

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

ForeScout 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 CounterACT® product line (excluding third-party products made available to customers by ForeScout). Only customers who are operating ForeScout CounterACT products that are 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 CounterACT physical appliances are comprised of hardware and software licenses. ForeScout CounterACT virtual appliances are only comprised of software licenses which a customer then installs on non-ForeScout hardware. This EOL Policy applies to ForeScout's hardware and software components.

Hardware Support Lifecycle

- ForeScout will provide a replacement for any defective hardware appliance or its components for five (5) years from the original appliance's date of shipment ("Support Period"), provided that the customer has a valid ActiveCare contract for such appliance. The clock for the Support Period will not reset upon customer's 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.
- 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 CounterACT 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 CounterACT 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.
- **For the base CounterACT software:**
 - ForeScout will support the 2 most recent CounterACT software releases that ForeScout makes generally available (GA) to its customers. Additionally, ForeScout will support all GA CounterACT software releases for a minimum of 12 months from their initial release date.
 - For GA CounterACT software releases moving out of support, ForeScout will continue to support such release for 90 days following the release date of the most recent GA CounterACT software release.
 - ForeScout CounterACT general availability (GA) software releases are numbered x.y.z, where "x", "y" and "z" represent major, minor and maintenance releases respectively.

- **For CounterACT Plugins:**
 - As part of the Forescout CounterACT product line, Forescout offers plugins that are included in the base purchase of CounterACT (e.g., switch plugin, hardware inventory plugin, etc.) and plugins that are components of Forescout eyExtend modules available at an additional cost.
 - For each plugin, Forescout will always support the most recent version. In addition, Forescout will continue to support a previous version of any given plugin for 12 months following the initial release date of its next version.

- **For CounterACT Service Packs:**
 - Forescout periodically issues “Service Packs” for the CounterACT software. Such Service Packs (formerly known as “Hotfixes”) comprise of minor updates fixes and enhancements for CounterACT software delivered in a single installable package.
 - Forescout will always support the most recent Service Pack version. In addition, Forescout will continue to support a previous Service Pack version for 12 months following the initial release date of the next version.

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

Forescout Technologies, Inc. Toll-Free (US) 1-866-377-8771
190 W Tasman Dr. Tel (Intl) +1-408-213-3191
San Jose, CA 95134 USA Support 1-708-237-6591

© 2020 Forescout Technologies, Inc. All rights reserved. Forescout Technologies, Inc. is a Delaware corporation. A list of our trademarks and patents can be found at www.forescout.com/company/legal/intellectual-property-patents-trademarks. Other brands, products, or service names may be trademarks or service marks of their respective owners. Version 05_20