



Tripwire, Inc.
Product Support & Discontinuation Policy
August 2019

Section I – Tripwire Products

Support Policy for Tripwire Products

Tripwire, Inc. provides “Full Support” for the Current Release (CR) of all its products. Additionally, Tripwire will provide “Limited Support” to the CR -1 release for 12 months after the CR has been made available. Regardless of the number of supported releases, Tripwire will always provide at least “Limited Support” for a release for a period of 24 months from that Release/Version’s original release date.

Example for Tripwire Enterprise (TE): Using these four Release/Versions (8.4.1, 8.4, 8.3 and 8.2), the following support policies would change and apply when TE 8.4.1 is released:

- 8.4.1 becomes CR and on “Full Support”
- 8.4 becomes CR -1 and changes to “Limited Support”
- 8.4 (CR -1) support ends 12 months from the release date of 8.4.1 (CR) or 24 months from its own release date, whichever is longer
- 8.3 and older versions have support up to 24 months from their original release dates only
- No Release/Version will be supported longer than 24 months unless it is the CR or CR -1

Extension of Support Periods for Tripwire Products

In some cases, Tripwire may choose to extend or curtail its support of certain product lines that do not align with the above stated policy. Extensions may be contractually negotiated at the sole discretion of Tripwire. Curtailments may be necessitated due to version specific limitations/defects.

Discontinuation of Tripwire Products

Tripwire no longer sells these products. Tripwire will continue to offer limited technical support for the discontinued products until the earlier of (1) the expiration date of the support period you purchased, or (2) the date selected as the discontinuation date 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.
- If 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 Tripwire](#) page at Tripwire.com. Please note that proactive notification email messages and associated documentation are currently provided only in English.

Tripwire Product Support Matrix

Legend	<ul style="list-style-type: none"> Version support is Full Support No End of Life date has been announced
	<ul style="list-style-type: none"> Version support has moved to Limited Support An End of Life date has been scheduled but not reached yet
	<ul style="list-style-type: none"> Version support has moved to Withdrawn Support End of Life status has been reached

Tripwire Enterprise (TE): Console				
Version	Support Status	Release Date	Support Withdrawal Date	Replaced By
8.8.0	Full	July 2019	Current	TBD
8.7.4	Limited	February 2019	February 1, 2021	8.8.0
8.7.3	Limited	January 2019	January 1, 2021	8.7.4
8.7.2	Limited	October 2018	October 1, 2020	8.7.3
8.7.1	Limited	August 2018	August 1, 2020	8.7.2
8.7.0	Limited	June 2018	June 1, 2020	8.7.1
8.6.2	Limited	February 2018	February 1, 2020	8.7.0
8.6.1	Limited	December 2017	December 1, 2019	8.6.2
8.6	Limited	September 2017	September 1, 2019	8.6.1
8.5.5	<i>Withdrawn</i>	<i>July 2017</i>	<i>July 1, 2019</i>	8.6
8.5.4	<i>Withdrawn</i>	<i>June 2017</i>	<i>June 1, 2019</i>	8.5.5
8.5.3	<i>Withdrawn</i>	<i>March 2017</i>	<i>March 1, 2019</i>	8.5.4
8.5.2	<i>Withdrawn</i>	<i>December 2016</i>	<i>December 1, 2018</i>	8.5.3
8.5.1	<i>Withdrawn</i>	<i>October 2016</i>	<i>October 1, 2018</i>	8.5.2
8.5	<i>Withdrawn</i>	<i>July 2016</i>	<i>July 1, 2018</i>	8.5.1
8.4.2	<i>Withdrawn</i>	<i>April 2016</i>	<i>April 1, 2018</i>	8.5
8.4.1 (Certified: Common Criteria - EAL 2+)	Limited	December 2015	TBD	8.4.2
8.3.X (Certified: Common Criteria - EAL 2+)	<i>Withdrawn</i>	<i>September 2013</i>	<i>November 1, 2016</i>	8.4
8.1.2.5 (Certified: Common Criteria - EAL 2+)	<i>Withdrawn</i>	<i>August 2012</i>	<i>September 1, 2016</i>	8.3

Tripwire Enterprise (TE): TE Agent				
Version	Support Status	Release Date	Support Withdrawal Date	Replaced By
8.7.3.0	Full	March 2019	Current	TBD
8.6.0.3	Limited	November 2018	November 1, 2020	8.7.3.0
8.6.0.2	Limited	June 2018	June 1, 2020	8.6.0.3
8.6.0.1	Limited	December 2017	December 1, 2019	8.6.0.2
8.6.0	Withdrawn	July 2017	July 1, 2019	8.6.0.1
8.5.4	Withdrawn	May 2017	May 1, 2019	8.6.0
8.5.3	Withdrawn	March 2017	March 1, 2019	8.5.4
8.5.2	Withdrawn	December 2016	December 1, 2018	8.5.3

Tripwire Enterprise (TE): Axon Agent				
Version	Support Status	Release Date	Support Withdrawal Date	Replaced By
8.8.0	Full	July 2019	Current	TBD
8.7.4.0	Full	April 2019	April 1, 2021	8.8.0
8.6.0.5	Full	April 2019	April 1, 2021	8.8.0
8.6.0.4	Limited	November 2018	November 1, 2020	8.6.0.5
8.6.0.3	Limited	August 2018	August 1, 2020	8.6.0.4
8.6.0.2	Limited	June 2018	June 1, 2020	8.6.0.3
8.6.0.1	Limited	January 2018	January 1, 2020	8.6.0.2
8.6.0	Withdrawn	July 2017	July 1, 2019	8.6.0.1
8.5.4	Withdrawn	May 2017	May 1, 2019	8.6.0
8.5.3	Withdrawn	March 2017	March 1, 2019	8.5.4
8.5.2	Withdrawn	December 2016	December 1, 2018	8.5.3

Tripwire Log Center (TLC)				
Version	Support Status	Release Date	Support Withdrawal Date	Replaced By
7.4.2	Full	July 2019	Current	TBD
7.4.1	Limited	February 2019	February 1, 2021	7.4.2
7.4.0	Limited	October 2018	October 1, 2020	7.4.1
7.3.1	Limited	July 2018	July 1, 2020	7.4
7.3.0	Limited	February 2018	February 1, 2020	7.3.1
7.2.6	Limited	October 2017	October 1, 2019	7.3.0
7.2.5	Withdrawn	June 2017	June 1, 2019	7.2.6
7.2.4	Withdrawn	March 2017	March 1, 2019	7.2.5
7.2.3	Withdrawn	December 2016	December 1, 2018	7.2.4
7.2.2	Withdrawn	August 2016	August 1, 2018	7.2.3
7.2.1	Withdrawn	June 2016	June 1, 2018	7.2.2
7.2	Withdrawn	February 2016	February 1, 2018	7.2.1
7.1.4	Withdrawn	September 2015	September 1, 2017	7.2
7.1.3	Withdrawn	June 2015	June 1, 2017	7.1.4
7.1.2	Withdrawn	February 2015	February 1, 2017	7.1.3
7.1.1	Withdrawn	November 2014	November 1, 2016	7.1.2
7.1	Withdrawn	July 2014	July 1, 2016	7.1.1
7.0	Withdrawn	July 2013	July 1, 2015	7.1

Tripwire IP360				
Version	Support Status	Release Date	Support Withdrawal Date	Replaced By
9.1	Full	July 2019	Current	TBD
9.0.3	Limited	February 2019	February 1, 2021	9.1
9.0.2	Limited	October 2018	October 1, 2020	9.0.3
9.0.1 (Certified: Common Criteria - EAL 2+)	Limited	August 2018	TBD	9.0.2
9.0	Limited	June 2018	June 1, 2020	9.0.1
8.1.2	<i>Limited</i>	<i>August 2017</i>	<i>August 1, 2019</i>	9.0
8.1.1	<i>Withdrawn</i>	<i>May 2017</i>	<i>May 1, 2019</i>	8.1.2
8.1	<i>Withdrawn</i>	<i>November 2016</i>	<i>November 1, 2018</i>	8.1.1
8.0	<i>Withdrawn</i>	<i>August 2016</i>	<i>August 1, 2018</i>	8.1
7.5.2	<i>Withdrawn</i>	<i>February 2016</i>	<i>February 1, 2018</i>	8.0
7.5.1	<i>Withdrawn</i>	<i>November 2015</i>	<i>November 1, 2017</i>	7.5.2
7.5	<i>Withdrawn</i>	<i>July 2015</i>	<i>July 1, 2017</i>	7.5.1
7.4.2	<i>Withdrawn</i>	<i>July 2015</i>	<i>July 1, 2017</i>	7.5
7.4.1	<i>Withdrawn</i>	<i>January 2015</i>	<i>January 1, 2017</i>	7.5
7.4	<i>Withdrawn</i>	<i>October 2014</i>	<i>October 1, 2016</i>	7.4.1
7.3	<i>Withdrawn</i>	<i>April 2014</i>	<i>April 1, 2016</i>	7.4
7.2.6 (Limited Release)	<i>Withdrawn</i>	<i>September 2015</i>	<i>January 1, 2017</i>	7.5

Tripwire Configuration Compliance Manager (CCM)				
Version	Support Status	Release Date	Support Withdrawal Date	Replaced By
5.17.11	Full	June 2019	Current	TBD
5.17.10	Limited	February 2019	February 1, 2021	5.17.11
5.17.9	Limited	October 2018	October 1, 2020	5.17.10
5.17.8	Limited	June 2018	June 1, 2020	5.17.9
5.17.7	Limited	December 2017	December 1, 2019	5.17.8
5.17.6	Limited	September 2017	September 1, 2019	5.17.7
5.17.5	<i>Withdrawn</i>	<i>June 2017</i>	<i>June 1, 2019</i>	5.17.6
5.17.4	<i>Withdrawn</i>	<i>April 2017</i>	<i>April 1, 2019</i>	5.17.5
5.17.3	<i>Withdrawn</i>	<i>January 2017</i>	<i>Jan 1, 2019</i>	5.17.4
5.17.2	<i>Withdrawn</i>	<i>October 2016</i>	<i>October 1, 2018</i>	5.17.3
5.17.1	<i>Withdrawn</i>	<i>August 2016</i>	<i>August 1, 2018</i>	5.17.2
5.17	<i>Withdrawn</i>	<i>April 2016</i>	<i>April 1, 2018</i>	5.17.1
5.16.2	<i>Withdrawn</i>	<i>March 2016</i>	<i>March 1, 2018</i>	5.17
5.16.1	<i>Withdrawn</i>	<i>December 2015</i>	<i>December 1, 2017</i>	5.16.2
5.16	<i>Withdrawn</i>	<i>September 2015</i>	<i>September 1, 2017</i>	5.16.1

Tripwire Security Intelligence Hub (SIH)				
Version	Support Status	Release Date	Support Withdrawal Date	Replaced By
2.7.8	Full	June 2019	Current	TBD
2.7.7	Limited	February 2019	February 1, 2021	2.7.8
2.7.6	Limited	August 2018	August 1, 2020	2.7.7
2.7.5	Limited	April 2018	April 1, 2020	2.7.6
2.7.4	Limited	August 2017	August 1, 2019	2.7.5
2.7.3	Withdrawn	March 2017	March 1, 2019	2.7.4
2.7.2	Withdrawn	November 2016	November 1, 2018	2.7.3
2.7.1	Withdrawn	March 2016	March 1, 2018	2.7.2
2.7	Withdrawn	May 2015	May 1, 2017	2.7.1
2.6.2	Withdrawn	July 2014	July 1, 2016	2.7
2.6.1	Withdrawn	October 2013	October 1, 2015	2.6.2
2.6	Withdrawn	March 2013	March 1, 2015	2.6.1
2.5	Withdrawn	February 2012	February 1, 2014	2.6

Tripwire Connect				
Version	Support Status	Release Date	Support Withdrawal Date	Replaced By
3.5.2	Full	June 2018	Current	TBD
3.5.1	Limited	Nov 2017	November 1, 2019	3.5.2
3.5	Withdrawn	May 2017	May 1, 2019	3.5.1
3.0.1	Withdrawn	December 2015	May 1, 2018	3.5
3.0	Withdrawn	September 2015	September 1, 2017	3.0.1
2.0.3	Withdrawn	December 2013	September 1, 2016	3.0
2.0.2	Withdrawn	June 2013	June 1, 2015	2.0.3
2.0	Withdrawn	August 2012	August 1, 2014	2.0.2

Tripwire Operations Center (TOC)				
Version	Support Status	Release Date	Support Withdrawal Date	Replaced by
1.2	Full	October 2017	Current	TBD

Tripwire Manager and Tripwire for Servers (TM/TFS)				
Version	Support Status	Release Date	Support Withdrawal Date	Replaced by
4.8.6	Full	August 2019	Current	TBD
4.8.5	Limited	November 2013	June 1, 2020	4.8.6
4.8.3	Withdrawn	April 2010	April 1, 2014	4.8.5
4.6.1 (Certified: Common Criteria – EAL 3+)	Withdrawn	July 2009	October 1, 2017	4.8.5

Tripwire Industrial Visibility (TIV)				
Version	Support Status	Release Date	Support Withdrawal Date	Replaced by
3.2.1	Full	April 2019	Current	TBD
3.0	Limited	February 2019	February 1, 2021	3.2.1
2.7.3	Limited	October 2018	October 1, 2020	3.0

Section I – Tripwire Apps

Support Policy for Tripwire Apps

Tripwire, Inc. provides “Full Support” for the Current Release (CR) of all its apps. Additionally, Tripwire will provide “Limited Support” to the CR -1 release for 12 months after the CR has been made available. Regardless of the number of supported releases, Tripwire will always provide at least “Limited Support” for a release for a period of 24 months from that Release/Version’s original release date.

An example for TE Commander (TEC): Using these four Release/Versions (8.6.2, 8.6.1, 8.6 and 8.5.5), the following support policies would change and apply when TEC 8.6.2 is released:

- 8.6.2 becomes CR and on “Full Support”
- 8.6.1 becomes CR -1 and changes to “Limited Support”
- 8.6.1 (CR -1) support ends 12 months from the release date of 8.6.2 (CR) or 24 months from its own release date, whichever is longer
- 8.6 and older versions have support up to 24 months from their original release dates only
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Extension of Support Periods for Tripwire Apps

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Discontinuation of Tripwire Apps

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- If a product defect is found and verified, Tripwire Customer Support will document and evaluate the defect.
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Tripwire Apps Support Matrix

Legend	<ul style="list-style-type: none"> Version support is Full Support No End of Life date has been announced
	<ul style="list-style-type: none"> Version support has moved to Limited Support An End of Life date has been scheduled but not reached yet
	<ul style="list-style-type: none"> Version support has moved to Withdrawn Support End of Life status has been reached

Cloud Management Assessor				
Version	Support Status	Release Date	Support Withdrawal Date	Replaced By
4.2.0	Full	May 2019	Current	TBD
4.1.0	Limited	December 2018	December 1, 2020	4.2.0
4.0.1	Limited	August 2018	August 1, 2020	4.1.0
4.0.0	Limited	July 2018	July 1, 2020	4.0.1
3.3.0	Limited	May 2018	May 1, 2020	4.0.0
3.2.0	Limited	April 2018	April 1, 2020	3.3.0
3.1.0	Limited	March 2018	March 1, 2020	3.2.0
3.0.0	Limited	March 2018	March 1, 2020	3.1.0
2.2.0	Limited	December 2017	December 1, 2019	3.0.0
2.1.0	Limited	November 2017	November 1, 2019	2.2.0
2.0.0	Limited	October 2017	October 1, 2019	2.1.0
1.0.0	<i>Withdrawn</i>	<i>June 2017</i>	<i>June 1, 2019</i>	2.0.0

Console Orchestrator (CO)				
Version	Support Status	Release Date	Support Withdrawal Date	Replaced By
5.1.0	Full	May 2019	Current	TBD
5.0.0	Limited	September 2018	September 1, 2020	5.1.0
1.6.1	Limited	October 2016	October 1, 2019	5.0
1.6	<i>Withdrawn</i>	<i>June 2016</i>	<i>June 1, 2018</i>	1.6.1
1.5	<i>Withdrawn</i>	<i>April 2016</i>	<i>April 1, 2018</i>	1.6
1.4	<i>Withdrawn</i>	<i>December 2015</i>	<i>December 1, 2017</i>	1.5

Dynamic Software Reconciliation (DSR)				
Version	Support Status	Release Date	Support Withdrawal Date	Replaced By
6.0.2	Full	August 2019	Current	TBD
6.0.1	Limited	May 2019	May 1, 2021	6.0.2
6.0	Limited	January 2019	January 1, 2021	6.0.1
5.0	Limited	April 2018	April 1, 2020	6.0
1.4	Limited	September 2017	September 1, 2019	5.0
1.3.3	<i>Limited</i>	<i>August 2017</i>	<i>August 1, 2019</i>	1.4
1.3.2	<i>Withdrawn</i>	<i>July 2017</i>	<i>July 1, 2019</i>	1.3.3
1.3.1	<i>Withdrawn</i>	<i>June 2017</i>	<i>June 1, 2019</i>	1.3.2
1.3	<i>Withdrawn</i>	<i>April 2017</i>	<i>April 1, 2019</i>	1.3.1
1.2.4	<i>Withdrawn</i>	<i>December 2016</i>	<i>December 1, 2018</i>	1.3
1.2.3	<i>Withdrawn</i>	<i>October 2016</i>	<i>October 1, 2018</i>	1.2.4
1.2.2	<i>Withdrawn</i>	<i>July 2016</i>	<i>July 1, 2018</i>	1.2.3
1.2	<i>Withdrawn</i>	<i>March 2016</i>	<i>March 1, 2018</i>	1.2.2
1.1.1	<i>Withdrawn</i>	<i>October 2015</i>	<i>October 1, 2017</i>	1.2
1.0.5	<i>Withdrawn</i>	<i>July 2015</i>	<i>July 1, 2017</i>	1.1.1
1.0.4	<i>Withdrawn</i>	<i>June 2015</i>	<i>June 1, 2017</i>	1.0.5
1.0.1	<i>Withdrawn</i>	<i>February 2015</i>	<i>February 1, 2017</i>	1.0.4

Event Sender (ES)				
Version	Support Status	Release Date	Support Withdrawal Date	Replaced By
5.2	Full	March 2019	Current	TBD
5.1	Limited	October 2018	October 1, 2020	5.2
5.0	Limited	April 2018	April 1, 2020	5.1
8.6	Limited	December 2017	December 1, 2019	5.0
4.8.5	<i>Withdrawn</i>	<i>July 2017</i>	<i>July 1, 2019</i>	8.6
4.8.2	<i>Withdrawn</i>	<i>April 2017</i>	<i>April 1, 2019</i>	4.8.5
4.8.1	<i>Withdrawn</i>	<i>December 2016</i>	<i>December 1, 2018</i>	4.8.2
4.8	<i>Withdrawn</i>	<i>October 2016</i>	<i>October 1, 2018</i>	4.8.1
4.7.1	<i>Withdrawn</i>	<i>April 2016</i>	<i>April 1, 2018</i>	4.8
4.5.3	<i>Withdrawn</i>	<i>June 2015</i>	<i>June 1, 2017</i>	4.7.1
4.5.1.1	<i>Withdrawn</i>	<i>February 2015</i>	<i>February 1, 2017</i>	4.5.3

IP360 Commander (IP360C)				
Version	Support Status	Release Date	Support Withdrawal Date	Replaced By
9.0.1	Full	September 2018	Current	TBD
9.0	Limited	July 2018	July 1, 2020	9.0.1
8.1.2	Limited	April 2018	April 1, 2020	9.0
5.0 (w/ Whitelist Profiler 5.0)	Limited	April 2018	April 1, 2020	8.1.2
2.0	Limited	October 2017	October 1, 2019	8.1.2
1.3.2 (w/ Whitelist Profiler 4.0.1)	Withdrawn	July 2017	July 1, 2019	2.0
1.3.1	Withdrawn	April 2017	April 1, 2019	2.0
WLP-1.3.1 (w/ Whitelist Profiler 4.0)	Withdrawn	March 2017	March 1, 2019	1.3.2
1.3	Withdrawn	December 2016	December 1, 2018	1.3.1
1.2	Withdrawn	June 2016	June 1, 2018	1.3
WLP-1.0.3 (w/ Whitelist Profiler 3.2)	Withdrawn	June 2016	January 1, 2019	WLP-1.3.1
1.1	Withdrawn	March 2016	March 1, 2018	1.2
WLP-1.0.2 (w/ Whitelist Profiler 3.1.5.x)	Withdrawn	March 2016	January 1, 2019	WLP-1.0.3
WLP-1.0.1 (w/ Whitelist Profiler 3.1.4)	Withdrawn	January 2016	January 1, 2019	WLP-1.0.2
WLP-1.0.0 (w/ Whitelist Profiler 3.1.3)	Withdrawn	December 2015	January 1, 2019	WLP-1.0.1
1.0	Withdrawn	November 2015	November 1, 2017	1.1

Tripwire Password Manager (TPM)				
Version	Support Status	Release Date	Support Withdrawal Date	Replaced By
5.3.2	Full	August 2019	Current	TBD
5.3.1	Limited	May 2019	May 1, 2021	5.3.2

TE Commander (TEC)				
Version	Support Status	Release Date	Support Withdrawal Date	Replaced By
8.7.4	Full	March 2019	Current	TBD
8.7.2	Limited	October 2018	October 1, 2020	8.7.4
8.7	Limited	June 2018	June 1, 2020	8.7.2
8.6.2	Limited	April 2018	April 1, 2020	8.7
8.6	Limited	October 2017	October 1, 2019	8.6.2
4.8.5	Withdrawn	July 2017	July 1, 2019	8.6
4.8.1.1	Withdrawn	December 2016	December 1, 2018	4.8.5
4.8.1	Withdrawn	December 2016	December 1, 2018	4.8.1.1
4.8	Withdrawn	October 2016	October 1, 2018	4.8.1
4.7.1	Withdrawn	April 2016	April 1, 2018	4.8
4.5.3	Withdrawn	June 2015	June 1, 2017	4.7.1
4.5.1.1	Withdrawn	February 2015	February 1, 2017	4.5.3

Tripwire Enterprise Integration Framework (TEIF)				
Version	Support Status	Release Date	Support Withdrawal Date	Replaced By
5.2	Full	March 2019	Current	TBD
5.1	Limited	October 2018	October 2020	5.2
5.0	Limited	April 2018	April 1, 2020	5.1
8.6	Limited	December 2017	December 1, 2019	5.0
4.8.5	<i>Withdrawn</i>	<i>July 2017</i>	<i>July 1, 2019</i>	8.6
4.8.1	<i>Withdrawn</i>	<i>December 2016</i>	<i>December 1, 2018</i>	4.8.5
4.8	<i>Withdrawn</i>	<i>October 2016</i>	<i>October 1, 2018</i>	4.8.1
4.7.1	<i>Withdrawn</i>	<i>April 2016</i>	<i>April 1, 2018</i>	4.8
4.5.3	<i>Withdrawn</i>	<i>June 2015</i>	<i>June 1, 2017</i>	4.7.1
4.5.1.1	<i>Withdrawn</i>	<i>February 2015</i>	<i>February 1, 2017</i>	4.5.3

Whitelist Profiler (WLP)				
Version	Support Status	Release Date	Support Withdrawal Date	Replaced By
5.4.1	Full	July 2019	Current	TBD
5.4	Limited	June 2019	June 1, 2021	5.4.1
5.3	Limited	February 2019	February 1, 2021	5.4
5.2	Limited	November 2018	November 1, 2020	5.3
5.1.1	Limited	September 2018	September 1, 2020	5.2
5.1	Limited	July 2018	July 1, 2020	5.1.1
5.0.1	Limited	April 2018	April 1, 2020	5.1
5.0	Limited	April 2018	April 1, 2020	5.0.1
4.0.1	<i>Withdrawn</i>	<i>July 2017</i>	<i>July 1, 2019</i>	5.0
4.0	<i>Withdrawn</i>	<i>March 2017</i>	<i>March 1, 2019</i>	4.0.1
3.2	<i>Withdrawn</i>	<i>June 2016</i>	<i>January 1, 2019</i>	4.0
3.1.5.1	<i>Withdrawn</i>	<i>March 2016</i>	<i>January 1, 2019</i>	3.2
3.1.5	<i>Withdrawn</i>	<i>March 2016</i>	<i>January 1, 2019</i>	3.1.5.1
3.1.4	<i>Withdrawn</i>	<i>January 2016</i>	<i>January 1, 2019</i>	3.1.5
3.1.3	<i>Withdrawn</i>	<i>December 2015</i>	<i>January 1, 2019</i>	3.1.4
3.0	<i>Withdrawn</i>	<i>February 2015</i>	<i>January 1, 2019</i>	3.1.3

Section III – Support Definitions

Common Criteria	The Common Criteria for Information Technology Security Evaluation (abbreviated as Common Criteria or CC) is an international standard (ISO/IEC 15408) for computer security certification. Common Criteria provides assurance that the process of specification, implementation and evaluation of a computer security product has been conducted in a rigorous and standard manner
CR -1 Release	The latest Release/Version 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
Current Release (CR)	The most recently available Release/Version of a Tripwire product is commonly known as the “Current 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
End of Life (EOL)	The date when a product is no longer supported (Withdrawn). Also known as “Sunset”, “Discontinued”, or “No Support”
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 Product Discontinuation Policies
Limited Support	As a product enters the Limited Support phase, the following guidelines apply: <ul style="list-style-type: none"> • Enhancements will not be made to the Release/Version • Tripwire will only develop fixes for problems of high technical or impact to the Customer. The degree of impact and exposure and the consequent activities will be determined jointly by the Customer and Tripwire representatives • Customer Support will direct Customers to current release for existing fixes/patches and workarounds applicable to the reported issue • Download of CR -1 and CR -2 for support of legacy systems upon Customer request
Product Lifecycle	A Software release moving through “Full Support” to “Limited Support” and finally to “Withdrawn (End of Life)” phases
Release	A new version of the Software made available to Customers
Release/Version	A Release/Version is a deliverable of a Tripwire product that is fully functional and is installable on the targeted platform through a standard installation program. A Release/Version is referenced using the VV, RR, and MM portions of the release number as described under “Release Numbering”
Release Numbering	Tripwire commonly uses a three-place numbering scheme to designate released versions of software. The format is VV.RR.MM, where VV indicates the version, RR indicates the release level, and MM indicates the maintenance level. An example would be version [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] or [3.2.x]
Software Updates	Changes to the Software that improve usability. Generally an accumulation of maintenance changes to the Software in response to resolutions of Customers’ Service Requests (including problems, usability issues, and cosmetic changes) and other Tripwire engineering changes
Software Upgrades	“Upgrades,” as referenced in the Support Policies, refers to new versions of the original 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 a Software update or upgrade, Customer agrees to cease all use of the prior version of the Software and destroy all copies
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

Withdrawn Support	<p>Also known as No Support. As a product enters a Withdrawn Support phase, the following guidelines apply:</p> <ul style="list-style-type: none">• Enhancements or defect fixes will not be made to the Release/Version• Customer Support will direct Customers to current release for existing fixes/patches and workarounds applicable to the reported issue• For any reported issues that cannot be reproduced by Tripwire, the customer will be directed to upgrade to the current version and verify the issue still exists.• 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
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