Blancco Product Support Lifecycle Policy

Version 1.0 Effective: 26 July, 2017

Introduction

This policy applies to all Blancco-branded products, except as Blancco may otherwise expressly agree in writing. For specific lifecycle dates for each product, refer to the Lifecycle End Dates for Current Blancco Products table in this article. Blancco's Product Support Lifecycle Policy provides clear support availability guidelines for all Blancco'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 Blancco. 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. Blancco 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to any vendor platforms or other coordinating product or program, including without limitation those that have been superseded by new versions, are in extended support or have been made end-of-life by their vendors.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, Blancco 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 Blancco 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 (0-24 months after GA)	**Extended Support** (24-36 months after GA)	**Self-support** (>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 Blancco Product version	**Included**	**Included**	Not available
Access to Blancco Customer Portal, Customer Community, support knowledge base and discussion forums	**Included**	**Included**	**Included**

Support Lifecycle End Dates for Current Blancco Products

Product name	Version	Release date (GA date)	General support until	Extended support until	Self-support from
Blancco Drive Eraser **Encompasses:** Blancco Drive Eraser, Blancco Configuration Tool, Blancco Preinstall, Blancco Drive Eraser Hardware Edition, Blancco Drive Verifier	7.11.0	2024-04-11	2026-04-11	2027-04-11	2027-04-12
Blancco Drive Eraser	7.10	2023-12-18	2025-12-18	2026-12-18	2026-12-19

Blancco Drive Eraser	7.9	2023-09-28	2025-09-28	2026-09-28	2026-09-29
Blancco Drive Eraser	7.8	2023-06-21	2025-06-21	2026-06-21	2026-06-22
Blancco Drive Eraser	7.7	2023-04-14	2025-04-14	2026-04-14	2026-04-15
Blancco Drive Eraser	7.6	2022-12-01	2024-12-01	2025-12-01	2025-12-02
Blancco Drive Eraser	7.5	2022-09-01	2024-09-01	2025-09-01	2025-09-02
Blancco Drive Eraser	7.4	2022-06-09	2024-06-09	2025-06-09	2025-06-10
Blancco Drive Eraser	7.3	2022-03-31	2024-03-31	2025-03-31	2025-04-01
Blancco Drive Eraser	7.2	2021-12-16	2023-12-16	2024-12-16	2024-12-17
Blancco Drive Eraser	7.1	2021-11-23	2023-11-23	2024-11-23	2024-11-24
Blancco Drive Eraser	6.18	2021-09-10	2023-09-10	2024-09-10	2024-09-11
Blancco Drive Eraser	6.17	2021-04-26	2023-04-26	2024-04-26	2024-04-27
Blancco Drive Eraser	6.16 and older	Self Support			
Blancco Management Console	5.18	2024-04-04	2026-04-04	2027-04-04	2027-04-05
Blancco Management Console	5.17	2023-12-15	2025-12-15	2026-12-15	2026-12-16
Blancco Management Console	5.16	2023-09-25	2025-09-25	2026-09-25	2026-09-26
Blancco Management Console	5.15	2023-07-03	2025-07-03	2026-07-03	2026-07-04
Blancco Management Console	5.14	2023-03-27	2025-03-27	2026-03-27	2026-03-28
Blancco Management Console	5.13	2022-09-05	2024-09-05	2025-09-05	2025-09-06
Blancco Management Console	5.12	2022-04-14	2024-04-14	2025-04-14	2025-04-15
Blancco Management Console	5.11	2021-11-25	2023-11-25	2024-11-25	2024-11-26
Blancco Management Console	5.10	2021-09-08	2023-09-08	2024-09-08	2024-09-09
Blancco Management Console	5.9	2021-06-30	2023-06-30	2024-06-30	2024-07-01
Blancco Management Console	5.8	2021-03-31	2023-03-31	2024-03-31	2024-04-01
Blancco Management Console	5.7 and older	Self Support			
Blancco Management Portal	-	2023-04-05			
Blancco Removable Media Eraser	2.8	2023-07-28	2025-07-28	2026-07-28	2026-07-29
Blancco Removable Media Eraser	2.7	2022-11-25	2024-11-25	2025-11-25	2025-11-26
Blancco Removable Media Eraser	2.6	2021-07-07	2023-07-07	2024-07-07	2024-07-08

Blancco Removable Media Eraser	2.5 and older	Self Support			
Blancco LUN for Windows	2.5	2022-09-30	2024-09-30	2025-09-30	2025-10-01
Blancco LUN for Windows	2.4 and older	Self Support			
Blancco Drive Eraser for Mac	2.9	2023-02-24	2025-02-24	2026-02-24	2026-02-25
Blancco Drive Eraser for Mac	2.8	2022-03-31	2024-03-31	2025-03-31	2025-04-01
Blancco Drive Eraser for Mac	2.7	2021-06-11	2023-06-11	2024-06-11	2024-06-12
Blancco Drive Eraser for Mac	2.6	2021-03-25	2023-03-25	2024-03-25	2024-03-26
Blancco LUN Eraser for UNIX	2.9	2023-02-24	2025-02-24	2026-02-24	2026-02-25
Blancco LUN Eraser for UNIX	2.8	2022-03-31	2024-03-31	2025-03-31	2025-04-01
Blancco LUN Eraser for UNIX	2.7	2021-06-08	2023-06-08	2024-06-08	2024-06-08
Blancco LUN Eraser for UNIX	2.5 and older	Self Support			
Blancco File Eraser for Windows	8.6	2023-11-09	2025-11-09	2026-11-09	2026-11-10
Blancco File Eraser for Windows	8.5	2021-09-21	2023-09-21	2024-09-21	2024-09-22
Blancco File Eraser for Windows	8.4 and older	Self Support			
Blancco File Eraser for Unix	2.3 and older	Self Support			
Blancco Virtual Machine Eraser	2.5	2022-01-10	2024-01-10	2025-01-10	2025-01-11
Blancco Virtual Machine Eraser	2.4 and older	Self Support			
Blancco Agent	2.2	2023-12-20	2025-12-20	2026-12-20	2026-12-21
Blancco Agent	2.1	2023-06-09	2025-06-09	2026-06-09	2026-06-10
Blancco Agent	2.0	2021-06-16	2023-06-16	2024-06-16	2024-06-17
Blancco Agent	1.3 and older	Self Support			
Blancco Network Device Eraser **NOTE!** This is end of life product, find more details: End of Life Announcement for Blancco Network Device Eraser	2.8 and older	2022-03-31	2024-03-31	2025-03-31	2025-04-01
Blancco Mobile Diagnostics and Erasure Encompasses: Blancco Mobile, Blancco Mobile Diagnostics, Blancco Mobile Reporting Tool, Blancco Mobile Reset & Report	5.3	2024-03-26	2026-03-26	2027-03-26	2027-03-27
Blancco Mobile Diagnostics and Erasure	5.2	2023-12-05	2025-12-05	2026-12-05	2026-12-06
Blancco Mobile Diagnostics and Erasure	5.1	2023-09-26	2025-09-26	2026-09-26	2026-09-27

		Release date (GA date)	General support until	Extended support until	Self-support from
Blancco Mobile Diagnostics and Erasure	5.0	2023-06-20	2025-06-20	2026-06-20	2026-06-21
Blancco Mobile Diagnostics and Erasure	4.15	2023-03-30	2025-03-30	2026-03-30	2026-03-31
Blancco Mobile Diagnostics and Erasure	4.14	2022-12-20	2024-12-20	2025-12-20	2025-12-21
Blancco Mobile Diagnostics and Erasure	4.13	2022-10-31	2024-10-31	2025-10-31	2025-11-01
Blancco Mobile Diagnostics and Erasure	4.12	2022-06-16	2024-06-16	2025-06-16	2025-06-17
Blancco Mobile Diagnostics and Erasure	4.11	2022-04-08	2024-04-08	2025-04-08	2025-04-09
Blancco Mobile Diagnostics and Erasure	4.10	2022-01-18	2024-01-18	2025-01-18	2025-01-19
Blancco Mobile Diagnostics and Erasure	4.9	2021-09-23	2023-09-23	2024-09-23	2024-09-24
Blancco Mobile Diagnostics and Erasure	4.8	2021-06-23	2023-06-23	2024-06-23	2024-06-24
Blancco Mobile Diagnostics and Erasure	4.7	2021-03-31	2023-03-31	2024-03-31	2024-04-01
Blancco Mobile Diagnostics and Erasure	4.6 and older	Self Support			
Blancco Mobile For FeliCa Encompasses: Blancco Check For FeliCa, Blancco Mobile For FeliCa	1.6 and older	Self Support			
Blancco SPARC	1.02 and older	Self Support			
Blancco HASP Tool	1.1 and older	Self Support			
Blancco USB Creator Tool	3.4 and older	Self Support			
SmartChk Kiosk	1.1 and older	Self Support			
SmartChk Depot	6.4 and older	Self Support			
SmartChk Smartconnect - Android	6.4 and older	Self Support			
SmartChk Smartconnect - iOS	6.4 and older	Self Support			
Tabernus Enterprise Erase LAN	9 and older	Self Support			
Tabernus Enterprise Erase USB	9 and older	Self Support			
Tabernus Enterprise Erase Array	7.8 and older	Self Support			
		Release date (GA date)	**General support until**	**Extended support until**	**Self-support from**

WipeDrive Erasure Software	9.7	2022-04-22	2024-03-31	2024-09-30	2024-10-01
WipeDrive VeriDrive	0.7	2022-04-22	2024-03-31	2024-09-30	2024-10-01
WipeDrive Detalys	1.1	2022-04-22	2024-03-31	2024-09-30	2024-10-01
WipeDrive Asset Discovery	0.1	2022-04-22	2024-03-31	2024-09-30	2024-10-01

Disclaimer

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