End-of-Life Support for Operating Systems.mobile.phone

End-of-Life Support for Operating Systems
Topics Discussed

- [Armor Complete](#)
- [Armor Anywhere](#)

When an operating system has reached its end of life, the operating system manufacturer will no longer provide additional support to the software. As a result, while Armor may still allow the use of this operating system, Armor cannot guarantee the operating system's usability in the future, especially for new installations.

Armor recommends that you always upgrade to the latest version of an operating system; however, at the very least, when your current operating system has reached its end of life, you should upgrade to a newer version of the software.

Review the tables below to see the end-of-life date for your operating system.

> ⚠ Armor recently upgraded from Trend Micro 9.6 to Trend Micro 11; however, not every operating system that Armor supports is compatible with this newest version of Trend Micro. As a result, Armor will no longer support Ubuntu 12.x. In the near future, Armor will no longer support Ubuntu 14.X

> ⊘ The dates mentioned in this document may change without notice.
>
> For the latest dates, always refer to the vendor's website.

Armor Complete

For Armor Complete, when an operating system has reached end-of-life support, users will no longer be able to purchase the operating system through the Armor Marketplace, nor will users be able to provision a new virtual machine from an existing template.

However, the Armor Agent (which Armor Complete utilizes) will continue to support the end-of-life operating system, unless there is a technical dependency that Armor cannot troubleshoot. In these situations, Armor will internally determine a suitable date, which will then be communicated to users as soon as possible.

Windows

Windows	Vendor-specified end-of-life date / Armor end-of-sales date	Armor Agent end-of-support date for specified OS
2012 Datacenter	No date given	No assigned date
2012 R2 Standard	No date given	No assigned date
2012 Standard	No date given	No assigned date
2016 Standard	No date given	No assigned date

Ubuntu

Ubuntu	Vendor-specified end-of-life date / Armor end-of-sales date	Armor Agent end-of-support date for specified OS
12.X		February 1, 2019

⊘

ⓘ As of February 1, 2019 Armor no longer supports Ubuntu 12.X.

Also as of February 1, 2019 Ubuntu 12.X will no longer be compatible with Trend Micro. As a result, Armor no longer offers Ubuntu 12.X in the Armor Marketplace.

Armor strongly recommends that you create a new virtual machine to replace your existing Ubuntu 12 virtual machine.

At a high-level, you must:

- Step 1: Create a new virtual machine
- Step 2: Migrate infrastructure
- Step 3: Delete the old virtual machine

Step 1: Create a new Ubuntu virtual machine

There are two options:

- Create a new virtual machine in a new workload
- Create a new virtual machine in an existing workload

Option 1: Create a new virtual machine in a new workload

1. In the Armor Management Portal, in the left-side navigation, click **Infrastructure**.
2. Click **Virtual Machines**.
3. Hover over the plus (+) icon, and then click the **Virtual Machine** icon.
   - If you do not have any virtual machines listed, then click **Deploy New**, and then select **Virtual Machine**.
4. Locate and select the desired operating system and operating system version.
5. On the right side, use the **Region** drop-down menu to select the data center to host your virtual machine.
6. Select the desired virtual machine based on your CPU and memory needs (GB).
   - You can click **High CPU** or **High Memory** to filter the list of virtual machines. You can also click **Show All Options** to see every virtual machine offering.
   - Armor labels virtual machines by CPU and memory features. For instance, **2x4** indicates that the virtual machine has 2 CPU and 4 GB of memory.
7. In **Name**, enter a descriptive name for your virtual machine.
8. In **Workload**, select **New Workload**.
9. In **New Workload Name**, enter a descriptive name.
10. In **New Tier Name**, enter a descriptive name.
11. In **Location**, select and verify the data center to host your virtual machine.
12. Under **Access Credentials**, note your username to access the virtual machine.
13. In **Password**, enter a secure password to use to access the virtual machine.
    - Your password must contain:
      - An upper-case letter
      - A lower-case letter
      - A number
      - A special character: ! @ # $ % ^ * ( ) { } [ ]
    - You can also click **Generate Password** to allow Armor to create a password.
14. (Optional) For additional storage, under **Storage Substrate** and **Disk Size**, select your desired storage, and then click **Add Disk**.
15. On the right-side menu, review the pricing information, and then click **Purchase**.
    - When you order a virtual machine, you are also ordering Intelligence Security Model (ISM) for the virtual machine. Prices for ISM will vary based on the number of virtual machines you have ordered. IMS pricing is based on the following tiered structure:

Tier	Number of virtual machines
1	1 - 10
2	11 - 25
3	26 - 100
4	101- 250
5	251 - 500
6	500 +

16. To view the status of your newly created virtual machine, in the left-side navigation, click **Infrastructure**, click **Virtual Machines**, and then search for your newly created virtual machine.

⚠

⚠️ After you create a virtual machine, Armor recommends that you:

1. Create a firewall rule
   - By default, outbound and inbound traffic are blocked from virtual machines. To allow traffic, you must create a firewall rule. To learn more, see Firewall Rules.
2. Download the SSL/VPN client.
   - To access the virtual machine, you must download the SSL/VPN client. To learn more, see SSL VPN.
     - If you run Ubuntu 16.x, then please review Install SSL VPN for Ubuntu 16.x.
     - If you run Ubuntu 18.x, then please review Install SSL VPN for Ubuntu 18.x.

Option 2: Create a new virtual machine in an existing workload

⚠️ If you create a virtual machine with an existing workload, then your **Location** and **Virtual Data Center** will be automatically selected.

1. In the Armor Management Portal, in the left-side navigation, click **Infrastructure**.
2. Click **Virtual Machines**.
3. Hover over the plus (+) icon, and then click the virtual machine icon.
4. Locate and select the desired operating system and operating system version.
5. Select the desired virtual machine based on your CPU and memory needs (GB).
   - You can click **High CPU** or **High Memory** to filter the list of virtual machines. You can also click **Show More Options** to see every virtual machine offering.
   - Armor labels virtual machines by CPU and memory features. For instance, **2x4** indicates that the virtual machine has 2 CPU and 4 GB of memory.
6. In **Name**, enter a descriptive name for your virtual machine.
7. In **Workload**, select an existing workload.
8. In **In Workload Tier**, select an existing tier.
   - To create and use a new tier, select **New Tier**, and then in **New Tier Name**, enter a descriptive name.
9. Under **Access Credentials**, note your username to access the virtual machine.
10. In **Password**, enter a secure password to use to access the virtual machine.
    - Your password must contain:
      - An upper-case letter
      - A lower-case letter
      - A number
      - A special character: ! @ # $ % ^ * ( ) { } [ ]
    - You can also click **Generate Password** to allow Armor to create a password.
11. (Optional) For additional storage, under **Storage Substrate** and **Disk Size**, select your desired storage, and then click **Add Disk**.
12. On the right-side menu, review the pricing information, and then click **Purchase**.
13. To view the status of your newly created virtual machine, in the left-side navigation, click **Infrastructure**, click **Virtual Machines**, and then search for your newly created virtual machine.

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Step 2: Migrate infrastructure to the newly created virtual machine

Step 3: Delete the old Ubuntu virtual machine

There are two ways to delete a virtual machine. You can delete a virtual machine now or at the end of your billing cycle.

⚠️ You can only delete virtual machines that are offline (**Power Off**).

⚠️

> ⚠️ If you delete a virtual machine before the end of the billing cycle, you will still be charged for the full amount; however, in the next invoice, you will receive a credit to offset the cost.
>
> Additionally, any add-on products or add-on subscriptions associated with the deleted virtual machine must be canceled separately.

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Infrastructure**.
2. Click **Virtual Machines**.
3. Locate and hover over the desired virtual machine.
4. Click the vertical ellipses.
5. Click **Power Off**.
6. Click **Power Off** again.
7. Hover over the virtual machine, and then click the vertical ellipses.
8. Click **Delete**.
9. Click **Delete VM**.

14.04 LTS	April 2019	No assigned date
16.04 LTS	April 2021	No assigned date

Red Hat Enterprise Linux

Red Hat Enterprise Linux	Vendor-specified end-of-life date / Armor end-of-sales date	Armor Agent end-of-support date for specified OS
6.X	November 30, 2020	No assigned date
7.X	June 30, 2024	No assigned date

CentOS

CentOS	Vendor-specified end-of-life date / Armor end-of-sales date	Armor Agent end-of-support date for specified OS
6.X	Full updates will end on May 10, 2017. Maintenance updates will end on November 30, 2020.	No assigned date
7.X	Full updates will end in late 2020. Maintenance updates will end on June 30, 2024.	No assigned date

Armor Anywhere

The Armor Agent (which Armor Anywhere utilizes) will continue to support the end-of-life operating system, unless there is a technical dependency that Armor cannot troubleshoot. In these situations, Armor will internally determine a suitable date, which will then be communicated to users as soon as possible

Windows

Windows	Vendor-specified end-of-life date	Armor Agent end-of-support date for specified OS
2012	No date given	No assigned date
2012 R2	No date given	No assigned date
2016 Standard	No date given	No assigned date
2016 Datacenter	No date given	No assigned date

2016 Essentials	No date given	No assigned date

Ubuntu

Ubuntu	Vendor-specified end-of-life date	Armor Agent end-of-support date for specified OS
14.04 LTS	April 2019	No assigned date
16.04 LTS	April 2021	No assigned date
18.04 LTS	April 2023	No assigned date

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6.X	November 30, 2020	No assigned date
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CentOS

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6.X	Full updates end on May 10, 2017. Maintenance updates end on November 30, 2020.	No assigned date
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Oracle Linux

Oracle Linux	Vendor-specified end-of-life date	Armor Agent end-of-support date for specified OS
6.X	Premier support ends on March 2021.	No assigned date
7.X	Premier support ends on July 2024.	No assigned date

Amazon Linux

⚠ Amazon Linux follows a rolling release cycle to update their operating systems. To learn more, see Amazon Linux AMI FAQs.

Amazon Linux
2015.03
2015.09
2016.03
2016.09
2017.03
2017.09
2018.03

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