Third-Party Software End Of Life Policy

For cPanel & WHM version 62

Overview

As third-party software, such as operating systems, ages, it becomes increasingly difficult for cPanel, Inc. to provide the support and level of functionality that our customers expect. To ease this difficulty, we have established an End of Life (EOL) policy for both third-party software and Operating Systems (OS). An EOL date indicates when cPanel, Inc. will cease to provide support for that version of the third-party software.

We will retain software without an explicit EOL policy as long as the demand and business need is present.

Third-party Software

When a vendor no longer provides updates and patches for their software, we will remove the third-party software from cPanel & WHM.

The following actions will be taken:

- cPanel, Inc will plan for the removal of the software from cPanel & WHM.
- We will notify you of the pending removal from cPanel & WHM.
- cPanel, Inc. Technical Support staff will no longer support the software.

Operating Systems

How does cPanel, Inc. determine an operating system's EOL?

The software vendor sets the EOL of an operating system. This is the period of time during which the vendor provides patches, fixes, and other updates.

cPanel, Inc. supports operating systems for the lifetime of the OS. However, there may be circumstances when it is necessary for cPanel, Inc. to not support an OS for a **new** version of cPanel & WHM before the OS reaches EOL. cPanel & WHM will continue to support that OS on the current and previous versions of cPanel & WHM until that OS reaches EOL. We will announce these changes on the cPanel blog, Release Notes, and through other channels.

What happens when an OS reaches EOL?

An OS that reaches EOL continues to function normally. Existing cPanel & WHM installations on systems that reach EOL also continue to function normally.

However, you will be unable to perform the following tasks on an operating system that reaches EOL:

- **Fresh installations of cPanel & WHM** — We prevent new installations after the OS reaches EOL.
- **Upgrades to new versions of cPanel & WHM** — We prevent upgrades after the OS reaches EOL.
- **OS-specific fixes** — We do not provide fixes, security or otherwise, after the OS reaches EOL.

How long will cPanel & WHM support my chosen operating system?

Operating System	cPanel End of Life Date
CentOS 5.x, Red Hat® Enterprise Linux 5.x, CloudLinux™ 5.x ⚠ **Note:** As of cPanel & WHM version 58, you **cannot** install or update cPanel & WHM on CentOS 5, Red Hat Enterprise Linux 5, CloudLinux 5. You also **cannot** install or update cPanel & WHM on 32-bit operating systems.	October 31, 2017
CentOS 6.x, Red Hat Enterprise Linux 6.x, CloudLinux 6.x	November 30, 2020
CentOS 7.x, Red Hat Enterprise Linux 7.x, CloudLinux 7.x	December 31, 2024

When the EOL date arrives, we remove the OS from the table above.

In addition, we will notify you of operating system EOL dates as they approach. We deliver notifications in cPanel & WHM through normal update procedures, and through product documentation that is available on the cPanel website.

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> ⚠️ **Note:**
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> Amazon Linux uses a rolling release cycle to continuously update between major and minor versions. For more information, read the Amazon Linux AMI documentation.

What should I do if my OS has reached, or will soon reach, its EOL date?

We recommend that you schedule an appropriate time to update the OS of your cPanel server.

The OS update procedure will depend on your OS and operating environment. In some circumstances, an update to the base OS may be available through the OS vendor. In other cases, you may need to provision another cPanel server, migrate the accounts and service configurations onto the new server, and transfer the license.

cPanel, Inc. will attempt to provide suggestions with EOL notifications.

- For more specific information, contact your technical support provider.
- If you are unsure who to contact, visit our Support page.

Additional documentation

Content by label

There is no content with the specified labels