Apexa IQ Day 9

*End Of Life (EOL):*

*End of life (EOL), in the context of manufacturing and product lifecycles, is the final stages of a product's existence. In software applications, it means that the app has reached the end of its useful life. It may mean that a new version is available that supersedes the existing product. Or it may mean end of support (EOS), and the vendor no longer provides updates, patches and new features. In the case of data, end of life refers to when it expires and is discarded or destroyed.*

*Indications of End of Life:*

*IT professionals look for slow performance, files opening slowly, slow response when accessing a website, frequent crashing and similar issues. These indicate a device has reached EOL and should be replaced. IT professionals often base these EOL product decisions on specific performance and warranty criteria their organization sets to determine when to replace a device.*

*Software applications that don't execute as they originally did or execute too slowly to be an effective business tool are software for replacements. Compatibility is also an issue; if an application doesn't operate on newer hardware or operating systems (OSes), replacement might be needed. A newer version of the app or a replacement application is the likely fix. If the application has reached its EOL and the vendor no longer provides software updates or support to the app, it may be at risk for a security breach.*

*Indicators for EOL are enlisted below in short:*

1. *Vendor Announcement*
2. *End of Sale Date*
3. *End of Support*
4. *Compatibility Issues*
5. *Vulnerabilities*
6. *Increased Support Cost*
7. *Regulatory and Compliance Risk*

*How End of life is useful in Apexa IQ?*

* *Apexa IQ is an organization which primarily focuses on IT Asset Management and auditing those management and ultimately provide a service to other companies.*
* *To manage this IT assets of other organization and provide them a valuable information about their assets that could be useful for them to know if their any of their asset is Vulnerable, uncompliant, or unmanaged, the most important thing is Data.*
* *Data about the Hardware and Software of that organization can be very helpful in knowing the status of the asset of that company or organization.*
* *Now, what exact data do we need specifically from Hardware Devices and from Software.*
* *The data Apexa IQ collect about Hardware is their* ***Device Type, Specification and End of Life.***
* *And, the data Apexa IQ collects about Software is their* ***Released Dates and End of Life.***
* *The one thing that comes in common in both the Software and Hardware is END OF LIFE.*
* *Now this information of End of life can be collected from 3 major sources, these sources are given below.*

1. *Direct Vendor EOL info*
2. *Third Party EOL info*
3. *No EOL info either from direct vendor or from third party.*

* *The terminology – End of Life can be further classified into various types and various further terminologies. This is purely based on how vendors phase out their products be it Software or Hardware.*

1. *End of Sales*
2. *End of Development*
3. *End of Maintenance*
4. *End of Support*
5. *End of Life*
6. *Extended End of Support*
7. *End of Life for specific versions*

*States of End of Life (EOL):*

*End of life is mainly classified into 5 States:*

1. *Dated EOL:*

***Dated EOL*** *refers to a specific* ***pre-announced date*** *on which a product will reach its end-of-life. This means that the vendor has officially set a fixed* ***EOL date*** *after which the product will no longer be supported, updated, or available for purchase.*

1. *Undated EOL:*

***Undated EOL*** *refers to a product’s lifecycle where the vendor* ***does not provide a specific end-of-life date****. Vendor on their websites provide some statements that ultimately tell us about the End of Life date and we have recognize it and enter it manually.*

1. *Supported Dated EOL:*

***Supported Dated EOL*** *refers to a product that has a* ***predefined end-of-life date****, but* ***remains fully supported until that date****. This means the vendor continues to provide updates, bug fixes, security patches, and technical support until the announced EOL date.*

1. *Supported Undated EOL:*

***Supported Undated EOL*** *refers to a product that is* ***still actively supported*** *but* ***does not have a publicly announced end-of-life (EOL) date****. This means the vendor continues to provide updates, security patches, and support, but there is* ***no fixed timeline*** *for when the product will reach EOL. Same like undated EOL we have to enter the EOL manually.*

1. *Unknown:*

***Unknown EOL*** *refers to a product where* ***the vendor has not provided any official EOL information****. This means users do not know when the product will stop receiving updates, security patches, or support. We get any companies Hardware or Software in this format, where we don’t get the information about the EOL.*

*End of Life terminologies and policies of various vendors/organization:*

*It's important to note that EOL policies and terminologies can vary between vendors and product lines. Organizations should consult the specific EOL documentation provided by each vendor to understand the implications for their products and plan accordingly.*

1. *Cisco:*

*Cisco's EOL process includes several milestones:*

*End of Sale (EOS): The product is no longer available for purchase.*

*End of Software Maintenance Releases: No new software updates or patches are provided.*

*End of Routine Failure Analysis: The product is no longer eligible for routine failure analysis.*

*End of Support: All support services are discontinued.*

1. *Microsoft:*

*Microsoft's EOL terminology includes:*

*End of Life (EOL): The product is no longer sold or supported.*

*End of Support (EOS): The product no longer receives security updates or technical support.*

1. *Apple:*

*Apple's EOL policy involves:*

*Discontinuation: The product is no longer available for purchase.*

*Support Phase: The product continues to receive software updates and technical support.*

*End of Support: The product no longer receives software updates or technical support.*

1. *IBM:*

*IBM's EOL terminology includes:*

*End of Marketing (EOM): The product is no longer marketed or sold.*

*End of Service (EOS): The product no longer receives support services.*

1. *Oracle:*

*Oracle's EOL policy involves:*

*End of Life (EOL): The product is no longer sold or supported.*

*End of Support (EOS): The product no longer receives security updates or technical support.*

*EOL data for various Hardware and Software Data:*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Serial No. | Company | Product | Release Date | EOL Date | Type of Product | URL |
| 1. | Microsoft | Windows 10 Home and Pro | 29 July 2015 | 14 Oct 2025 | Software | <https://learn.microsoft.com/en-gb/lifecycle/products/windows-10-home-and-pro> |
| 2. | Microsoft | Microsoft SQL Server 2012 | 20 May 2012 | 11 June 2017 | Software | <https://learn.microsoft.com/en-gb/lifecycle/products/microsoft-sql-server-2012> |
| 3. | Samsung | Galaxy A23 4G | 5 March 2022 | 2026 | Hardware | <https://en.wikipedia.org/wiki/Samsung_Galaxy_A23> |

*Key points of EOL for various companies:*

1. *Apple:*

[*https://support.apple.com/en-us/102772*](https://support.apple.com/en-us/102772)

* *Hardware EOL: No longer available for sale or repair services through Apple.*
* *Software EOL: No further updates or security patches are released.*
* *Typical EOL Policy: Apple tends to support hardware with updates for about 5–7 years, but support timelines can vary depending on the product.*

1. *Cisco:*

[*https://www.cisco.com/c/en/us/products/eos-eol-policy.html*](https://www.cisco.com/c/en/us/products/eos-eol-policy.html)

* *External notification of end of sale is typically six (6) months before the End of Sale (“EOS”) date, which is the date after which you can no longer purchase the relevant Cisco Product. Such notice will appear on cisco.com at*[*http://www.cisco.com/c/en/us/products/eos-eol-listing.html*](https://www.cisco.com/c/en/us/products/eos-eol-listing.html)*. Please visit this site regularly as it contains useful information regarding Cisco's end-of-life program.*
* *No subscriptions (including renewals) with a term extending beyond Last Day of Support (“LDOS”) will be sold after the EOL Notification Date.*
* *The Last customer ship date for hardware is three (3) months after the hardware EOS date.*

*Cisco will provide the following to customers with active support contracts or subscriptions (including cloud services):*

* *One (1) year of routine failure analysis for hardware from the EOS date.*
* *One (1) year of bug fixes, maintenance releases, workarounds or patches for critical bugs from the EOS date, when reported to TAC. After the first year, Cisco will provide bug fixes, workarounds and/or patches, where available, for (i) two (2) years for OS software, and (ii) one (1) year for application software. Customers may be required to install a newer software version to receive the above software support.*
* *Three (3) years of TAC support for OS software from the software EOS date, except for the final release of the OS software running on EOS hardware as noted below.*
* *Two (2) years of TAC support for application software from the EOS date.*
* *TAC support from the EOS date until the end of the term for subscription software and cloud services.*
* *Five (5) years of TAC support for hardware from the EOS date. TAC support for the final release of OS software running on the EOS hardware will be coterminous with the hardware LDOS, regardless of the OS software EOS date.*
* *Five (5) years of replacement parts for hardware from the EOS date, in accordance with Cisco’s Return Materials Authorization (RMA) process.*