



## App Control Operating System Support Policy

This document describes the process and service levels for the support of operating system updates from vendors that the VMware Carbon Black App Control agent supports.

VMware Carbon Black participates in the developer programs of the various OS vendors that our sensor supports. This allows us to get a very early start on validating our products and make any necessary changes long before GA. However, at times the OS vendor makes substantial changes between the last developer/beta build and GA that adversely affect our ability to function properly. We perform final validation when GA is available. Depending on the level of changes in the GA version of the OS, the time for VMware Carbon Black to claim support will vary. We strive to deliver support for the latest OS updates as soon as possible after they are GA.

Timeframes for support are indicated in the following target Service Levels.

### VMware Carbon Black App Control

- Maintenance releases (Service Packs) – Target 30 days
- Minor releases (Red Hat 6.6 to 6.7, Mac OS 10.10.4 to 10.10.5) – Target 30 days
- Major releases (Windows 8.x to Windows 10, Mac OS 10.10 to 10.11) – Target 90 days

### Linux Kernels

- Linux kernel maintenance updates within the same family (e.g. 2.6.32-504...) are supported immediately – no VMware Carbon Black App Control updates are necessary. Please monitor this [UEX](#) page to stay up to date.

Support for major OS releases is delivered only in the latest versions of VMware Carbon Black App Control.

As with any system that VMware Carbon Black supports or integrates with, we strongly recommend contacting VMware Carbon Black Support before applying any upgrade.

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