



End-of-Life (EOL) Announcement – CounterACT® Edge™

April 11, 2016

Effective April 11, 2016, ForeScout is announcing the End-of-Life of the CounterACT® Edge™ product.

The following SKUs are part of this EOL announcement.

SKU ID	Description
SC-2/A	CounterACT EDGE <= 2 Mbps
SC-10/A	CounterACT EDGE <= 10 Mbps
SC-50/A	CounterACT EDGE <= 50 Mbps
SC-100/A	CounterACT EDGE <= 100 Mbps
SC-200/A	CounterACT EDGE <= 200 Mbps
SC-1000/A	CounterACT EDGE <= 1 Gbps
EM-5/A	CounterACT EDGE Enterprise Manager <= 5 Appliances
EM-20/A	CounterACT EDGE Enterprise Manager <= 20 Appliances
EM-50/A	CounterACT EDGE Enterprise Manager <= 50 Appliances
FC-AC-SC-*	ActiveCare Basic for CounterACT EDGE
FC-AC-EM-*	ActiveCare Basic for CounterACT EDGE Enterprise Manager
FC-ACV-SC-*	ActiveCare Advanced for CounterACT EDGE
FC-ACV-EM-*	ActiveCare Advanced for CounterACT EDGE Enterprise Manager

Existing customers can make last time purchases of CounterACT Edge and CounterACT Edge Enterprise Manager appliances until June 30, 2016.

ForeScout will continue to support existing customers as per ForeScout's [ActiveCare Maintenance and Support Policy](#) for the length of their ActiveCare maintenance contracts. ForeScout will make commercially reasonable efforts to provide technical assistance, bug fixes and workarounds for bugs related to CounterACT Edge. Customers can renew their ActiveCare contracts, to cover CounterACT Edge, through December 31, 2019.

Key dates related to this End-of-Life announcement are:

Date	
April 11, 2016	End-of-Life announcement
June 30, 2016	End-of-Sale
December 31, 2019	End-of-Maintenance and Support

ForeScout will honor orders for CounterACT Edge and CounterACT Edge Enterprise Manager appliances from existing customers until June 30, 2016. Orders for these SKUs arriving on or after July 1, 2016, will not be honored.

ForeScout will honor orders for ActiveCare for CounterACT Edge and CounterACT Edge Enterprise Manager from existing customers until December 31, 2018. ActiveCare coverage for these orders will be through December 31, 2019, the End-of-Maintenance and Support for CounterACT Edge products. Orders for these SKUs arriving on or after January 1, 2019, will not be honored.

If you have any questions about this End-of-Life announcement, please contact your ForeScout Sales Representative.

Frequently Asked Questions

Q1. What products are included in this End-of-Life announcement?

This EOL announcement is for the CounterACT Edge product. This includes CounterACT Edge appliances and CounterACT Edge Enterprise Manager appliances.

Q2. How does this announcement impact ForeScout CounterACT®?

ForeScout CounterACT, ForeScout CounterACT Enterprise Manager and ForeScout Modules are not impacted by this announcement.

Q3. Why is ForeScout announcing End-of-Life of CounterACT Edge?

ForeScout offers organizations the unique ability to see networked devices, control them, and orchestrate information sharing and operation among disparate security tools. We are increasing our investment in these critical areas of information security. Hence, we have decided not to focus on the perimeter threat detection market which is currently served by our CounterACT Edge product.

Q4. Will customers be able to add CounterACT Edge appliances to their existing deployment?

Existing CounterACT Edge customers can purchase additional appliances until June 30, 2016, if they require more capacity or additional network coverage.

Q5. Will ForeScout be providing support for CounterACT Edge after End-of-Sale date?

ForeScout is providing an extended support period for CounterACT Edge until December 31, 2019. ForeScout will continue to support customers as per ForeScout's [ActiveCare Maintenance and Support Policy](#) for the length of their ActiveCare maintenance contracts or December 31, 2019, whichever comes first. ForeScout will make commercially reasonable efforts to provide technical assistance, bug fixes and workarounds for bugs for CounterACT Edge products.

Q6. Will ForeScout provide Advanced Hardware Replacement during the support period?

ForeScout will provide hardware replacement for defective CounterACT Edge appliances as per ForeScout's [ActiveCare Maintenance and Support Policy](#) for the length of ActiveCare maintenance contracts or December 31, 2019, whichever comes first.

Q7. Do customers have to do a hardware refresh if their appliances are reaching their 5 year hardware support period?

Due to the unusual circumstances related to the End-of-Life of a product, ForeScout will not require customers to refresh their 5 year old CounterACT Edge hardware. ForeScout will extend the hardware support life for CounterACT Edge appliances beyond the usual 5 years stipulated in the [ForeScout End-of-Life policy](#). Hardware support and Advanced Hardware Replacement will be available during this extended hardware support life for the length of ActiveCare maintenance contracts or December 31, 2019, whichever comes first.

Q8. Will ForeScout provide new feature releases for CounterACT Edge?

No. ForeScout will no longer provide enhancements or new features for CounterACT Edge.

Q9. Will ForeScout be providing a replacement product for CounterACT Edge?

No. ForeScout will not be providing a replacement product or migration path for CounterACT Edge.

Q10. Can ForeScout CounterACT be deployment at the perimeter as a replacement for CounterACT Edge?

No. ForeScout CounterACT is tailored and meant to be deployed on the internal network. It is not meant to be deployed at the perimeter as a replacement for CounterACT Edge.

Q11. What migration options does ForeScout recommend for CounterACT Edge customers?

CounterACT Edge uses a combination of threat detection and deception technologies at the perimeter. Customers are encouraged to research Intrusion Prevention (IPS), Next-Generation Firewalls (NGFW) and Advanced Threat Detection (ATD) technologies that can help address similar use cases. Research resources include:

- NSS labs NGFW, ATD and IPS test reports - <https://library.nsslabs.com/reports>
- Magic Quadrant for Intrusion Prevention Systems, November 2015, Gartner
- Technology Analysis: Deception Techniques and Technologies, July 2015, Gartner

Q12. Will ForeScout assist with customer migrations?

Customers are responsible for their own migration plans.

Q13. Can customers get credit for the unused portion of their ActiveCare maintenance contract?

No. ForeScout will continue to support existing customers as per ForeScout's [ActiveCare Maintenance and Support policy](#) for the length of their ActiveCare maintenance contracts, or December 31, 2019, whichever comes first. ForeScout will make commercially reasonable efforts to provide technical assistance, bug fixes and workarounds for bugs for CounterACT Edge products.

Q14. Can customers renew their ActiveCare maintenance on a yearly basis until they complete their migration?

Customers can renew their ActiveCare contracts on a yearly basis for coverage through December 31, 2019.

If you have any additional questions about this End-of-Life announcement, please contact your ForeScout Sales Representative.



ForeScout Technologies, Inc.
900 E. Hamilton Avenue #300
Campbell, CA 95008 USA

Toll-Free (US) 1.866.377.8771
Tel (Intl) 1.408.213.3191
Support 1.708.237.6591
Fax 1.408.371.2284

© 2016. ForeScout Technologies, Inc. is a privately held Delaware corporation. ForeScout, the ForeScout logo, ControlFabric, CounterACT Edge, ActiveResponse and CounterACT are trademarks or registered trademarks of ForeScout. Other names mentioned may be trademarks of their respective owners. **Version 4_16**