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Date: June 30, 2025
To: **OnGuard North America Value Added Resellers**
From: LenelS2 Product Management Team
Subject: **End of Support: OnGuard® version 8.1 and Updates**

As a reminder, OnGuard® version 8.1 reaches its **End of Support (EOS) date as of December 31st, 2025**.

As a part of our OnGuard Product support policy, LenelS2 supports OnGuard versions for three years from the date of initial commercial release, however earlier this year OnGuard version 8.1 was provided a support extension for 6 additional months.

This announcement affects released products related to OnGuard version 8.1 and any 8.1 Updates or Hotfixes released during the supported timeframe.

As of the End of Support (EOS) date, LenelS2 will cease engineering support activities for version 8.1 including the following services:

- Cybersecurity scanning
- Planned update releases
- Microsoft Security Bulletins testing
- OAAP Partner Integration certification

Additionally, from this date forward, all Professional Services and Technical Support will be provided on a 'best effort' basis.

In order to provide the best support coverage for your customers, we strongly encourage all LenelS2 VARs to review their customer list, identify systems that are running OnGuard 8.1 (or older versions), and recommend an upgrade to a supported version prior to the EOS date.

Please refer to the table below for the list of OnGuard Versions, Release Dates, and End of Support Effective Dates for each version.

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Release Version	Initial Release Date	Commercial Name	End of Support Effective Date
8.3.670	October 2024	OnGuard 8.3	October 2027
8.2.524	June 2023	OnGuard 8.2	Extended to December 2026 June 2026
8.1.639	June 2022	OnGuard 8.1	Extended to December 2025 June 2025
8.0.458	January 2021	OnGuard 8.0	Extended to July 2024 January 2024
7.6.382	December 2019	OnGuard 7.6	Extended to December 2023 December 2022

[For more detail on the supported versions of OnGuard, including Update versions, please see the following LenelS2 Knowledgebase article: <https://kb.lenels2.com/home/what-versions-of-onguard-are-currently-supported-by-lenels2>]

Customers planning their upgrade from OnGuard 8.1 to a supported version should consider the available versions below based on their timing and testing requirements:

- OnGuard 8.3 Update 1 (released April 2025)
- OnGuard 8.2 Update 2 (released January 2025)

OnGuard software can be upgraded to a new version as long as a valid Software Upgrade and Support Plan (SUSP) is in place. If a customer's system is not on a valid SUSP contract, a quote can be obtained by sending an email to the [SUSP Request Mailbox](#).

For OnGuard versions on a valid SUSP contract, an updated license for more current versions of OnGuard can be requested through the [LenelS2 Connect](#), or by contacting the [Lenel SIG Team](#).

Should you have any further questions, please contact your LenelS2 representative.

Thank you for your continued support of LenelS2.

Sincerely,

LenelS2 Product Management