STORMSHIELD

GUIDE
NETWORK SECURITY & TOOLS

PRODUCT LIFECYCLE

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Change log

Date	Description
May 2, 2024	- Announcement of First Availability date of SN-XL-Series-5200 and SN-XL-Series-6200
April 10, 2024	- Release of SN-XL-Series-5200 and SN-XL-Series-6200
February 26, 2024	- Release of VPN Client Exclusive 7.5
February 22, 2024	- Announcement of the end of support of VMWare ESXi 6.5, 6.7 and Microsoft Hyper-V 2012 R2 - New document organization by product
November 08, 2023	- Release of SMC 3.5.2 - Version maintenance (example): "Early Adopter" (EA) label added
October 31, 2023	- Release of SNS 4.7 and TS Agent 1.0 - History cleaning
October 13, 2023	- Changes to "End of Sale" and "Max SNS firmware version" terminology - Announcement of End of Sale and End of Life dates for SN160, SN210, SN310, SN510 and SN710 firewalls
October 06, 2023	- NA-EX-CARD-8x2_5G-C network module support announcement
October 02, 2023	- End of Life date modification of 3.7 LTSB version and 3.11 LTSB version
August 31, 2023	- Announcement of End of Life date of 3.7 LTSB version
July 20, 2023	- Life cycle policy modification for LTSB and qualified versions: 6 months minimum overlap, security patches only - "Early Adopter" (EA) label added
July 13, 2023	- Removed SLS which now has its own product life cycle guide (PLC)
May 04, 2023	- Release of SN-S-Series-220 and SN-S-Series-320

Getting started

Welcome to the product life cycle guide for Stormshield Network Security.

This document contains information on the management of the various versions of the product range, including the versions supported by Stormshield, the compatibility with operating systems and third-party products, as well as the evolution policy for versions.

For further information on a specific version, please consult the Stormshield Network Security **Release Notes**.

In this document, Stormshield Network Security is referred to in its short form: SNS.

Terminology

This table defines some terms used in Life Cycle matrices below.

For more information about End of Life and End of Sale notions, refer to section **Life Cycle management policy** in this document.

First Availability	The product / service is available to public starting from this date.
End of Sales	It is no longer possible to purchase the hardware product, or a license / initial subscription for this product / service after this date, except special conditions granted by Stormshield
End of Life	After this date, the product / service is no longer maintained (updates, hardware warranty, support), except for special conditions granted by Stormshield
Min. SNS firmware version	The product / service requires this SNS version (or higher) to be operational
Max. SNS firmware version	The product / service is no longer supported beyond this SNS version

> **ⓘ NOTE**
> Displaying a SNS version as technically compatible with a hardware model, a software version or a service, does not necessarily imply that this SNS version is still maintained and supported under Stormshield maintenance contracts.
> Refer to section **Firmware versions** to check the current status of each SNS version.

Hardware and virtual firewalls

Hardware firewalls

Product	First Availability	End of Sales	End of Life	Min. SNS version	Max. SNS version
NG1000-A	06/30/2010	12/31/2014	12/31/2019	8.1.4	2.x
NG5000-A	06/30/2010	12/31/2014	12/31/2019	8.1.4	2.x
U30S	09/27/2012	12/31/2014	12/31/2019	8.2.0 / 9.0.3.2	3.7.x
U70S	09/27/2012	12/31/2014	12/31/2019	8.2.0 / 9.0.3	3.7.x
U150S	09/27/2012	12/31/2014	12/31/2019	8.2.0 / 9.0.3	3.7.x
U250S	09/27/2012	12/31/2014	12/31/2019	8.2.0 / 9.0.3	3.7.x
U500S	09/27/2012	12/31/2014	12/31/2019	8.2.0 / 9.0.3	3.7.x
U800S	09/27/2012	12/31/2014	12/31/2019	8.2.0 / 9.0.3	3.7.x
SN500	07/03/2014	09/30/2016	09/30/2021	1.0.0	3.7.x
SN700	07/03/2014	09/30/2016	09/30/2021	1.0.0	3.7.x
SN900	07/03/2014	09/30/2016	09/30/2021	1.0.0	3.7.x
SN150	08/01/2014	12/31/2017	12/31/2022	1.0.0	3.7.x
SN200	08/01/2014	12/31/2017	12/31/2022	1.0.0	3.7.x
SN300	08/01/2014	12/31/2017	12/31/2022	1.0.0	3.7.x
SN2000	08/01/2014	12/31/2019	12/31/2024	1.1.0	ND
SN3000	08/01/2014	12/31/2019	12/31/2024	1.1.0	ND
SN6000	08/01/2015	12/31/2019	12/31/2024	1.1.0	ND
SNi40	06/01/2016	ND	ND	2.3.4	ND
SN510	10/01/2016	12/31/2023	12/31/2028	1.5.0	ND
SN710	10/01/2016	12/31/2023	12/31/2028	1.5.0	ND
SN910	05/01/2016	12/31/2022	12/31/2027	1.5.0	ND
SN160	04/01/2017	06/30/2024	12/31/2028	3.1.0	ND
SN160W	03/01/2017	03/31/2022	03/31/2027	3.1.0	ND
SN210	04/01/2017	12/31/2023	12/31/2028	3.1.0	ND
SN210W	03/01/2017	03/31/2022	03/31/2027	3.1.0	ND
SN310	04/01/2017	12/31/2023	12/31/2028	3.1.0	ND
SN2100	03/10/2018	ND	ND	3.7.0	ND

Product	First Availability	End of Sales	End of Life	Min. SNS version	Max. SNS version
SN3100	03/10/2018	ND	ND	3.7.6	ND
SN6100	03/10/2018	ND	ND	3.7.0	ND
SNi20	09/24/2020	ND	ND	3.11.0	ND
SN1100	09/16/2021	ND	ND	4.2.4	ND
SNxr1200	09/16/2021	ND	ND	4.3.7	ND
SN-M-Series-720	09/29/2022	ND	ND	4.3.14 / 4.5.3	ND
SN-M-Series-920	09/29/2022	ND	ND	4.3.14 / 4.5.3	ND
SN-M-Series-520	05/04/2023	ND	ND	4.3.16 / 4.6.3	ND
SN-S-Series-220	06/01/2023	ND	ND	4.3.17 / 4.6.4	ND
SN-S-Series-320	06/01/2023	ND	ND	4.3.17 / 4.6.4	ND
SN-XL-Series-5200	05/01/2024	ND	ND	4.3.25	ND
SN-XL-Series-6200	05/01/2024	ND	ND	4.3.25	ND

Virtual firewalls

Product	First Availability	End of Sales	End of Life	Min. SNS version	Max. SNS version
V50	05/02/2010	12/31/2019	12/31/2023	8.2.0 / 9.0.3	3.7.x
V100	05/02/2010	12/31/2019	12/31/2023	8.2.0 / 9.0.3	3.7.x
V200	05/02/2010	12/31/2019	12/31/2023	8.2.0 / 9.0.3	3.7.x
V500	05/02/2010	12/31/2019	12/31/2023	8.2.0 / 9.0.3	3.7.x
VS5	05/02/2010	12/31/2019	12/31/2023	8.2.0 / 9.0.3	3.7.x
VS10	05/02/2010	12/31/2019	12/31/2023	8.2.0 / 9.0.3	3.7.x
VU	05/02/2010	12/31/2019	12/31/2023	8.2.0 / 9.0.3	3.7.x
EVA1	02/19/2019	ND	ND	3.8.0	ND
EVA2	02/19/2019	ND	ND	3.8.0	ND
EVA3	02/19/2019	ND	ND	3.8.0	ND
EVA4	02/19/2019	ND	ND	3.8.0	ND
EVAU	02/19/2019	ND	ND	3.8.0	ND
VPAYG	02/19/2019	ND	ND	3.8.0	ND

Firmware versions

SNS version	First Availability	End of Life
1.x	06/03/2014	04/24/2015
2.x	03/31/2015	09/13/2021
3.0	11/21/2016	03/01/2017
3.1	03/01/2017	07/01/2017
3.2	07/01/2017	10/11/2017
3.3	10/11/2017	01/06/2018
3.4	01/06/2018	04/26/2018
3.5	04/26/2018	08/03/2018
3.6	08/03/2018	09/29/2018
3.8	02/14/2019	09/02/2019
3.9	09/02/2019	02/26/2020
3.10	02/26/2020	09/24/2020
4.0	01/07/2020	09/24/2020
4.1	09/24/2020	04/06/2021
4.2	04/06/2021	07/21/2022
4.4	05/12/2022	06/30/2022
4.5	07/05/2022	11/24/2022
4.6	11/24/2022	02/22/2024
3.7 - LTSB	09/29/2018	Functional fixes – 12/31/2023
		Security fixes – 06/30/2024
3.11 - LTSB	09/24/2020	Functional fixes – 06/07/2023
		Security fixes – 06/30/2024
4.3 - LTSB	01/12/2022	ND
4.7	10/31/2023	ND

Supported related software

SNS version	SSO Agent Windows	SSO Agent Linux	SSL VPN Client	VPN Client Standard	VPN Client Exclusive	TS Agent
3.7 - LTSB	2.1.1	-	3.2.3	6.87.108	7.5.006	-
3.11 - LTSB	2.1.1	2.1.1	3.2.3	6.87.108	7.5.006	-

SNS version	SSO Agent Windows	SSO Agent Linux	SSL VPN Client	VPN Client Standard	VPN Client Exclusive	TS Agent
4.3 - LTSB	3.0.2	3.0.2	3.2.3	6.87.108	7.5.006	-
4.7	3.0.2	3.0.2	3.2.3	6.87.108	7.5.006	1.0.2

Supported external authentication servers

SNS version	Active Directory – LDAP(S)	Radius, Kerberos and SPNEGO
3.7 - LTSB	-	Windows Server 2016
	Windows Server 2019	Windows Server 2019
	Windows Server 2022	Windows Server 2022
3.11 - LTSB	-	Windows Server 2016
	Windows Server 2019	Windows Server 2019
	Windows Server 2022	Windows Server 2022
4.3 - LTSB	-	Windows Server 2016
	Windows Server 2019	Windows Server 2019
	Windows Server 2022	Windows Server 2022
4.7	-	Windows Server 2016
	Windows Server 2019	Windows Server 2019
	Windows Server 2022	Windows Server 2022

Supported Web browsers

In order for the firewall administration interface to operate optimally, you are advised to use the latest versions of Microsoft Edge, Google Chrome and Mozilla Firefox (ESR version - Extended Support Release). For further information on these versions, please refer to the relevant vendors for the life cycles of their products.

Hypervisors supported by virtual firewalls

SNS version	VMware ESXi	Citrix Xen Server	Linux KVM	Microsoft Hyper-V
4.3 - LTSB	7.0 and 8.0	Version 7.6	Red Hat Enterprise Linux 8.4 Red Hat Enterprise Linux 9	Windows Server 2019
				Windows Server 2022
4.7	7.0 and 8.0	Version 7.6	Red Hat Enterprise Linux 8.4 Red Hat Enterprise Linux 9	Windows Server 2019
				Windows Server 2022

Public Cloud supported by virtual firewalls

Public Cloud	Min. SMC version	Max. SMC version
Amazon Web Services	4.0	ND
Microsoft Azure	4.0	ND
3DS OUTSCALE	4.0	ND

Hardware modules

Network modules

Module	Commercial reference	First Availability	End of Sales	End of Life	Min. SNS version	Max. SNS version
2x10GbE Fiber	NA-EX-CARD-2x10G-FIB	-	05/13/2023	05/13/2028	1.1.0	ND
4x10GbE Fiber	NA-EX-CARD-4x10G-FIB	-	05/13/2023	05/13/2028	1.1.0	ND
4x1GbE Fiber	NA-EX-CARD-4xG-FIB	-	ND	ND	1.1.0	ND
8x1GbE Fiber	NA-EX-CARD-8xG-FIB	-	ND	ND	1.1.0	ND
8x1GbE Copper	NA-EX-CARD-8xG-COP	-	ND	ND	1.1.0	ND
4x10GbE Copper	NA-EX-CARD-4x10G-COP	03/10/2018	ND	ND	3.7.0	ND
2x40GbE Fiber	NA-EX-CARD-2x40G-FIB	03/10/2018	ND	ND	3.7.0	ND
4x10GbE Fiber	NA-NW-CARD-4x10G-F	03/10/2018	ND	ND	3.7.12	ND
2x40GbE Fiber	NA-SN6K1-EC-2x40G-F	03/10/2018	ND	ND	3.7.0	ND
4x10GbE Fiber	NA-SN6K1-EC-4x10G-F	03/10/2018	ND	ND	3.7.0	ND
8x1GbE Fiber	NA-SN6K1-EC-8xG-F	03/10/2018	ND	ND	3.7.0	ND
8x1GbE Copper	NA-SN6K1-EC-8xG-C	03/10/2018	ND	ND	3.7.0	ND
4x10GbE Copper	NA-SN6K1-EC-4x10G-C	03/10/2018	ND	ND	3.7.0	ND
8x2.5GbE Copper	NA-EX-CARD-8x2_5G-C	07/02/2023	ND	ND	4.3.15	ND

Modems

Modem	First Availability	End of Sales	End of Life	Min. SNS version	Max. SNS version
3G	-	12/31/2017	12/31/2018	1.0.0	3.3

Transceivers

Transceiver	Commercial reference	First Availability	End of Sales	End of Life	Min. SNS version	Max. SNS version
1000Base-T	NA-TRANS-SFP-COPPER	-	ND	ND	1.1.0	ND
1000Base-SX	NA-TRANS-SFP-SX	-	ND	ND	1.1.0	ND
1000Base-LX	NA-TRANS-SFP-LX	-	ND	ND	1.1.0	ND
1G/10GBase-SR/SX	NA-TRANS-DUALSFP-SR	-	ND	ND	1.1.0	ND
1G/10GBase-LR/LX	NA-TRANS-DUALSFP-LR	-	ND	ND	1.1.0	ND
40GBASE-LM4	NA-TRANS-QSFP40-LM	03/10/2018	09/24/2020	ND	3.7.0	ND
40GBASE-LR4	NA-TRANS-QSFP40-LR	03/10/2018	ND	ND	3.7.0	ND
40GBASE-MSR4	NA-TRANS-QSFP40-MSR	09/24/2020	ND	ND	3.7.0	ND

Services

Service	First Availability	End of Sales	End of Life	Min. SNS version	Max. SNS version
SN Cloud Reporting	06/15/2013	12/31/2019	12/31/2021	1.0.0	ND
Standard Antivirus (*)	< 2013	N/A	ND	1.0.0	ND
Antispam (*)	< 2013	N/A	ND	1.0.0	ND
Standard URL Filtering (*)	< 2013	N/A	ND	1.0.0	ND
Advanced Antivirus (sold until Nov. 2022)	< 2013	11/24/2022	12/31/2023	1.0.0	4.3.12
Advanced Antivirus	11/24/2022	ND	ND	4.3.14 / 4.6.0	ND
Extended Web Control (sold until 02/12/2024)	< 2013	02/12/2024	12/31/2024	1.0.0	4.3.23
Extended Web Control	10/31/2023	ND	ND	4.3.24 / 4.7.0	ND
SN Vulnerability Manager (SNVM)	< 2013	ND	ND	1.0.0	ND
Breach Fighter	2016	ND	ND	1.0.0	ND
Industrial Protocols	2018	ND	ND	4.0.0	ND

Service currently included in the Standard UTM pack.

Stormshield Management Center (SMC)

End of Sales: ND

Versions

Version	First Availability	End of Life	Min. SNS version (*)	Max. SNS version
1.X	12/16/2015	03/31/2017	2.5.0	ND
2.X	03/31/2017	06/17/2021	2.5.0	ND
3.0	06/17/2021	02/03/2021	2.5.0	ND
3.1	12/03/2021	05/24/2022	2.5.0	ND
3.2	05/24/2022	08/30/2022	3.7.0	ND
3.3	08/30/2022	04/11/2023	3.7.0	ND
3.4	04/11/2023	11/08/2023	3.7.0	ND
3.5	11/08/2023	ND	3.7.0	ND

(*) Some features offered by SMC only apply to SNS firewalls with a version higher than the one displayed. Refer to the compatibility matrix available in SMC Administration Guide.

Supported hypervisors

SMC version	VMware ESXi	Linux KVM	Microsoft Hyper-V
3.5	6.5, 6.7 and 7.0	Red Hat 7.9	Windows Server 2016
			Windows Server 2019
			Windows Server 2022

Public Cloud

Public Cloud	Min. SMC version	Max. SMC version
Amazon Web Services	3.0	ND
3DS OUTSCALE	3.0	ND

Supported external authentication servers

SMC version	Active Directory	OpenLDAP	Radius
3.5	Windows Server 2016	2.5	Windows Server 2016
	Windows Server 2019		Windows Server 2019
	Windows Server 2022		Windows Server 2022

VPN SSL Client

End of Sales: ND

Versions

Version	First Availability	End of Life	Min. SNS version	Max. SNS version
2.X	06/08/2015	02/09/2022	2.x	4.4.x
3.0	02/09/2022	07/05/2022	2.x	4.4.x
3.1	07/05/2022	01/26/2023	2.x	ND
3.2	01/26/2023	ND	2.x	ND

Supported OS

VPN SSL version	Windows
3.2	Windows 8.1 64 bits
	Windows 10 64 bits
	Windows 11

VPN Client Standard

End of Sales: ND

Versions

Version	First Availability	End of Life	Min. SNS version	Max. SNS version
6.63	07/18/2019	04/20/2020	1.0.0	4.0.x
6.64.003	04/20/2020	11/18/2021	1.0.0	ND
6.86	11/18/2021	04/20/2022	1.0.0	ND
6.87	04/20/2022	ND	1.0.0	ND

Supported OS

VPN Client Standard version	Windows
6.87	Windows 10 64 bits
	Windows 11

VPN Client Exclusive

End of Sales: ND

Versions

Version	First Availability	End of Life	Min. SNS version	Max. SNS version
7.0	05/23/2022	02/21/2023	3.7.0	-
7.3	02/21/2023	08/07/2023	3.7.0	-
7.4	08/07/2023	02/22/2024	3.7.0	ND
7.5	02/22/2024	ND	3.7.0	ND

Supported OS

VPN Client Exclusive version	Windows
7.5	Windows 10 64 bits
	Windows 11

SSO Agent

Versions

Version	Plateform	First Availability	End of Life	Min. SNS version	Max. SNS version
1.X	Windows	04/10/2015	02/25/2020	-	-
2.0	Windows	02/25/2020	03/04/2021	2.7.0	4.1.x
2.0	Linux	02/25/2020	03/04/2021	3.10.0 and 4.1.0	4.1.x
2.1	Windows	03/04/2021	ND	2.7.0	4.1.x
2.1	Linux	03/04/2021	ND	3.10.0 and 4.1.0	4.1.x
3.0	Windows	04/06/2021	ND	4.2.0	ND
3.0	Linux	04/06/2021	ND	4.2.0	ND

Supported OS

SSO Agent version	Windows	Linux
2.1	Windows Server 2016	Ubuntu 18.04 LTS
2.1	Windows Server 2019	Ubuntu 18.04 LTS
2.1	Windows Server 2022	Ubuntu 18.04 LTS
3.0	Windows Server 2016	Ubuntu 18.04 LTS
3.0	Windows Server 2019	Ubuntu 18.04 LTS
3.0	Windows Server 2022	Ubuntu 18.04 LTS

Real Time Monitor (RTM)

This product will reach End Of Life when SNS firmware version 3.7 will reach End of Life.

Versions

Version	First Availability	End of Life	Min. SNS version	Max. SNS version
Admin Suite 3.4.1	02/23/2018	01/21/2022	2.7.x	4.0.x
Real-Time Monitor 4.0.0	02/06/2020	End of Life SNS 3.7	2.7.x	4.1.x

Supported OS

RTM version	Windows
4.0	Windows 10
	Windows 11
	Windows Server 2016
	Windows Server 2022

Stormshield Network Centralized Manager (SNCM)

End of Sales: 10/01/2020

Versions

Version	First Availability	End of Life	Min. SNS version	Max. SNS version
1.6.10	05/31/2017	09/15/2020	1.0.0	3.4.x
1.6.12	09/15/2020	ND	1.0.0	3.x

Stormshield Network TS Agent

Versions

Version	First Availability	End of Life	Min. SNS version	Max. SNS version
1.0	10/31/2023	ND	4.7.1	ND

Supported OS

TS Agent version	Windows
1.0	Windows Server 2016
	Windows Server 2019
	Windows Server 2022

Supported server components

TS Agent version	Server components
1.0	Citrix Virtual Apps and Desktop 7 LTSR (2203)
	Microsoft Remote Desktop Services (RDS)

Products in End of Life

The following products are now in End of Life:

- Event Reporter
- Stormshield Network Event Analyzer (SNEA)
- Stormshield Visibility Center (SVC)

Life Cycle management policy

This document sets out the management policy for the life cycle of Stormshield Network Security products by elaborating on its standard stages. The aim is to provide as much visibilityas possible on how software and hardware products evolve in the Stormshield Network Security range.

Stormshield Network Security's mission

Stormshield is a brand of security solutions. As such, our mission is to provide our clients with high-quality products capable of meeting their expectations and requirements in terms of security, robustness and performance.

The quality of Stormshield Network Security's firewalls is the result of the definition and implementation of clear and documented processes. This document indicates the stages in the life cycle of our products and the associated rules.

General points on product life cycle

Network security appliances marketed under the Stormshield Network Security brand embed a software component – referred to as the system further on in this document – which exists in different versions, and a hardware component, known as the firewall.

A Stormshield Network Security firewall may or may not be supported in certain system versions. A firewall is deemed to be supported when the installation of the version has been tested and validated by our quality teams and the firewall runs normally with this version of the system.

In the context of managing the overall life cycle of Stormshield Network Security products, the life cycle of system versions is differentiated from the life cycle of firewalls. Both cycles are closely related:

- Throughout its life cycle, a firewall is supported by several system versions;
- Each system version must support several firewalls.

Scheduled dates for the various stages of a system version's or firewall's life cycle are covered in this document matrices. In general, Stormshield will send out an announcement whenever a product goes from one stage to another.

Philosophy of the product life cycle

Since the release of the first version of the PLC for Stormshield Network Security, the needs of Stormshield customers have drastically changed. Due to the fast evolution of technologies and cybersecurity requirements, customers can hardly wait several months in order to have a new security feature implemented

On the other hand, the complexity of all-in-one products like Stormshield Networks Security requires intense testing and qualifications to reach stability.

The philosophy of the new product life cycle is to combine reliability and agility to meet the needs of all customers. With this new product life cycle, Stormshield makes strong commitments regarding long-term stability for some versions, known as LTSB (Long-Term Support Branch).

Software version life cycle

Software version management mode

System versions on Stormshield Network Security devices change over time. Changes may be made for 3 main reasons:

Following a functional upgrade:

- Updates to the operating system,
- Modifications to existing features (improvements),
- Addition of new features (disruptive or incremental features):
  - "Disruptive" features radically change the way the system is used or operated, either fully or partially. In addition, they can change the behavior of the system and significantly change the appearance of the user interface.
  - "Incremental" features extend the system's capacities without making any major impact on its overall behavior.

Following a fix:

- Security patch,
- Functional patch (bug fix).

Following a hardware upgrade:

- Compatibility with new firewalls,
- Withdrawal of end-of-life firewalls.

Updates to security databases (antivirus, IPS, URL filtering, antispam, IP Reputation, vulnerabilities and root certificates) are not considered system upgrades, as they do not depend on the system and are automatically run (if the product is able to connect to Stormshield update servers).

These updates are available to firewalls that still have a valid maintenance contract and on which the relevant optional services have been subscribed.

Stormshield Network Security products offer 3 types of system versions and a label.

System versions of Stormshield Network Security products are represented by three numbers:

$$X.Y.Z$$

Identifies the major version   *Identifies the minor version*   *Identifies the corrective version*

Major releases

These versions include disruptive versions and may also include fixes, incremental features and enhancements. "Disruptive" features radically change the way the system is used or operated, either fully or partially. In addition, they can change the behavior of the system and significantly change the appearance of the user interface.

To update to a major version, you may need to change configuration components or launch a dedicated upgrade procedure. During updates to major versions, obsolete features may also be removed.

Major releases are always named as follows:
X.0.0 (for example: 3.0.0)

- The first number identifies the major version,
- The next two numbers are 0.

A major release branch includes all minor releases and patch versions relating to a major release.

For example, versions 3.0.1, 3.1.0 and 3.1.3 all belong to major release branch 3.

Minor releases

These versions generally include enhancements to features, but may also contain incremental features and patches. Minor releases can be used to ensure compatibility with new firewalls.

Minor releases are always named as follows:
X.Y.0 (for example: 3.1.0)

- The second number (higher than 0) identifies the minor version,
- The last number is 0.

For example, versions 3.1.0 and 3.3.0 are both minor versions of major release branch 3.

> **ℹ NOTE**
> Throughout their life cycles (defined in detail below), major and minor versions may include functional or security patches.

Patch versions

These versions include only functional patches or vulnerability patches.

Patch versions are always named as follows:
X.Y.Z (for example: 3.1.3)

- The last number (higher than 0) identifies the patch version.

For example, versions 3.5.1 and 3.5.2 are both patch versions of minor version 3.5.

"LTSB" (Long-Term Support Branch) label

Major or minor versions with this label are considered versions that will be stable over a long term, and will be supported for at least 12 months. These versions are recommended for clients whose priority is stability instead of new features and optimizations. These versions may only be updated with patch versions.

LTSB versions always contain the LTSB suffix at the end of the version number:
X.Y.Z.LTSB (for example: 3.1.0.LTSB)

- The LTSB label designates versions that are stable over the long term, and which are supported for at least 12 months from version "X.Y.0" onwards.
- A minimum 6-month overlap, during which only security patches are applied, is expected between each LTSB version, to allow clients to migrate their installations to the next LTSB version.
- During the life cycle of the LTSB version, patch versions will provide only vulnerability or functional patches.

The list of all active LTSB versions and their end of support is given in this document. These dates may be changed when the duration of support needs to be extended.

"EA" (Early Adopter) label

Minor or major versions with this label include new important features that have yet to be deployed among our clients on a large scale in a production environment. If none of these new features are essential to your production environment, we recommend that you choose a standard or LTSB version for better stability.

The EA label is not attached to any version over the long term and is removed once the next fix version is published.

Version maintenance

For every major release branch, only LTSB versions and the latest minor published release can be patched or receive functional upgrades.

All active LTSB versions can receive patches during their life cycles (no additions or functional updates will be applied to these versions).

Example (fictitious version numbers)

The LTSB version branches that are currently active:

- 8.1.x LTSB
- 8.3.x LTSB

The latest published versions are:

- 8.1.5 LTSB
- 8.3.1 LTSB
- 8.4.3

The next patches will therefore be included in the following future versions:

- Patch version 8.1.6 LTSB. Version 8.1.5 LTSB will no longer be supported.
- Patch version 8.3.2 LTSB. Version 8.3.1 LTSB will no longer be supported.
- Patch version 8.4.4 or a new minor version 8.1.x LTSB, if there are functional additions with patches. In both cases, version 8.4.3 will no longer be supported.
- New minor version 8.5.0, if there are functional additions with patches.
  - In an 8.5.0 version labeled "Early Adopter" (8.5.0 EA), the 8.4 branch will be kept. During the next 8.5.x patch version, the EA label will be removed from the 8.5 branch and the 8.4 branch will no longer be kept.
  - In an 8.5.0 version without an "Early Adopter" label (8.5.0), maintenance for the 8.4 branch will cease immediately.

To find out more on which versions are managed by our technical support departments, please refer to the support charter found in your MyStormshield.eu secure area.

SUMMARY - EXAMPLE OF A SYSTEM VERION LIFE CYCLE (FICTITIOUS VERSION NUMBERS)
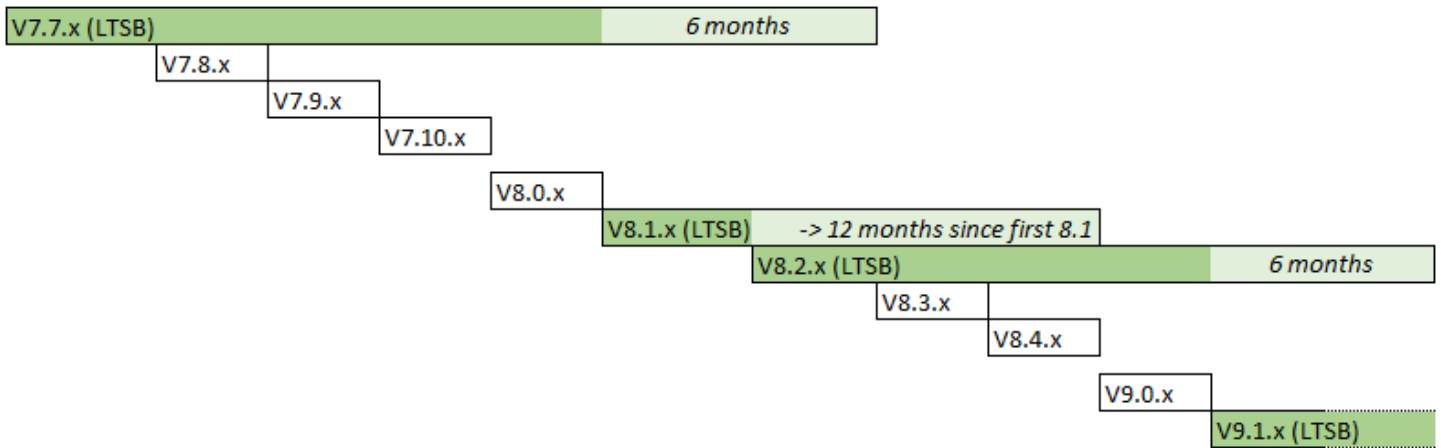
Hardware support

Stormshield commits to supporting firewalls until their End of Life date. The End of Life date is 5 years after the End of Sale date, according to our **Standard Terms and Conditions of Sales and Service**. The conditions listed in the Standard Terms and Conditions of Sales and Service document take precedence over any other document, including this PLC document. Please consult this document for the latest conditions.

The firewall End of Sale and End of Life dates that have been already announced are listed in this document.

Stormshield does not guarantee the compatibility of new major or minor version updates with products beyond their End of Sale date, even if they are not yet in End of Life.

In the case where an firewall model is no longer supported by a new version (major or minor), the last LTSB version supporting this model will be maintained for this model until it reached its End of Life date.

ANSSI-qualified versions

Certain versions get a qualification by the ANSSI (French Network and Information Security Agency), which attests the confidence in the design and the robustness of a security product.

The latest ANSSI-qualified version will be supported until 6 months after the qualification of a new version, at least within the functional perimeter of the qualification. This 6-month overlap time allows customers to migrate to the new qualified version.

Contact

To contact our Stormshield Technical Assistance Center (TAC):

- https://mystormshield.eu/
  All requests to technical support must be submitted through the incident manager in the private-access area https://mystormshield.eu, under Technical support > Manage cases.

- +33 (0) 9 69 329 129
  In order for us to provide high-quality service, you are advised to use this communication method only to follow up on incidents that have been created earlier on https://mystormshield.eu.