

Software Management Content
Quarterly

Supported Platforms and Applications |
Q2 2020

Software Management Content Quarterly

Release 9.5 | Q2 2020



Copyright Agreement

The purchase and use of all Software and Services is subject to the Agreement as defined in Kaseya's "Click-Accept" EULATOS as updated from time to time by Kaseya at <http://www.kaseya.com/legal.aspx>. If Customer does not agree with the Agreement, please do not install, use or purchase any Software and Services from Kaseya as continued use of the Software or Services indicates Customer's acceptance of the Agreement.

Contents

Introduction	4
Kaseya Software Management Support	6
Application Support	8
Language Support	26
Patch Content Types and Mapping	27
Patch Content End-of-Life Policy	29

Introduction

About this Document

This document provides a detailed list of all supported platforms and applications that

- Kaseya Software Management provides in the Patch Content Repository. Sections in this document are as follows:
- Operating System (Platform) Support, which includes Windows and non-Windows platforms
- Application Support, which includes the minimum and latest versions of supported applications, grouped by vendor
- Language Support, which details all supported locales for Windows applications
- Patch Content Impact Mapping, which details vulnerability criticality by vendor and patch type
- Patch Content End-of-Life Policy, which explains when content is removed from the repository

Patch Quality Assurance Summary

Kaseya provides patch management customers more value through the content development and quality assurance processes. The quality assurance teams verify the patch install and uninstall processes as well as the patch metadata produced by the content development team.

Providing quality content to our customers is a high priority. To ensure successful delivery of content, Kaseya executes test cases covering the following test components.

Testing Environment

Kaseya invests heavily in testing infrastructure. The content development and quality assurance teams have access to a virtual enterprise environment representing more than 1500 nodes of various configurations. Kaseya uses a mix of virtual desktops and servers in addition to custom physical bench testing to ensure that our testing infrastructure is state of the art.

Application Testing

Kaseya tests with various applications as necessary to ensure the requirements of the patch are satisfied.

Testing Strategy

General Testing

- Verify patch-naming convention complies with Kaseya policy.
- Verify content supports the replication process: each patch created by the content team is validated with the Global Subscription Service (GSS) distribution and Patch Server products.

Assessment Testing

- Verify an applicable non-patched system shows applicable and not patched
- Verify a patched system shows installed and not applicable
- Verify false positives in the detection of digital fingerprint
- Verify content is compliant with mandatory baselines

- Verify the patch is correctly displayed in Patch Server, including all filtering, sorting and other visual functionality

Deployment Testing

- Verify the package is successfully deployable
- Verify suppress reboot functionality works correctly
- Verify the uninstall functionality works correctly
- Verify on demand package caching works correctly
- Verify automatic deployment scheduling works correctly
- Verify agent package download
- Verify package hash ensuring package integrity
- Verify agent automatically runs assessment after patch deployment
- Verify agent restarts automatically after reboot

Kaseya Software Management Support

Operating System (Platform) Support

Kaseya currently supports security content for the operating systems listed in Table 1. Support for specific platforms is as follows:

- Update installers (no base installers)
- Core OS Updates (may include patches, service packs, feature packs, cumulative, hotfixes)
- Stated editions (standard, enterprise, deluxe)
- Stated version
- Stated architecture

Items shaded in blue are legacy patches that are no longer supported from the original vendor on an ongoing basis, but may still be available in the Kaseya Software Management Content Repository. Text in red represents updated information.

Table 1: Kaseya Software Management Support

Publisher	Platform/Device	OS Edition	Architecture
Apple	Mac OS X 10.7.4 - 10.10		Intel (x86_64)
	Mac OS X 10.11		Intel (x86_64)
	macOS 10.12		Intel (x86_64)
	macOS 10.13		Intel (x86_64)
Microsoft	Windows Vista	BUS, ENT, ULT	x86
	Windows Vista	BUS, ENT, ULT	x86_64
	Windows 2008	ENT, STD, WEB	x86
	Windows 2008	ENT, STD, WEB	x86_64
	Windows Embedded POSReady 2009		x86
	Windows 7	PRO, ENT, ULT, Embedded Standard	x86
	Windows 7	PRO, ENT, ULT, Embedded Standard	x86_64
	Windows 2008 R2	ENT, STD, WEB	x86_64
	Windows 81	CORE, PRO, ENT	x86
	Windows 81	CORE, PRO, ENT	x86_64

	Windows 2012	STD, Data, FND, ESS	x86_64
	Windows 8.1	Basic, PRO, ENT	x86_64
	Windows 2012 R2	STD, Data, FND, ESS	x86_64
	Windows 10	PRO, ENT, EDU, LTSC	x86
	Windows 10	PRO, ENT, EDU, LTSC	x86_64
	Windows 2016	STD, Data, ESS	x86_64
	Windows Server 2019	Core	x86_64

Publisher	Platform/Device	OS Edition	Architecture
Note: Legacy support is listed in blue			
1. The N editions of this family are supported. However, the RT edition of this family is not supported			
2. Service Pack 3 supported			

Application Support

Kaseya Software Management currently supports security updates for the applications listed in Table 2. Applications are supported only for applicable, supported operating systems (see [Operating System \(Platform\) Support](#)). Current application support for UNIX and Linux is restricted to OS vendor-provided patches and may not be fully described in Table 2. Security patches are supported by default and non-security patches are supported by request.

Table 2: Kaseya Software Management Content Application Support

Operating System Type	Vendor	Product or (OS), and Version	OS Edition	Architecture
Windows	Adobe Systems, Inc	Acrobat X		
Windows	Adobe Systems, Inc	Acrobat 11		
Windows	Adobe Systems, Inc	Acrobat 2017		
Windows	Adobe Systems, Inc	Acrobat DC (Classic)		
Windows	Adobe Systems, Inc	Acrobat DC (Continuous)		
Windows	Adobe Systems, Inc	Acrobat Reader 2017		
Windows	Adobe Systems, Inc	Acrobat Reader DC (Continuous)		
Windows	Adobe Systems, Inc	Acrobat Reader DC MUI (Classic)		
Windows	Adobe Systems, Inc	Acrobat Reader DC MUI (Continuous)		
Windows	Adobe Systems, Inc	AIR 28*		
Windows	Adobe Systems, Inc	AIR 29		
Windows	Adobe Systems, Inc	AIR 30		
Windows	Adobe Systems, Inc	AIR 31		
Windows	Adobe Systems, Inc	AIR 32		
Windows	Adobe Systems, Inc	Bridge 6		
Windows	Adobe Systems, Inc	Digital Editions 4		
Windows	Adobe Systems, Inc	Flash Player (ESR) 13		
Windows	Adobe Systems, Inc	Flash Player (ESR) 18		

Windows	Adobe Systems, Inc	Flash Player 28*		
Windows	Adobe Systems, Inc	Flash Player 29		
Windows	Adobe Systems, Inc	Flash Player 30		
Windows	Adobe Systems, Inc	Flash Player 31		
Windows	Adobe Systems, Inc	Flash Player 32		
Windows	Adobe Systems, Inc	Flash Player NPAPI/PPAPI 23		
Windows	Adobe Systems, Inc	Flash Player NPAPI/PPAPI 25		
Windows	Adobe Systems, Inc	Flash Player NPAPI/PPAPI 26		
Windows	Adobe Systems, Inc	Flash Player NPAPI/PPAPI 27		
Windows	Adobe Systems, Inc	Illustrator 15		
Windows	Adobe Systems, Inc	Illustrator 16		
Windows	Adobe Systems, Inc	InDesign 7		
Windows	Adobe Systems, Inc	InDesign 8		
Windows	Adobe Systems, Inc	Photoshop 15		
Windows	Adobe Systems, Inc	Photoshop 16		
Windows	Adobe Systems, Inc	Reader X		
Windows	Adobe Systems, Inc	Reader 11		
Windows	Adobe Systems, Inc	RoboHelp 10		
Windows	Adobe Systems, Inc	RoboHelp 11		
Windows	Adobe Systems, Inc	RoboHelp 12		
Windows	Adobe Systems, Inc	RoboHelp 13		
Windows	Adobe Systems, Inc	Shockwave Player 11		
Windows	Adobe Systems, Inc	Shockwave Player 12		
Windows	Apache Software Foundation	OpenOffice 4		
Windows	Apple Inc.	Bonjour 3		
Windows	Apple Inc.	iCloud 3		
Windows	Apple Inc.	iCloud 4		

Windows	Apple Inc.	iCloud 5		
Windows	Apple Inc.	iCloud 6		
Windows	Apple Inc.	iCloud 7		
Windows	Apple Inc.	iTunes 11		
Windows	Apple Inc.	iTunes 12		
Windows	Apple Inc.	Mobile Device Support 8		
Windows	Apple Inc.	QuickTime 7		
Windows	Apple Inc.	Safari 5		
Windows	Audacity Team, The	Audacity 2		
Windows	Autodesk, Inc	AutoCAD 26		
Windows	Autodesk, Inc	AutoCAD 27		
Windows	Box, Inc.	Box Sync 4		
Windows	Canneverbe Limited	CDBurnerXP 4		
Windows	Cisco Systems, Inc.	WebEx Productivity Tools 30		
Windows	Cisco Systems, Inc.	WebEx Productivity Tools 31		
Windows	Cisco Systems, Inc.	WebEx Productivity Tools 32		
Windows	Cisco Systems, Inc.	WebEx Productivity Tools 33		
Windows	Citrix Systems, Inc	GoToMeeting 7		
Windows	Citrix Systems, Inc	GoToMeeting 8		
Windows	Citrix Systems, Inc	Receiver 4.9		
Windows	Citrix Systems, Inc	Receiver 4.10		
Windows	Citrix Systems, Inc	Receiver 4.11		
Windows	Citrix Systems, Inc	Receiver 4.12		
Windows	Citrix Systems, Inc	Receiver 4.9 LSTR		
Windows	Corel Corporation	MindManager 17		
Windows	Corel Corporation	MindManager 18		
Windows	Corel Corporation	MindManager 19		

Windows	Document Foundation, The	LibreOffice 4		
Windows	Document Foundation, The	LibreOffice 5		
Windows	Document Foundation, The	LibreOffice 6		
Windows	Dominik Reichl	KeePass Classic 1		
Windows	Dominik Reichl	KeePass Professional 2		
Windows	Don Ho	Notepad++ 6		
Windows	Don Ho	Notepad++ 7		
Windows	dotPDN LLC	Paint.NET 4		
Windows	Dropbox Inc.	Dropbox 63*		
Windows	Dropbox Inc.	Dropbox 64		
Windows	Dropbox Inc.	Dropbox 65		
Windows	Dropbox Inc.	Dropbox 67		
Windows	Dropbox Inc.	Dropbox 68		
Windows	Evernote Corporation	Evernote 5		
Windows	Evernote Corporation	Evernote 6		
Windows	Foxit Corporation	Enterprise Reader 6		
Windows	Foxit Corporation	Enterprise Reader 7		
Windows	Foxit Corporation	Enterprise Reader 8		
Windows	Foxit Corporation	Enterprise Reader 9		
Windows	Foxit Corporation	Enterprise Reader 10		
Windows	Foxit Corporation	Reader 6		
Windows	Foxit Corporation	Reader 7		
Windows	Foxit Corporation	Reader 8		
Windows	Foxit Corporation	Reader 9		
Windows	GIMP Development Team, The	GIMP 2		

Windows	GlavSoft LLC.	TightVNC Server 2		
Windows	GlavSoft LLC.	TightVNC Viewer 2		
Windows	Google Inc.	Backup and Sync 3		
Windows	Google Inc.	Chrome 74*		
Windows	Google Inc.	Chrome 75		
Windows	Google Inc.	Chrome 77		
Windows	Google Inc.	Chrome 79		
Windows	Google Inc.	Chrome 84		
Windows	Google Inc.	Drive 1		
Windows	Google Inc.	Drive 2		
Windows	Google Inc.	Earth 7		
Windows	Google Inc.	Earth Pro 7		
Windows	Google Inc.	Picasa 3		
Windows	Hewlett-Packard Company	System Management Homepage 7		
Windows	Igor Pavlov	7-Zip 15		
Windows	Igor Pavlov	7-Zip 16		
Windows	Igor Pavlov	7-Zip 18		
Windows	Igor Pavlov	7-Zip 19		
Windows	Inkscape Team, The	Inkscape 0		
Windows	Ivo Beltchev	Classic Shell 4		
Windows	Jens Klingen	Greenshot 1		
Windows	Lightning UK!	ImgBurn 2		
Windows	LogMeIn, Inc.	GoToMeeting 8		
Windows	Martin Prikryl	WinSCP 5		
Windows	MicroFocus	Client for Open Enterprise Server 2 SP4		
Windows	MicroFocus	Client for Open Enterprise Server 2 SP5		

Windows	Microsoft Corp.	Access 2016		
Windows	Microsoft Corp.	Access 2013		
Windows	Microsoft Corp.	Access 2010		
Windows	Microsoft Corp.	.NET Framework 2		
Windows	Microsoft Corp.	.NET Framework 3		
Windows	Microsoft Corp.	.NET Framework 4		
Windows	Microsoft Corp.	Defender Antivirus		
Windows	Microsoft Corp.	Endpoint Protection		
Windows	Microsoft Corp.	Excel 2016		
Windows	Microsoft Corp.	Excel 2013		
Windows	Microsoft Corp.	Excel 2010		
Windows	Microsoft Corp.	Excel 2007		
Windows	Microsoft Corp.	Exchange Server 2016		
Windows	Microsoft Corp.	Exchange Server 2013		
Windows	Microsoft Corp.	Exchange Server 2010		
Windows	Microsoft Corp.	InfoPath 2013		
Windows	Microsoft Corp.	Internet Explorer 8		
Windows	Microsoft Corp.	Internet Explorer 9		
Windows	Microsoft Corp.	Internet Explorer 10		
Windows	Microsoft Corp.	Internet Explorer 11		
Windows	Microsoft Corp.	Lync 4		
Windows	Microsoft Corp.	Office 2019 Retail Version		
Windows	Microsoft Corp.	Office 2019 Volume License		
Windows	Microsoft Corp.	Office 2016		
Windows	Microsoft Corp.	Office 2013		
Windows	Microsoft Corp.	Office 2010		
Windows	Microsoft Corp.	Office 2007		
Windows	Microsoft Corp.	Office 365		

Windows	Microsoft Corp.	Office Live Meeting 8		
Windows	Microsoft Corp.	OneDrive for Business		
Windows	Microsoft Corp.	OneNote 2016		
Windows	Microsoft Corp.	OneNote 2013		
Windows	Microsoft Corp.	Outlook 2016		
Windows	Microsoft Corp.	Outlook 2013		
Windows	Microsoft Corp.	Outlook 2010		
Windows	Microsoft Corp.	Outlook 2007		
Windows	Microsoft Corp.	PowerPoint 2016		
Windows	Microsoft Corp.	PowerPoint 2013		
Windows	Microsoft Corp.	PowerPoint 2010		
Windows	Microsoft Corp.	PowerPoint 2007		
Windows	Microsoft Corp.	Project 2016		
Windows	Microsoft Corp.	Project 2013		
Windows	Microsoft Corp.	Project 2010		
Windows	Microsoft Corp.	Project Server 2016		
Windows	Microsoft Corp.	Project Server 2013		
Windows	Microsoft Corp.	Project Server 2010		
Windows	Microsoft Corp.	Project Server 2007		
Windows	Microsoft Corp.	Publisher 2016		
Windows	Microsoft Corp.	Publisher 2013		
Windows	Microsoft Corp.	Publisher 2010		
Windows	Microsoft Corp.	Publisher 2007		
Windows	Microsoft Corp.	Security Essentials		
Windows	Microsoft Corp.	SharePoint Server 2016		
Windows	Microsoft Corp.	SharePoint Server 2013		
Windows	Microsoft Corp.	SharePoint Server 2010		
Windows	Microsoft Corp.	SharePoint 15		

Windows	Microsoft Corp.	Skype for Business 2016		
Windows	Microsoft Corp.	Skype for Business 2015		
Windows	Microsoft Corp.	Skype 6		
Windows	Microsoft Corp.	Skype 7		
Windows	Microsoft Corp.	Skype 8		
Windows	Microsoft Corp.	SQL Server 2017		
Windows	Microsoft Corp.	SQL Server 2016		
Windows	Microsoft Corp.	SQL Server 2014		
Windows	Microsoft Corp.	SQL Server 2012		
Windows	Microsoft Corp.	SQL Server 2008		
Windows	Microsoft Corp.	SQL Server Management Studio		
Windows	Microsoft Corp.	System Center 1807		
Windows	Microsoft Corp.	System Center Operation Manager 1807		
Windows	Microsoft Corp.	Visual Basic 6		
Windows	Microsoft Corp.	Visual Studio 1		
Windows	Microsoft Corp.	Visual Studio 2010		
Windows	Microsoft Corp.	Visual Studio 2012		
Windows	Microsoft Corp.	Visual Studio 2013		
Windows	Microsoft Corp.	Visual Studio 2014		
Windows	Microsoft Corp.	Visual Studio 2015		
Windows	Microsoft Corp.	Visio 2016		
Windows	Microsoft Corp.	Visio 2013		
Windows	Microsoft Corp.	Visio 2010		
Windows	Microsoft Corp.	Visio 2007		
Windows	Microsoft Corp.	Word 2016		
Windows	Microsoft Corp.	Word 2013		

Windows	Microsoft Corp.	Word 2010		
Windows	Microsoft Corp.	Word 2007		
Windows	Microsoft Corp.	(OS) Windows Server 2008	Ent, Std, Web	x86, x86_64
Windows	Microsoft Corp.	(OS) Windows Embedded POSReady 2009		x86
Windows	Microsoft Corp.	(OS) Windows Embedded 8		x86
Windows	Microsoft Corp.	(OS) Windows 7	Pro, Ent, Ult, Embedded Std	x86, x86_64
Windows	Microsoft Corp.	(OS) Windows 2008 R2	Ent, Std, Web	x86_64
Windows	Microsoft Corp.	(OS) Windows 8.1	Basic, Pro, Ent	x86_64
Windows	Microsoft Corp.	(OS) Windows Server 2012	Fnd, Ess, Std, Data	x86_64
Windows	Microsoft Corp.	(OS) Windows Server 2012 R2	Fnd, Ess, Std, Data	x86_64
Windows	Microsoft Corp.	(OS) Windows 10 1507	LTSC	x86, x86_64
Windows	Microsoft Corp.	(OS) Windows 10 1607	Pro, Ent, Edu, LTSC	x86, x86_64
Windows	Microsoft Corp.	(OS) Windows 10 1703	Pro, Ent, Edu	x86, x86_64
Windows	Microsoft Corp.	(OS) Windows 10 1709	Pro, Ent, Edu	x86, x86_64
Windows	Microsoft Corp.	(OS) Windows 10 1803	Pro, Ent, Edu	x86, x86_64
Windows	Microsoft Corp.	(OS) Windows 10 1809	Pro, Ent, Edu, LTSC	x86, x86_64
Windows	Microsoft Corp.	(OS) Windows 10 1903	Pro, Ent, Edu	x86, x86_64
Windows	Microsoft Corp.	(OS) Windows Server 2016	Ess, Std, Data, LTSC	x86_64
Windows	Microsoft Corp.	(OS) Server 1709	Core	x86_64
Windows	Microsoft Corp.	(OS) Server 1803	Core	x86_64
Windows	Microsoft Corp.	(OS) Server 2019	Core	x86_64
Windows	Mozilla	Firefox (ESR) 45*		
Windows	Mozilla	Firefox (ESR) 52		
Windows	Mozilla	Firefox (ESR) 60		
Windows	Mozilla	Firefox (ESR) 68		
Windows	Mozilla	Firefox (ESR) 78		

Windows	Mozilla	Firefox 67*		
Windows	Mozilla	Firefox 69		
Windows	Mozilla	Firefox 71		
Windows	Mozilla	Firefox 78		
Windows	Mozilla	Firefox 79		
Windows	Mozilla	SeaMonkey 2		
Windows	Mozilla	Thunderbird 45		
Windows	Mozilla	Thunderbird 52		
Windows	Mozilla	Thunderbird 60		
Windows	Mozilla	Thunderbird 68		
Windows	Mozilla	Thunderbird 78		
Windows	Novell, Inc.	Client for Windows 2 SP3		
Windows	Novell, Inc.	Client for Windows 2 SP4		
Windows	Nullsoft, Inc.	Winamp 5		
Windows	Opera Software ASA	Opera Browser 62*		
Windows	Opera Software ASA	Opera Browser 63		
Windows	Opera Software ASA	Opera Browser 64		
Windows	Opera Software ASA	Opera Browser 65		
Windows	Opera Software ASA	Opera Browser 68		
Windows	Oracle Corporation	Java SE Development Kit (JDK) 7 * updates prior to January 2019 only		
Windows	Oracle Corporation	Java SE Development Kit (JDK) 8 * updates prior to January 2019 only		

Windows	Oracle Corporation	Java SE Development Kit (JDK) 9 * updates prior to January 2019 only		
Windows	Oracle Corporation	Java SE Development Kit (JDK) 10 * updates prior to January 2019 only		
Windows	Oracle Corporation	Java SE Development Kit (JDK) 11 * updates prior to January 2019 only		
Windows	Oracle Corporation	Java SE Runtime Environment (JRE) 7 * updates prior to January 2019 only		
Windows	Oracle Corporation	Java SE Runtime Environment (JRE) 8 * updates prior to January 2019 only		
Windows	Oracle Corporation	Java SE Runtime Environment (JRE) 9 * updates prior to January 2019 only		
Windows	Oracle Corporation	Java SE Runtime Environment (JRE) 10 * updates prior to January 2019 only		
Windows	Oracle Corporation	VirtualBox 5		
Windows	Oracle Corporation	VirtualBox 6		
Windows	pdfforge	PDFCreator 2		

Windows	pdfforge	PDFCreator 3		
Windows	Pidgin Team	Pidgin 2		
Windows	Piriform Ltd	CCleaner Business 5		
Windows	PKWARE, Inc.	PKZIP 14		
Windows	RealNetworks, Inc	RealPlayer 16		
Windows	RealNetworks, Inc	RealPlayer Cloud 17		
Windows	RealNetworks, Inc	RealTimes 18		
Windows	RealVNC Ltd.	Server 5		
Windows	RealVNC Ltd.	Server 6		
Windows	RealVNC Ltd.	Viewer 5		
Windows	RealVNC Ltd.	Viewer 6		
Windows	Riverbed Technology	WinPcap 4		
Windows	Simon Tatham	PuTTY 0		
Windows	SolarWinds Worldwide, LLC	DameWare Mini Remote Control 12		
Windows	Stefan Kung	TortoiseSVN 1		
Windows	TeamViewer	TeamViewer 9		
Windows	TeamViewer	TeamViewer 10		
Windows	TeamViewer	TeamViewer 11		
Windows	TeamViewer	TeamViewer 12		
Windows	TeamViewer	TeamViewer 13		
Windows	TeamViewer	TeamViewer 14		
Windows	TechSmith	Snagit 13		
Windows	TechSmith	Snagit 2018		
Windows	TechSmith	Snagit 2019		
Windows	TechSmith	Snagit 2020		
Windows	Tim Kosse	FileZilla Client 3		
Windows	Tim Kosse	FileZilla Server 0		

Windows	UltraVNC	Server 1		
Windows	UltraVNC	Viewer 1		
Windows	VideoLAN	VLC Media Player 2		
Windows	VideoLAN	VLC Media Player 3		
Windows	VMware, Inc.	Horizon View Client 3		
Windows	VMware, Inc.	Horizon View Client 4		
Windows	VMware, Inc.	Player 12*		
Windows	VMware, Inc.	Player 14		
Windows	VMware, Inc.	Player 15		
Windows	VMware, Inc.	Tools 10		
Windows	VMware, Inc.	Tools 11		
Windows	VMware, Inc.	Workstation 11*		
Windows	VMware, Inc.	Workstation Pro 12		
Windows	VMware, Inc.	Workstation Pro 14		
Windows	VMware, Inc.	Workstation Pro 15		
Windows	win.rar GmbH	WinRAR 5		
Windows	WinZip Computing, S.L.	WinZip 18		
Windows	WinZip Computing, S.L.	WinZip 21		
Windows	Wireshark Foundation	Wireshark 1		
Windows	Wireshark Foundation	Wireshark 2		
Windows	Wireshark Foundation	Wireshark 3		
Windows	Yahoo! Inc.	Messenger 11		
macOS	Adobe Systems, Inc	Acrobat 11		
macOS	Adobe Systems, Inc	Acrobat 2017		
macOS	Adobe Systems, Inc	Acrobat DC (Classic)		
macOS	Adobe Systems, Inc	Acrobat DC (Continuous)		
macOS	Adobe Systems, Inc	Acrobat Reader 2017		
macOS	Adobe Systems, Inc	Acrobat Reader DC (Classic)		

macOS	Adobe Systems, Inc	Acrobat Reader DC (Continuous)		
macOS	Adobe Systems, Inc	AIR 25*		
macOS	Adobe Systems, Inc	AIR 26		
macOS	Adobe Systems, Inc	AIR 27		
macOS	Adobe Systems, Inc	AIR 28		
macOS	Adobe Systems, Inc	AIR 32		
macOS	Adobe Systems, Inc	Digital Editions 4		
macOS	Adobe Systems, Inc	Flash Player (ESR) 13		
macOS	Adobe Systems, Inc	Flash Player (ESR) 18		
macOS	Adobe Systems, Inc	Flash Player NPAPI/PPAPI 28*		
macOS	Adobe Systems, Inc	Flash Player NPAPI/PPAPI 29		
macOS	Adobe Systems, Inc	Flash Player NPAPI/PPAPI 30		
macOS	Adobe Systems, Inc	Flash Player NPAPI/PPAPI 31		
macOS	Adobe Systems, Inc	Flash Player NPAPI/PPAPI 32		
macOS	Adobe Systems, Inc	Reader X		
macOS	Adobe Systems, Inc	Reader 11		
macOS	Adobe Systems, Inc	Shockwave Player 11		
macOS	Adobe Systems, Inc	Shockwave Player 12		
macOS	Apple Inc.	Garageband 10		
macOS	Apple Inc.	iDVD7		
macOS	Apple Inc.	iLife Support 9		
macOS	Apple Inc.	iMovie 9*		
macOS	Apple Inc.	iMovie 10		
macOS	Apple Inc.	iPhoto 9		
macOS	Apple Inc.	iTunes 12		
macOS	Apple Inc.	iWeb 3		
macOS	Apple Inc.	iWork 9		

macOS	Apple Inc.	Keynote 7		
macOS	Apple Inc.	Numbers 4		
macOS	Apple Inc.	QuickTime 7		
macOS	Apple Inc.	Remote Desktop Client 3		
macOS	Apple Inc.	Safari 9*		
macOS	Apple Inc.	Safari 10		
macOS	Apple Inc.	Safari 11		
macOS	Apple Inc.	Safari 12		
macOS	Apple Inc.	Safari 13		
macOS	Apple Inc.	(OS) Mac OSX 10.11		Intel x86_64
macOS	Apple Inc.	(OS) macOS 10.12		Intel x86_64
macOS	Apple Inc.	(OS) macOS 10.13		Intel x86_64
macOS	Apple Inc.	(OS) macOS 10.14		Intel x86_64
macOS	Apple Inc.	(OS) macOS 10.15		
macOS	Audacity Team, The	Audacity 2		
macOS	Cisco Systems, Inc.	WebEx Productivity Tools 33		
macOS	Fetch Softworks LLC	Fetch 5		
macOS	Foxit Corporation	Reader 2		
macOS	GIMP Development Team, The	GIMP 2		
macOS	Google Inc.	Chrome 73*		
macOS	Google Inc.	Chrome 74		
macOS	Google Inc.	Chrome 75		
macOS	Google Inc.	Chrome 77		
macOS	Google Inc.	Chrome 79		
macOS	Google Inc.	Chrome 83		
macOS	Google Inc.	Chrome 84		
macOS	Google Inc.	Earth 7		

macOS	Google Inc.	Earth Pro 7		
macOS	Inkscape Team, The	Inkscape 0		
macOS	Microsoft Corp.	Excel 2016		
macOS	Microsoft Corp.	Excel 2019		
macOS	Microsoft Corp.	Office 2004		
macOS	Microsoft Corp.	Office 2008		
macOS	Microsoft Corp.	Office 2011		
macOS	Microsoft Corp.	OneNote 2016		
macOS	Microsoft Corp.	OneNote 2019		
macOS	Microsoft Corp.	Outlook 2016		
macOS	Microsoft Corp.	Outlook 2019		
macOS	Microsoft Corp.	PowerPoint 2016		
macOS	Microsoft Corp.	PowerPoint 2019		
macOS	Microsoft Corp.	Silverlight 4		
macOS	Microsoft Corp.	Silverlight 5		
macOS	Microsoft Corp.	Skype 7		
macOS	Microsoft Corp.	Skype 8		
macOS	Microsoft Corp.	Word 2016		
macOS	Microsoft Corp.	Word 2019		
macOS	Mozilla	Firefox (ESR) 38*		
macOS	Mozilla	Firefox (ESR) 45		
macOS	Mozilla	Firefox (ESR) 52		
macOS	Mozilla	Firefox (ESR) 60		
macOS	Mozilla	Firefox (ESR) 68		
macOS	Mozilla	Firefox 67*		
macOS	Mozilla	Firefox 69		
macOS	Mozilla	Firefox 71		
macOS	Mozilla	Firefox 76		

macOS	Mozilla	Firefox 77		
macOS	Mozilla	SeaMonkey 2		
macOS	Mozilla	Thunderbird 52		
macOS	Mozilla	Thunderbird 60		
macOS	Mozilla	Thunderbird 68		
macOS	Mozilla	Thunderbird 78		
macOS	Opera Software ASA	Opera Browser 44*		
macOS	Opera Software ASA	Opera Browser 45		
macOS	Opera Software ASA	Opera Browser 47		
macOS	Opera Software ASA	Opera Browser 52		
macOS	Opera Software ASA	Opera Browser 54		
macOS	Oracle Corporation	Java SE Development Kit (JDK) 7 * updates prior to January 2019 only		
macOS	Oracle Corporation	Java SE Development Kit (JDK) 8 * updates prior to January 2019 only		
macOS	Oracle Corporation	Java SE Runtime Environment (JRE) 7 * updates prior to January 2019 only		
macOS	Oracle Corporation	Java SE Runtime Environment (JRE) 8 * updates prior to January 2019 only		

macOS	Oracle Corporation	Java SE Runtime Environment (JRE) 9 * updates prior to January 2019 only		
macOS	Oracle Corporation	Java SE Runtime Environment (JRE) 10 * updates prior to January 2019 only		
macOS	Python Software Foundation	Python 3		
macOS	Slack Technologies, Inc	Slack 2		
macOS	TechSmith	Camtasia 3		
macOS	TechSmith	Snagit 4		
macOS	TechSmith	Snagit 2018		
macOS	VideoLAN	VLC Media Player 2		
macOS	VideoLAN	VLC media player 3		
macOS	VMware, Inc.	Fusion 6*		
macOS	VMware, Inc.	Fusion 7		
macOS	VMware, Inc.	Fusion 8		
macOS	VMware, Inc.	Fusion 10		
macOS	VMware, Inc.	Fusion 11		
macOS	VMware, Inc.	Horizon Client 4		

Note: * Previous updates may be available, but are not listed here.
+ Limited public updates; vendor subscription required for most updates.
Items highlighted in RED are updated from previous quarter.

Language Support

For Windows operating systems (OS) applications, Kaseya Software Management supports patch content for the following locales if available from the vendor.

Table 4: Kaseya Software Management Content Language Support

Language (Local)
Chinese (Hong Kong)
Chinese (Simplified)
Chinese (Traditional)
Czech (Czech Republic)
Danish (Denmark)
Dutch (Netherlands)
English (United States)
Finnish (Finland)
French (France)
German (Germany)
Hungarian (Hungary)
Italian (Italy)
Japanese (Japan)
Korean (Korea)
Norwegian (Norway)
Polish (Poland)
Portuguese (Brazil)
Portuguese (Portugal)
Russian (Russia)
Spanish (Spain)
Swedish (Sweden)

Patch Content Types and Mapping

Each software vendor has its own way of classifying the level of need for an endpoint to have content deployed and installed. Vendors use labels such as "Critical," "Important," and "Moderate" to help describe how crucial their content is for securing your environment.

But what if each vendor has a different definition of "Critical" or "Important?" It can be challenging to evaluate your environment's security posture accurately if you are relying on labels that vary from vendor to vendor.

To address this confusion, we at Kaseya replace the vendor classification labels with our own. We call these labels content types and apply them to content from all vendors. Why? Because a standardized classification system helps you quickly identify the most crucial content needed to secure your endpoints, *without* having to look up each vendor's label individually.

Content Types

Descriptions of our main content types are listed in Table 5.

Table 5: Kaseya Software Management Content Types

Content Type	Description
Critical	These content items are critical and should be installed as soon as possible. Most of the recent security updates fall into this category.
Critical-01	These content items are critical and should be installed as soon as possible. These content items are older than 30 days and have not been superseded.
Recommended	These content items, while not critical or security-related, are useful and should be applied to maintain the health of your endpoints.
Virus Removal	These security content items contain packages which administrators may use to run various virus detections across their network. Anti-virus tools and updates are included in this category.

Content Type Mapping

Table 6 lists each vendor and the various categories of content they release. Then it lists the Kaseya Software Management content type that we assign for each category. Text in red represents updated information.

Table 6: Kaseya Software Management Content Type Mapping

Vendor	Vendor Content Category	Kaseya Software Management Content Type
Apple	Mac Platform Security Updates	Critical
	Application Security Updates	Critical
	Non-Security Mac Platform Updates	Recommended
	Non-Security Mac Application Updates	Recommended

Microsoft	Platform Security Updates	Critical
	Platform Monthly Rollups	Critical
	Application Security Updates	Critical
	Application Monthly Rollups	Critical
	Non-Security Platform Updates	Recommended
	Non-Security Application Updates	Recommended
	Platform Hotfix	Recommended
	Application Hotfix	Recommended
	Platform Service Packs	Critical-01
	Application Service Packs	Critical-01
	ActiveX Killbits	Recommended
	Junk Email Filter Updates	Recommended
	Malicious Software Removal Tool	Virus Removal
	Windows Defender Definition Updates	Critical-01

Patch Content End-of-Life Policy

We remove content from the Kaseya Software Management Content Repository once it's obsolete. The following policies determine when content is considered obsolete and may be removed.

Applications

Content for applications is removed:

- One year after a vendor reports end-of-life for the application, or
- If the application has been superseded for more than two years.

Patches

Content for patches is removed:

- If the patch has been superseded for more than two years, or
- If the patch has been superseded three or more times, regardless of the time span, or
- If the vendor removes the patch.

Note: At the discretion of Kaseya, some superseded patches that are heavily used or classified as Critical may remain in the Content Repository beyond two years.

Operating Systems

Patch content for operating systems is removed:

- Two years after the support pack or Long Term Servicing Branch (LTSB) is at end-of-life, or
- Five years after the vendor reports end-of-life for the operating system.

This page is intentionally left blank.