

This product version lifecycle matrix provides guidance for Zerto product support, and includes the end of support dates for Zerto Virtual Replication versions.

This allows Zerto customers to have a generous amount of time for planning and implementing product upgrades.

## Product Support Lifecycle

Zerto will fully support the **latest version** (including all its updates), and also the **previous two versions** (including all their updates).

See the following tables:

- [“Lifecycle Matrix”, on page 1](#)
- [“Lifecycle Support Summary”, on page 2](#)

## Lifecycle Matrix

The following table shows when **support ends** for each version of Zerto Virtual Replication, when your latest version is 6.5:

VERSION	GENERAL AVAILABILITY DATE	END OF GENERAL SUPPORT	END OF SUPPORT LIFE (EOSL)
6.5	September 16, 2018	October 30, 2019	October 30, 2020
6.0	February 15, 2018	March 30, 2019	March 30, 2020
5.5	July 31, 2017	September 30, 2018	September 30, 2019
5.0	November 8, 2016	August 31, 2018	August 31, 2018
4.5	March 7, 2016	January 31, 2018	July 31, 2018
4.0	May 5, 2015	July 31, 2017	July 31, 2017
3.5	May 27, 2014	September 30, 2016	November 8, 2016
3.1	December 19, 2013	June 10, 2016	June 10, 2016
3.0	July 17, 2013	June 10, 2016	June 10, 2016
2.0	December 16, 2012	June 10, 2016	June 10, 2016

## Lifecycle Support Summary

The following table shows the **level of support** supplied by Zerto for each version.

SERVICE/SUPPORT LEVEL	GENERAL SUPPORT PHASE	TECHNICAL GUIDANCE PHASE	END OF SUPPORT LIFE (EOSL)
Maintenance Updates and Upgrades	Yes	No	No
New Bug Fixes	Yes	Critical issues only	No
Critical Security Updates	Yes	Yes	No
Issues Relief	Yes	Yes	No
Support for New Platform Releases	Yes	Best Effort	No
Submitting Support Requests	Yes	Yes	Best Effort
Knowledge Base Access	Yes	Yes	Yes
Forums	Yes	Yes	Yes
Access to Documentation	Yes	Yes	Yes

\*Customers may always submit a new feature or enhancement requests and these will be considered for future releases.

## Third-Party Software

Any third party software used must be running the latest version (or any fully supported version by the third party vendor) if being used with Zerto Virtual Replication.

Zerto will offer best effort troubleshooting to help, but no escalations or fixes can to be provided until the third party software is up to date. See the [Interoperability Matrix](#) at the Zerto web site for more details.

### Third-Party Software

Zerto helps customers accelerate IT transformation by eliminating the risk and complexity of modernization and cloud adoption. Replacing multiple legacy solutions with a single IT Resilience Platform, Zerto is changing the way disaster recovery, data protection and cloud are managed. With unmatched scale, Zerto's software platform delivers continuous availability for an always-on customer experience while simplifying workload mobility to protect, recover and move applications freely across hybrid and multi-clouds. Zerto is trusted by over 6,000 enterprise customers globally, and is powering resiliency offerings for Microsoft Azure, IBM Cloud, AWS, Sungard and more than 350 cloud services providers.

For assistance using Zerto Virtual Replication, contact: [@Zerto Support](#).