

Tripwire Agent Platform Support

Purpose

This document outlines the guidelines Tripwire follows with regard to operating system platform upgrades. Based on dependencies on operating system vendors that are outside the control of Tripwire, an official SLA cannot be provided for support of a given operating system. Keeping that in mind, Tripwire is constantly monitoring for operating system updates, in order to conduct timely evaluation. We value being able to declare platform support as quickly as possible and strive to meet or exceed the guidelines described below. Both Axon and TE agents are tested as part of regular release work. This document outlines testing between releases, when new operating system versions become available. In many cases no changes are required and support for a new operating system version can be declared without a release. Tripwire tests its agents on released operating system versions.

Minor Operating System Updates – Axon Agent

When minor* versions of supported operating systems are released, Tripwire tests and works to identify issues with Axon agents within 4 weeks. If work is required to declare support, Tripwire strives to make a new release available to customers within 3 months. Exceptions to these goals can occur depending upon specific issues encountered in testing.

Minor Operating System Updates – TE Agent

While Tripwire's Java-based agent ("TE agent") is still released with Tripwire Enterprise, and is fully supported by Tripwire, it is not directly subject to the same guidelines as the Axon agents, which are being actively developed as the eventual replacement agent. When issues are encountered with new operating systems and Axon agents, this typically triggers testing investigation with the TE agent as well to determine if the same issue occurs.

Major Versions

Major* version updates of operating systems are not bound by these guidelines, since larger changes and modifications may be required in order for the agents to support a new operating system version. These projects are tracked via Tripwire's roadmap; queries with regard to timing can be made by customers through their account team or Tripwire Support.

Notification

When Tripwire tests an operating system and discovers issues deemed impactful to system integrity, alerts are posted on the Tripwire Customer Center forums. Customers can subscribe to the various forum categories, including alert categories, which will provide email notifications.

* Tripwire generally recognizes the pattern used by most operating system vendors, known as "semantic versioning" (Major.Minor.Patch) to determine whether a release is minor or major. However, it is possible for a release to vary in terms of extensiveness of changes that may impact compatibility with Tripwire products.