	3.8	2018-09-28	2019-09-28	2020-09-28	2020-09-29
<b>Blancco Mobile Device Eraser</b>	3.7	2018-07-03	2019-07-03	2020-07-03	2020-07-04
<b>Blancco Mobile Device Eraser</b>	3.6	2018-06-08	2019-06-08	2020-06-08	2020-06-09
<b>Blancco Mobile Device Eraser</b>	3.5	2018-02-20	2019-02-20	2020-02-20	2020-02-21
<b>Blancco Mobile Device Eraser</b>	3.4	2017-11-23	2019-11-23	2020-11-23	2020-11-24
<b>Blancco Mobile Device Eraser</b>	3.3	2017-09-24	2019-09-24	2020-09-24	2020-09-25
<b>Blancco Mobile Device Eraser</b>	3.2	2017-05-30	2019-05-30	2020-05-30	2020-05-31
<b>Blancco Mobile Device Eraser</b>	3.1	2017-03-27	2019-03-27	2020-03-27	2020-03-28
<b>Blancco Mobile Device Eraser</b>	3.0	2017-01-31	2019-01-31	2020-01-31	2020-02-01
<b>Blancco 5 Mobile</b>	2.7	2016-12-22	2018-12-22	2019-12-22	2019-12-23
<b>Blancco 5 Mobile</b>	2.6	2016-11-30	2018-11-30	2019-11-30	2019-12-01
<b>Blancco 5 Mobile</b>	2.5	2016-11-08	2018-11-08	2019-11-08	2019-11-09
<b>Blancco 5 Mobile</b>	2.4	2016-05-16	2018-05-16	2019-05-16	2019-05-17
<b>Blancco 5 Mobile</b>	2.3	2016-03-23	2018-03-23	2019-03-23	2019-03-24
<b>Blancco 5 Mobile</b>	2.2	2016-01-27	2018-01-27	2019-01-27	2019-01-28
<b>Blancco 5 Mobile</b>	2.1	2015-12-02	2017-12-02	2018-12-02	2018-12-03
<b>Blancco 5 Mobile</b>	2.0 (and older)	2015-09-24	2017-09-24	2018-09-24	2018-09-25
<b>Blancco Mobile For FeliCa</b> Encompasses: Blancco Check For FeliCa, Blancco Mobile For FeliCa	1.2	2016-03-23	2018-03-23	2019-03-23	2019-03-24
<b>Blancco Mobile For FeliCa</b>	1.1	2015-03-26	2017-03-26	2018-03-26	2018-03-27
<b>Blancco SPARC</b>	1.02 and older	Self Support			
<b>Blancco HASP Tool</b>	1.1	2016-12-12	2018-12-12	2019-12-12	2019-12-13
<b>Blancco HASP Tool</b>	1.0 and older	Self Support			

<b>Blancco USB Creator Tool</b>	3.3	2019-01-16	2021-01-16	2022-01-16	2022-01-17
<b>Blancco USB Creator Tool</b>	3.2	2018-04-04	2020-04-04	2021-04-04	2021-04-05
<b>Blancco USB Creator Tool</b>	3.1	2017-10-20	2019-10-20	2020-10-20	2020-10-21
<b>Blancco USB Creator Tool</b>	3.0	2017-06-20	2019-06-20	2020-06-20	2020-06-21
<b>Blancco USB Creator Tool</b>	2.2	2016-04-15	2018-04-15	2019-04-15	2019-04-16
<b>Blancco USB Creator Tool</b>	2.1 and older	Self Support			
<b>SmartChk Kiosk</b>	1.1	2016-09-26	2018-09-26	2019-09-26	2019-09-27
<b>SmartChk Kiosk</b>	1.0 and older	Self Support			
<b>SmartChk Depot</b>	6.4	2016-02-02	2018-01-19	2019-01-19	2019-01-20
<b>SmartChk Depot</b>	6.2 and older	Self Support			
<b>SmartChk Smartconnect - Android</b>	6.4	2016-11-03	2018-11-03	2019-11-03	2019-11-04
<b>SmartChk Smartconnect - Android</b>	6.1 and older	Self Support			
<b>SmartChk Smartconnect - iOS</b>	6.4	2016-11-03	2018-11-03	2019-11-03	2019-11-04
<b>SmartChk Smartconnect - iOS</b>	6.1 and older	Self Support			
<b>Tabernus Enterprise Erase LAN</b>	9	2016-10-10			2016-12-31
<b>Tabernus Enterprise Erase LAN</b>	7.3	2014-11-20			2016-12-31
<b>Tabernus Enterprise Erase LAN</b>	7.1 and older	Self-Support			
<b>Tabernus Enterprise Erase USB</b>	9	2015-12-10			2016-12-31
<b>Tabernus Enterprise Erase USB</b>	7.1 and older	Self-Support			
<b>Tabernus Enterprise Erase Array</b>	7.8	2015-03-23			2016-12-31
<b>Tabernus Enterprise Erase Array</b>	7.7 and older	Self Support			

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