

Officially Supported Products and EOL Dates

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- All Products

SUPPORTED PRODUCTS

Please review the [Globalscape End of Life \(EOL\) and Support Life Policy](#) described on our website. Technical support is provided in accordance with the policy.

Can I get support after my version has entered EOL?

- If you have a current [Maintenance and Support plan](#), you will still receive limited/minimal support at the discretion of the Globalscape Support team; however, Globalscape will no longer release maintenance builds or "patches" for that version.
- It is highly recommended that you **upgrade to the latest version**, as many "fixes" and new features are related to security and performance.
- When you have an active Maintenance and Support Plan, you can update to the next version for free. (If your current version is more than 2 versions behind the most recently released version, upgrading is a stepped process.)
- To view version history and download the latest version, go to <https://www.globalscape.com/support>, click "Support" under the relevant product name, then scroll down and click the "Download" link. Be sure to read the version history and upgrade instructions before upgrading the product. For complex installations, [contact us](#) to ask about our [Deployment Services](#) to help with the upgrade.

When does EOL start for my version?

The "EOL Start Date" begins when the next major version is released. Every major version has a minimum lifespan of 2 years.

For example, for EFT v7.2, EOL began on 4/25/16, when v7.3 was released. Therefore, Partial Support ended on 10/27/17. You will continue to receive limited/minimal support for your build of 7.2 (e.g., v7.2.10) at the discretion of the Globalscape Support team, but Globalscape Engineering is no longer creating maintenance, patch, and "hot fix" builds for v7.2.

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PRODUCT LIFE CYCLE

The table below provides the following information:

1. **Product name/version**
2. **Release (GA) Date**
3. **EOL Start Date** - EOL is entered when the next major version is released.
4. **Full-support Wind-down End date** - The "Wind-down Period" is the period (6-months maximum) immediately following EOL.
5. **Partial-support End Date** - The Partial Support period extends 12 months after General Availability (GA) date, or 6 months after wind-down period, whichever is greater.

*****Products not listed in the table below are no longer supported.*****

Product1	Release Date2	Full Support Ends3	Full Support Wind-down Ends4	Partial Support Ends5
CuteFTP® v9.3 (Windows)	7/11/2018	TBD	TBD	TBD
DMZ Gateway v3.5	05/16/2018	TBD	TBD	TBD
EFT v7.4	08/29/2017	TBD	TBD	TBD
EFT Web Admin	01/31/2015	01/15/2019	07/15/2019	05/15/2020
EFT MiX Cloud	07/01/2010	03/31/2018	09/31/2018	03/31/2019
Mail Express v4.3	07/05/2016	7/05/2018	01/05/2019	06/05/2019
Secure Ad Hoc Transfer (SAT)	02/15/2013	08/15/2014	02/15/2015	08/15/2015

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v6.5

WAFS/CDP v5	12/01/2015	12/01/2017	06/01/2018	TBD
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GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/10528/Officially-Supported-Product...>