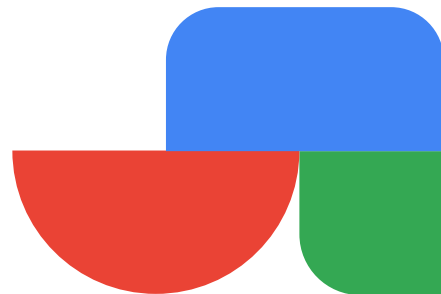


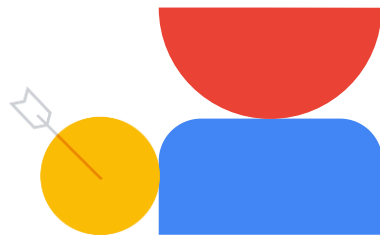
Understanding AUE and the opportunity to maintain security



Overview

Goal

Understand Chrome OS automatic updates, auto-update expiration, and recent changes to our update policy.



Automatic updates

01



Automatic Updates

Chrome OS updates are automatic and include updates to the device itself, Chrome OS and Chrome Browser.



Google provides regular automatic updates (approximately every six weeks) to supported devices.



Updates are applied seamlessly in the background, causing no impact to user productivity.



Once applied, a simple reboot of the Chromebook (<10 seconds) is all it takes for the updates to take effect.

What's in an update

Security fixes

Google provides Chromebooks the latest security fixes across all aspects of the Chromebook, including the operating system, Chrome browser and device itself.

Stability fixes

Google performs continuous testing and incorporates user feedback to constantly improve Chromebooks and the Chrome browser.

Feature updates

Updates include the latest and greatest features in Chrome OS and the Chrome Browser.

Maintaining security

Chromebooks are the most secure when on the latest available Stable Chrome OS version. Security fixes become available throughout the 6 week cycle and are automatically applied to the “Stable Channel.”

Chrome OS Security updates

Operating system

Google partners with the Linux foundation and other partners to provide the latest in operating system security fixes.

Browser

Google constantly provides browser security fixes to help users safely navigate the web.

Device specific

Google partners with the hardware vendors that make up the core pieces of each Chromebook and provide component specific security updates.

Summary: What's in an update



Chrome devices receive automatic updates that enhance both the device and its software.



Regular updates include updates that ensure the security of device - if you pin devices to older versions - devices become increasingly at risk.



Updates relay fixes from Google and non-Google software providers to provide the highest level of security and stability support.



Over time, older Chrome devices no longer meet the requirements needed to receive crucial updates. This leads to the end of automatic updates.

Auto-Update Expiration

02



What is Auto-Update Expiration?

All devices have a date when automatic software updates expire, which is determined by when the hardware platform was first introduced to the market, rather than the purchase date of the device.

1

Devices will receive regular updates until reaching their Auto Update Expiration (“AUE”) date, when updates stop.

2

Devices that have not reached their AUE date will continue to receive OS updates and function with Chrome Education Upgrade and Chrome Enterprise Upgrade.

3

After the AUE date is reached, existing and future policies may not work as intended, technical support will not be provided, and the device experience will degrade.

Post-AUE experience



Support

Google Support is unable to help with expired devices. Even if they're able to pinpoint the issue, there is no way to provide updates or fixes to resolve it.



Security

Devices will stop receiving security updates for Chrome OS and Chrome browser as soon as they pass their AUE date. Device will be vulnerable to a quickly-increasing number of publicly disclosed security bugs.



Compatibility

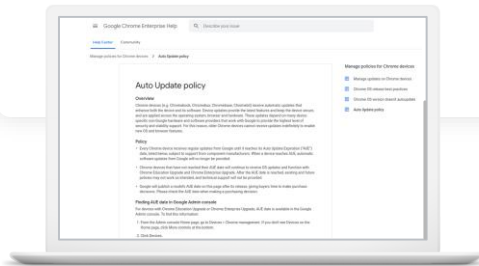
As devices miss critical updates past AUE, the likelihood increases that certain websites, apps and/or extensions will become incompatible and stop working altogether. Key pieces of the OS experience may break, potentially making the device unusable.

Finding the AUE date

Help Center

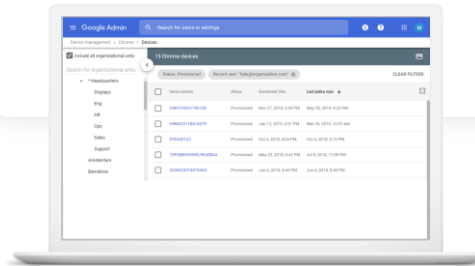
Google maintains this help center page with the AUE dates for all Chromebooks.

g.co/chromeosupdates



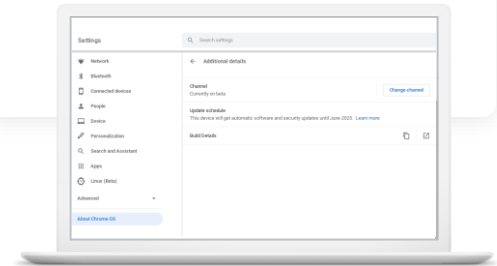
Admin Console

The admin panel devices page includes the option to show the AUE date for all devices in your fleet.



Settings page

On each individual device, users can find their device AUE date in the Settings Page (Settings > About Chrome OS > Additional Details).



Automatic Update Expiration Date Policy

Devices launching in 2020 and beyond are receiving automatic updates for a longer period of time.

In November, Chrome OS announced extensions for 135+ existing devices.

Many new device platforms launching will receive automatic updates for 25-30% longer (until June of 8 years after launch).



Enterprise



Samsung Galaxy
Chromebook Enterprise



Pixelbook Go Enterprise



Acer Chromebase
Enterprise 2412



Dell Latitude 5400
Chromebook Enterprise

Education



Lenovo 10e
Chromebook Tablet



HP Chromebook 14
G6



Asus Chromebook Flip
C214MA

Devices reaching AUE? Upgrade your fleet!

Longer support

New devices are being supported longer than ever with many Chromebooks launched this year being supported until 2028! Find AUE dates on the [Chrome Enterprise Help Center](#).

More performance

Students can easily multitask and do more with the newest lineup of Chromebooks. Many of the newest EDU devices announced this year are > 160% faster than current EDU devices.

More secure

All Chromebooks launched this year come with the Google-designed Titan C security chip which keeps devices secure, protects user identity, and ensures system integrity.

Comparing Speedometer2 benchmarks of devices using Intel N4020 vs Intel N3060 CPUs