

This is an old version. Access the current version of Forescout's End-of-Life Policy [here](#).

End-of-Life Policy

Forescout strives to deliver innovative products that create value for our customers, and as such periodically releases new products or product versions. Therefore, as part of a product's lifecycle, older product versions eventually reach their natural end of life. It is Forescout's goal to make this process as transparent as possible to our customers and partners, thereby enabling them to plan for upgrades, migrations and purchases associated with their Forescout environment.

This end-of-life policy ("EOL Policy") outlines the product support lifecycle and guidelines for the Forescout product line (excluding third-party products made available to customers by Forescout) as may be further described by and subject to Forescout's documentation. Only customers who are operating Forescout products under a valid maintenance and support agreement (ActiveCare) are entitled to the benefits associated with this EOL Policy. Forescout reserves the right to modify this EOL Policy at any time.

Forescout-branded physical appliances are comprised of Hardware and Software licenses. Forescout virtual appliances are only comprised of Software Licenses which a customer then installs on non-Forescout hardware. This EOL Policy applies to Forescout-branded hardware and software components. Software compatibility with third party products is documented in the [Compatibility Matrix document](#). Capitalized terms used but not defined herein shall have the meaning set forth in Forescout's End User License Agreement as set forth here: <https://www.forescout.com/company/legal/eula/>.

Hardware Support Lifecycle

- Forescout will provide a replacement for any defective Forescout-branded hardware appliances or its components for five (5) years from the original appliances date of shipment ("Support Period"), provided that the customer has a valid ActiveCare contract for such appliance and consistent with the documentation. The clock for the Support Period will not reset upon customers receipt of a replacement appliance via RMA. Forescout's obligation to replace hardware components is limited to replacing the appliance's power supply or hard drive; defects in all other hardware components in the appliance require a replacement of the entire appliance. At its sole discretion, Forescout will replace any defective hardware with a similar or functionally equivalent (new or reconditioned) replacement.
- Forescout will provide technical support for the hardware appliance during the Support Period, provided that the customer has a valid ActiveCare contract for such appliance and consistent with the documentation.
- After the Support Period, customers can procure new hardware via Forescout's Hardware Refresh Program. This allows a customer's existing Software Licenses to be migrated to new hardware (similar or functionally equivalent). Forescout recommends that customers purchase a new ActiveCare contract to support the new hardware. If ActiveCare is purchased, Forescout will continue to support the customer's new hardware consistent with this EOL Policy.
- The above hardware support lifecycle policy applies only to Forescout-branded physical appliances. It does not apply to other hardware that a customer purchases from another vendor, including other hardware that a customer uses for Forescout virtual appliances.

Software Support Lifecycle

- Forescout will provide technical assistance, software updates and upgrades, bug fixes, and workarounds for bugs, provided that the customer has a valid ActiveCare contract and consistent with the documentation. Definitions of the severity levels are located [here](#).
- Forescout general availability ("GA") software feature releases are numbered x.y.z, where "x" and "y" represent major and minor feature releases, and "z" represents interim releases. Maintenance releases, if necessary, are designated with a fourth position "n" and consist of hotfixes required sooner than an interim release is made available. Neither interim nor maintenance releases are included in the determination of a software feature release's end-of-life schedule.

- For the ForeScout proprietary software: ForeScout will provide full support of the GA software major and minor feature releases for eighteen (18) months following the initial date of release (“Full Support”). Full Support includes support of a certain feature version, which includes investigation, troubleshooting, workarounds, bug fixes and security vulnerability fixes.
- Full Support for software feature releases are comprised of updates, fixes, and enhancements delivered in a single installable package. Full Support provides severity 1, 2, 3 and 4 field bug and security vulnerability fixes that are delivered through major or minor releases.
- Limited support provides severity 1 and 2 field bug and security vulnerability fixes that are delivered mainly through hotfixes for an additional twelve (12) months after the end of Full Support (“Limited Support”).
- Interim releases may be provided to consolidate hotfix and small feature updates outside of a major/minor release (“Interim Release”). Interim Releases (including but not limited to hotfixes) may be delivered during the Full Support or Limited Support periods but do not extend the overall end-of-life Support Period.
- Software updates will end at the end of Limited Support, thirty (30) months after the last major/minor software feature release GA date.
- eyeExtend Modules: As part of the ForeScout proprietary software, we offer eyeExtend modules that are available at an additional cost. ForeScout supports module versions certified to work with currently supported ForeScout releases as identified in the documentation. At the time a ForeScout proprietary software version reaches end of life, then any eyeExtend module running solely on that version will concurrently reach end of life. To the extent circumstances outside of ForeScout’s control necessitate such action, the support of eyeExtend modules may be further limited, as determined in ForeScout’s reasonable discretion, and for which ForeScout will provide reasonable notice. In addition, continuing maintenance and support of third-party products, with which eyeExtend modules integrate, may be impacted or eliminated subject to the availability of features supported by the third-party vendor.

Compatibility Matrix Validation

ForeScout provides a Compatibility Matrix document to list the third-party hardware and software products that have been validated for access from our proprietary software. Because they are built and maintained by third-party vendors, thus out of ForeScout’s control, we will apply the same EOL Policies as we do for our software (30-month maximum) or 2 major vendor releases, unless the vendor has declared the product end of life (by their published definition). At the third-party vendor’s end of life, we will also discontinue support for the applicable ForeScout hardware and/or software. We will continue to list the third-party device or software at the level last published in an archive section of our Compatibility Matrix but will no longer test for compatibility.

3 rd Party Software Status	Support Level
Current software/firmware	Active support
Software / firmware not EOL yet >30 months since release	Active support of 3 major versions
Vendor software / firmware at EOL	No support, archive in Compatibility Matrix

A list of currently supported ForeScout software feature releases and accompanying end-of-support dates (if applicable) is available [here](#). A Compatibility Matrix that lists which versions of third-party hardware and software that are validated for integration with currently supported ForeScout feature releases is available [here](#).

Learn more at [ForeScout.com](https://www.forescout.com)

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