

# Smartcrypt Virtual Appliance Version 1 - End of Life Notification

## PKWARE END OF LIFE STATEMENT

Dear PKWARE customer,

PKWARE is committed to delivering effective, seamless, and innovative security solutions to our customers. As we continue to innovate and enhance our platform to address evolving customer needs, we often adopt new technologies, leverage incremental tools, and modify aspects of the platform. To ensure optimal satisfaction regarding functionality, interoperability and support we periodically need to discontinue older, outdated or versions of our products and 3<sup>rd</sup> party platforms that become incompatible. Products that have reached the end of their useful life, will enter the PKWARE End of Life process.

This PKWARE End of Life (EOL) notification pertains to the following product(s):

EOL Product / Version	End of Sale (EOS)	End of Modification (EOM)	End of Life (EOL)	Replacement Product / Version	Reason
<b>Smartcrypt Virtual Appliance v1</b> Fulfilled prior to December 31, 2020 Major Package Versions: - Ubuntu: 16.04.6 LTS - ES: 5.6 - PostgreSQL: 9.5	12/31/2020	12/31/2020	12/31/2023	<b>Smartcrypt Virtual Appliance v2</b> Fulfilled after January 1, 2021 Major Package Versions: - Ubuntu: 20.04.1 LTS - ES: 7.7 - PostgreSQL: 12.5	Major 3 <sup>rd</sup> party packages in the Appliance V1 were nearing their EOL terms and were replaced with newer, updated versions in Appliance v2

### Virtual Appliance Software Compatibility

- The PKWARE Enterprise Manager (PEM) software that is compatible with the PKWARE Virtual Appliance Version 2 is PEM 18.8.x (December 2020 release) and newer.
- The latest version of the PKWARE Enterprise Manager (PEM) software that is compatible with the PKWARE Virtual Appliance Version 1 is PEM 18.7.86 (September 2020 release).
- A migration path is supported between PKWARE Virtual Appliance v1 and PKWARE Virtual Appliance v2. For information regarding migration, please contact your PKWARE support representative.

### EOL Terms and Definitions

- **End of Sale (EOS)**  
The date after which the product is no longer available for sale.
- **End of Modification (EOM)**  
The date after which the designated product or version will no longer receive feature enhancements. Bug fixes will be evaluated on a case by case basis and limited to critical issues or security patches that will be addressed at PKWARE's discretion, up to the point of EOL.
- **End of Life (EOL)**  
The date after which the designated product or version is retired and will no longer receive updates, patches, or support of any kind.

### Replacement Products

PKWARE will often have products and/or versions that effectively replace those which have entered the End of Life process. When applicable, the replacement products and versions will be identified and communicated to customers to facilitate the process of migrating forward.

To learn more about the PKWARE End of Life process or to view the Supported Platforms list, please visit our customer support portal at: <https://support.pkware.com>