



**Tripwire, Inc.
Appliance Discontinuation Policy
August 2019**

Discontinuation Policy – Tripwire Appliances

Due to a variety of factors, including but not limited to the goal of delivering high-performing, innovative, and feature-rich products, Tripwire may from time to time upgrade certain offerings which results in the discontinuation of prior revisions.

Tripwire's Appliance Discontinuation policy provides information assisting customers as they remain on pace with the evolution of the environment for which they are responsible, and to help ensure they are able to make informed purchase, support, and upgrade decisions.

Tripwire Appliance Policy – General

This policy applies to Tripwire Appliances that reach End of Sale date after December 31, 2012 and does not apply to Tripwire software products, except for the OS Software installed on the appliance.

Tripwire reserves the right to modify this policy for specific products as business demands justify. Any modifications to this policy including notices and information regarding EOS and EOL, including the last date to order new Appliances, renew support contracts, receive support services and suggested migration path(s) for the affected Appliances will be posted on the Support Policies section of the Tripwire Customer Center [Tripwire Customer Center](#), where customers can find the most up-to-date product life cycle information.

Tripwire Appliance Life Cycle Guidelines

1. Unless otherwise stated, appliances reach their End-of-Life (EOL) date three years from the EOS date for customers under active maintenance agreements. Commencing on the EOS date and during the three year period until EOL date, Tripwire will continue to provide:
 - a. Technical support;
 - b. Spares or replacement parts for Equipment in accordance with the Return Materials Authorization (RMA) process. If an identical appliance or component is not available, Tripwire will replace with a similar or better; and
 - c. A supported version of OS Software that is compatible with the Equipment, subject to (2.d) below.
2. OS Software support will be as follows:
 - a. In general, Tripwire provides a minimum of 90 days' prior notice for End of Maintenance (EOM) on a given Major or Minor Release of OS Software, unless the Release is designated as a Standard or Long Term Release.
 - b. In the event Tripwire designates a specified Release as a Standard Release, such release will be supported for a minimum of 1 year from EOM notification.
 - c. In the event Tripwire designates a specified Release as a Long Term Release, such release will be supported for a minimum of 2 years from EOM notification.
 - d. Customers may be required to upgrade to the latest OS Software release upon notice from Tripwire in order to receive continued Support and Maintenance services.
3. For some OS Software releases, the EOM and EOL date will be the same. If the EOM date is not specified on the Support Policies section of the Tripwire Customer Center, the EOM date is the same as the EOL date.
4. Customers are advised to move to the most current Maintenance Release (VV.RR.MM) for the given Minor Release (xx.xx.MM) and this may be required under certain circumstances, if notified in writing from Tripwire. For purposes of clarification, bug fixes and limited enhancements (if applicable) will be provided on the most current Maintenance Release only during the applicable notice period.

5. The Tripwire support services outlined above require a current support contract for the Appliance. Support contracts that have not been renewed or have lapsed after 12 months of the EOS date are not renewable. Renewal of support contracts will generally be available until the last year of support, but will not extend beyond the EOL date. Maintenance & Support renewal contracts and purchase orders received after the support expiration date are subject to a reinstatement fee of no more than 15% of the cumulative list price of the renewal.
6. For EOL Appliances, the following applies:
 - a. OS Software and other Tripwire software updates are not provided for EOL Appliances.
 - b. Tripwire software may not function properly on EOL Appliances.
 - c. ASPL or rule updates are not provided for EOL Appliances.
 - d. Network scanning may not function properly on EOL Appliances.
 - e. Service Requests for EOL Appliances will be denied.

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 may be contractually negotiated at the sole discretion of Tripwire.

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 Tripwire](#) page at Tripwire.com. Please note that proactive notification email messages and associated documentation are currently provided only in English.

Tripwire Appliances End of Sale / End of Life Matrix

Legend	<ul style="list-style-type: none"> Appliance is currently available for sale. Neither End of Sale, nor End of Life dates have been announced.
	<ul style="list-style-type: none"> Appliance has reached End of Sale status An End of Life date may not yet be determined. If an End of Life date is determined, that date is greater than 12 months in the future. These units still qualify for Tripwire support until the End of Life date listed
	<ul style="list-style-type: none"> Appliance has reached End of Sale and an End of Life date has been determined and the date is within the next 12 months. When renewing the support on these units, a full year may not be available as Tripwire will quote the support for this appliance to be co-terminus with the End of Life date. These units still qualify for Tripwire support until the End of Life date listed
	<ul style="list-style-type: none"> Appliance has reached End of Life. These units are no longer supported by Tripwire.

VnE Manager	Model	General Availability (GA) Release Date	End of Sale (EOS) Date	End of Life (EOL) Date
Virtual	EV (Virtual)	April 2, 2014	TBD	TBD
X700 Series	5700	June 1, 2015	TBD	September 30, 2024
	4700	June 1, 2015	September 25, 2018	September 30, 2024
	1700	June 1, 2015	TBD	September 30, 2024
X600 Series	5600	April 2, 2014	November 1, 2015	December 31, 2018
	4600	April 2, 2014	November 1, 2015	December 31, 2018
	1600	April 2, 2014	November 1, 2015	December 31, 2018
X500 Series	5500	December 4, 2012	November 1, 2015	December 31, 2018
	4500	February 26, 2013	November 1, 2015	December 31, 2018
	1500	December 15, 2011	November 1, 2015	December 31, 2018
X100 Series	5100	August 1, 2008	December 1, 2012	December 1, 2015
	4100	March 1, 2009	December 1, 2012	December 1, 2015
	3100	March 1, 2006	December 1, 2007	October 1, 2011
	1100	February 1, 2007	December 1, 2012	December 1, 2015
X000 Series	3000	August 1, 2003	November 1, 2006	January 1, 2010
	1000	September 1, 2003	March 1, 2007	January 1, 2010

Device Profiler	Model	General Availability (GA) Release Date	End of Sale (EOS) Date	End of Life (EOL) Date
6000 Series	6000P	April 2, 2014	TBD	TBD
5000 Series	5050	June 1, 2015	February 28, 2017	April 18, 2021
	5000	June 1, 2015	March 31, 2017	April 18, 2021
4000 Series	<i>4050</i>	<i>February 1, 2013</i>	<i>November 1, 2015</i>	<i>December 31, 2018</i>
	<i>4000</i>	<i>January 1, 2013</i>	<i>November 1, 2015</i>	<i>December 31, 2018</i>
3000 Series	<i>3050 R3</i>	<i>July 1, 2010</i>	<i>December 1, 2012</i>	<i>December 1, 2015</i>
	<i>3050 R2</i>	<i>November 1, 2007</i>	<i>June 1, 2009</i>	<i>December 1, 2014</i>
	<i>3050 R1</i>	<i>November 1, 2007</i>	<i>June 1, 2009</i>	<i>December 1, 2014</i>
	<i>3000 R3</i>	<i>August 1, 2009</i>	<i>December 1, 2012</i>	<i>December 1, 2015</i>
	<i>3000 R2</i>	<i>November 1, 2007</i>	<i>June 1, 2009</i>	<i>December 1, 2013</i>
	<i>3000 R1</i>	<i>January 1, 2006</i>	<i>October 1, 2007</i>	<i>December 1, 2014</i>
	<i>3000-R</i>	<i>September 1, 2008</i>	<i>January 1, 2009</i>	<i>April 1, 2011</i>
2000 Series	<i>2000-R</i>	<i>September 1, 2004</i>	<i>August 1, 2006</i>	<i>July 1, 2009</i>
	<i>2000</i>	<i>September 1, 2003</i>	<i>December 1, 2006</i>	<i>July 1, 2009</i>
1000 Series	<i>1000</i>	<i>March 17, 2006</i>	<i>December</i>	<i>December 31, 2006</i>

SUPPORT DEFINITIONS

Appliance	The Equipment with the OS Software.
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.
Customer Center	Tripwire’s “Self-Service Support Portal and Customer Community” where the Customer has access to (a) create, update and manage Support requests online, (b) the Tripwire Knowledge Base, and (c) Support Technical Documentation.
Customer Support	The technical expertise that may be accessed by a customer, which include the Tripwire Knowledge Base, Telephone, Email and Tripwire Customer Center. Also known as “support” or “tech support” or customer support.”
End of Life (EOL)	The date when an Appliance or OS Software is no longer supported (No Support). Also known as product “sunset” or “discontinuation”.
End of Maintenance (EOM)	The last date defects will be fixed for an OS Software release. After this date, Tripwire will no longer commit to develop, repair, maintain or test the OS Software. EOL of an Appliance will supersede EOM for OS Software.
End of Sale (EOS)	The last date the applicable Equipment may be purchased.
Equipment	The physical product, or platform and its physical components.
Equipment Release	Long Term Release (LTR): Minor Release of OS Software that will be supported for a minimum of 3 years from designation as an LTR and a minimum of 2 years after EOM notification, whichever date occurs later Standard Release: Minor release of OS Software that will be supported for a minimum of 1 year after advanced notification of EOM.
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 Tripwire Support Services and Policies
Limited Support	As a product enters a limited support phase, the following guidelines apply: • 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.
Maintenance	The engineering that is done regularly to the OS Software to keep it in good working order usually provided to the Customer in the form of updates (generally 4 per year) and OS Software releases (generally 2 per year).
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.
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 may not be available in our knowledge database. Information on any available upgrades to new product versions that are supported may be obtained from your Tripwire account representative.
OS Software	The operating system software running on a specific version of the Appliance, including the associated software packages and device driver software.

OS Software Updates	Changes to the OS Software that improve usability. Generally an accumulation of maintenance changes to the OS Software in response to Customers' Service Requests (including problems, usability issues, and cosmetic changes) and other Tripwire engineering changes.
OS Software Upgrades	"Upgrades," as referenced in the Support Policies, refers to new versions of the original OS Software (identified by a version change to the left of the decimal point, e.g. 8.0 to 9.0) that add functionality and do not extend to other Tripwire product offerings. Upon receipt of an OS Software update or upgrade, Customer agrees to cease all use of the prior version of the OS Software and destroy all copies.
Product Lifecycle	The first release of an Appliance through Full Support, Limited Support and its End of Life.
Release	A new version of the Software made available to Customers. Tripwire supports the current release plus one prior, not to exceed 2 years. See below for exceptions.
Release Numbering	This definition applies to OS Software Maintenance Releases. Tripwire uses a three-place numbering scheme to designate released versions of OS 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.
Return Materials Authorization (RMA)	Process of returning an Appliance in order to receive a refund, replacement, or repair during the Appliance's warranty period. The purchaser of the Appliance must contact the manufacturer (or supplier or distributor) to obtain authorization to return the Appliance. The resulting RMA number must be displayed on or included in the returned Appliance's packaging; no returns are accepted without this number.
Service Request	The Customer's telephone call, Customer Center web submission or email asking for support. Also known as a "bug report", "problem", "call" or "issue."
Standard Support	The basic level of support response times that can be ordered by the Customer, governed by Tripwire's Standard Support terms.
Support Agreement	The terms and conditions of support services provided to a Customer by Tripwire. If no agreement is signed, the "Standard Support Policies" on Tripwire.com govern support services provided.
Technical Support	The technical expertise that may be accessed by a Customer, which include the Tripwire Knowledge Base, Telephone, Email and Tripwire Customer Center. Also known as "support" or "tech support" or Customer support."
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 under "Release".