

Forescout End-of-Life Policy¹

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 ("Support Services") or customers who purchase Special Use Hardware are entitled to the benefits associated with this EOL Policy. Special Use Hardware includes the FS-HW-2130 and the FS-HW-MDX600S sensors; customers purchasing the FS-HW-2130 and the FS-HW-MDX600S sensors will only receive hardware benefits under this EOL policy with a valid Support Services software contract. 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, along with Hardware components in the FS-HW-2130 and MDX600S sensors. Software compatibility with third-party products is documented in the Compatibility Matrix [portal](#). 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 5 years from the original appliances date of shipment, except that, with respect to the FS-HW-4130-OT and FS-HW-4130-IT hardware appliances, Forescout will only provide a replacement for any defective hardware appliance or its components for three (3) years from the original appliance's date of shipment ("Support Period"), provided that the customer has a valid Support Services contract for such appliance and consistent with the Documentation. With respect to the FS-HW-2130 and the FS-HW-MDX600S sensors, Forescout will provide a replacement for the defective hardware for three (3) years from the Support Period, provided the customer has a Support Services contract for the associated software and consistent with the Documentation. The clock for the Support Period will not reset upon customers receipt of a replacement sensor via RMA.

Defects in all other Hardware components in the sensor require a replacement of the entire sensor. At its sole discretion, Forescout will replace any defective Hardware with a similar or functionally equivalent (new or reconditioned) replacement.

- Excluding the exceptions set forth in this EOL Policy, Forescout will provide warranty support for the Hardware during the Support Period, provided that the customer has a valid Support Services contract for such appliance and consistent with the Documentation.
- After the Support Period ends, customers can procure new Hardware or Special Use Hardware. In order for new Hardware to be supported, Forescout requires that customers purchase a new Support Services software contract at the end of the Support Period. If this is purchased, Forescout will continue to support the customer's new Hardware consistent with this EOL Policy.
- The Forescout Hardware Support Lifecycle policy applies only to Forescout-branded Hardware appliances and sensors. It does not apply to other hardware that a customer may purchase from another vendor, including other hardware that a customer uses for Forescout virtual appliances.
- Forescout will provide reasonable notice of the End of Sale ("EOS") date for a Hardware appliance. The EOS date refers to the date after which a customer may no longer purchase a particular Hardware appliance or sensor. Forescout may also choose to designate a last supported Software version for any EOS Hardware appliance or sensor, or support may be offered at a Limited Support level, as set forth in Forescout's Software Support Policy.
- Support for Software installed on a Hardware appliance or sensor will be subject to the EOL Policy for the version of the Software customer chooses to install. Customers may be required to update to newer versions of the installed Software to receive continued software support.

- Exceptions are at the sole discretion of Forescout and documented on the Forescout End-of-Life website at <https://www.forescout.com/support-hub/end-of-life/>.

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 Support Services contract and consistent with the Documentation. With respect to the FS-HW-2130 and the FS- HW-MDX600S sensors, customer shall still purchase a Support Services contract for the software that is licensed for the sensors, in order to obtain warranty support Software updates and upgrades, bug fixes, and workarounds for bugs.
- 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 twenty-four (24) 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. Fixes may require customer to upgrade the Software.
- 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-six (36) months after the last major/minor Software feature release GA date.
- A current Software version is defined as the most recent release of the Forescout proprietary Software. Feature enhancements will only be provided in the current Software version.
- 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 Software releases as identified in the Documentation and Forescout Compatibility Matrix. At the time a Forescout proprietary Software version reaches end-of-life, any eyeExtend module running solely on that version of the Software will also reach end of life. At Forescout’s sole discretion, and with reasonable notice, the support of eyeExtend modules may be further limited, as required.
- In addition, third-party vendor changes to the availability or support for features of third-party products that integrate with an eyeExtend module may result in the reduction or elimination of maintenance and support for the third-party product. Forescout may also choose to end-of-life an eyeExtend module due to market demand or technical feasibility, and in doing so will make reasonable efforts to notify impacted customers. eyeExtend Modules will be supported for twelve (12) months from the posted end-of-life date for the affected module.

Compatibility Matrix Validation

Forescout provides a Compatibility Matrix [portal](#) 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 (36-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.

3rd Party Software Status	Support Level
Current software/firmware	Active support
Software/firmware not EOL, yet >36 months since release	Active support of 2 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](#).

¹ For Forescout’s prior End of Life Policy please click here: <https://www.forescout.com/company/legal/forescout-end-of-life-eol-policy/september-27-2021>.

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