



Tripwire, Inc. Product Support Policy

Release Numbering	Tripwire uses a three-place numbering scheme to designate released versions of software. The format is VV.RR.MM, where V indicates the version, R indicates the release level, and MM indicates the maintenance level. An example would be version 3.2.2 (abbreviated 3.2.2). Often in referring to general product versions and releases, the maintenance level is omitted. For example, both 3.2.1 and 3.2.2 may at times be referred to as 3.2.
Version/Release	A version/release is a deliverable of a Tripwire product that is fully functional and is installable on the targeted platform through a standard installation program. A version/release is referenced using the V and R portions of the release number as described above.
Maintenance Release	For the purpose of this support policy, a maintenance release is considered part of the main version/release. For example, 3.2.5 is supported as part of the 3.2 release.
Current Release (CR)	The most recently available version/release of a Tripwire product is commonly known as the “current release.”
CR -1 Release	The latest version/release to become generally available (GA) prior to the current release.
CR -2 Release	The latest release/version to become generally available prior to the CR -1 release
Full Support	Full support is provided to customers based on the terms and conditions of their license agreement. Additional information on Tripwire Customer Support may be found at www.tripwire.com/support/guidelines
Limited Support	<p>As a product enters a limited support phase, the following guidelines apply:</p> <ul style="list-style-type: none"> • Direct upgrade path from CR -1 and CR -2 to current release. • New enhancements will not be made to the version/release. • Customer Support will direct customers to current release, existing fixes/patches and workarounds applicable to the reported case. • Tripwire will only develop fixes for problems of high technical impact or business exposure for the customer. The degree of impact and exposure and the consequent activities will be determined jointly by the customer and Tripwire representatives. • Customer Support may direct customers to upgrade to a more current version/release of the product. • Download of CR -1 and CR -2 for support of legacy systems upon customer request.
No Support	Product versions that are no longer supported will not appear on the individual product pages on the Tripwire Customer Support Web site. Information for unsupported releases is not necessarily available in our knowledge database. Upgrades to new product versions are supported under your maintenance contract. Please contact your Tripwire account representative for assistance.

Policy for Tripwire Products

Tripwire, Inc. provides Full Support for the current version/release of all its products. Additionally, Tripwire will provide Limited Support to the CR -1 and CR -2 releases for 12 months after the current release has been made available. Regardless of the number of supported releases, Tripwire will always provide at least Limited Support for a version/release for a period of at least 24 months from the date on which the version/release became generally available (GA).

Example: Using four version/releases of a product – 6.0, 5.5, 5.2 and 5.0, the following support policies would apply. When 6.0 becomes GA, 6.0 is fully supported. Enhancement requests will only be accepted for the current (6.0) release. 5.5 and 5.2 customers are provided limited support for 12 months. 5.0 is no longer supported, unless it has been less than 24 months since its release.

Product Support Matrix (current as of October 1, 2007)

Tripwire for Network Devices				
Version	Support Status	Release Date	Support Withdrawal Date	Replaced by
2.5	Withdrawn	December 2002	February 2005	3.0
3.0	Withdrawn	February 2004	June 2006	3.1
3.1	Withdrawn	June 2004	November 2006	TE 5.0 Device Kit
TE5.0 Device Kit	Withdrawn	January 2005	January 31, 2007	TE 5.1

Tripwire Manager				
Version	Support Status	Release Date	Support Withdrawal Date	Replaced by
4.0	Withdrawn	April 2003	April 2005	4.1
4.1	Withdrawn	February 2004	March 2006	4.5
4.5	Withdrawn	August 2004	September 2007	4.6
4.6	Withdrawn	August 2005	September 2007	4.7
4.7	Limited Support	September 2006	September 2008	4.8
4.8	Full Support	August 2007	Current	TBD

Tripwire for Servers				
Version	Support Status	Release Date	Support Withdrawal Date	Replaced by
4.0	Withdrawn	April 2003	April 2005	4.1
4.1	Withdrawn	February 2004	March 2006	4.5
4.5	Withdrawn	August 2004	September 2007	4.6
4.6	Withdrawn	August 2005	September 2007	4.7
4.7	Limited Support	September 2006	September 2008	4.8
4.8	Full Support	August 2007	Current	TBD

Tripwire Enterprise				
Version	Support Status	Release Date	Support Withdrawal Date	Replaced by
5.0	Withdrawn	January 2005	January 2007	5.1
5.1	Withdrawn	July 2005	July 2007	5.2
5.2	Withdrawn	October 2005	October 31, 2007	5.5
5.5	Limited Support	June 2006	June 2008	6
6.0	Limited Support	November 2006	November 2008	7.1
7.0	Full Support	August 2007	Current	TBD

Extension of Support Periods

In some cases, Tripwire may choose to extend its support of certain product lines beyond the dates specified in this document. Extensions can be contractually negotiated or at the sole discretion of Tripwire.

End of Life Products - 'End of Life'

Tripwire no longer sells these products. Tripwire will continue to offer limited technical support for the End of Life Products until the earlier of (1) the expiration date of your maintenance contract, or (2) the date selected as "End of Life" for the product. Tripwire will continue to provide the same level of technical support you currently enjoy with the following exceptions:

- If a product defect is found and verified, Tripwire Customer Support will document and evaluate the defect.
- Where a workaround for the issue exists, Tripwire will not provide programmatic fixes for the Products. Workarounds that may cause performance issues, scalability issues, or are labor intensive for the customer are considered valid workarounds.
- In the event that the issue requires functional enhancements to the product, please be advised that Tripwire will not provide further enhancements for the Products. This means that Tripwire will not develop additional features and/or functionalities for the Products.

Additional Information

Additional information regarding the availability and support periods of certain product lines can be obtained from Tripwire Customer Support representatives. To find the contact information for the Tripwire office closest to you, visit the [Contact](#) page at Tripwire.com. Please note that Proactive Notification email messages and associated documentation are currently provided only in English.