



## Forescout End-of-Life Policy<sup>1</sup>

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. This EOL Policy applies only to Software and Products, including hardware Appliances, under a valid maintenance and support agreement ("Support Services") and Cloud Services that include Support Services. Forescout reserves the right to modify this EOL Policy at any time upon notice through the Customer Portal, or by email notification to Customer or its Forescout Partner ("EOL Notification Date"). No subscriptions, term-based licenses or Cloud Services (including renewals) with a Term extending beyond the Last Day of Support will be sold after the EOL Notification Date.

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 Appliance or its components for five (5) years from the original Appliance Shipment Date, except that, with respect to the FS-HW-4130-OT and FS-HW-4130-IT Appliances, Forescout will only provide a replacement for any defective Appliance or its components for three (3) years from the Shipment Date ("Support Period"). With respect to the FS-HW-2130 and the FS-HW-MDX600S sensors, Forescout will provide a replacement for the defective hardware Appliance for three (3) years from the Support Period. The clock for the Support Period will not reset upon Customer's receipt of a replacement sensor via RMA.
- At its sole discretion, Forescout will replace any defective Appliance 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 a hardware Appliance during the Support Period.
- 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 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. With respect to the FS-HW-2130 and the FS- HW-MDX600S sensors, Customer must 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 (“Last Day of Support”).
- 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.

## Credits

If Customer has prepaid a fee for Usage Rights to Cloud Services that become EOL before the expiration of the Term, Forescout will use commercially reasonable efforts to transition Customer to a substantially similar Product. If Forescout does not have a substantially similar Product, then Forescout will credit Customer or its Forescout Partner, as applicable, for any unused portion of the prepaid fee for the Products declared EOL (“EOL Credit”). The EOL Credit will be calculated from the last date the applicable Product is available to the last date of the applicable Term. Such EOL Credit can be applied towards the future purchase of Products.

## 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](#).

---

<sup>1</sup> For Forescout's prior End of Life Policy please click here: <https://www.forescout.com/company/legal/forescout-end-of-life-eol-policy/september-28-2022>

Learn more at [Forescout.com](https://forescout.com)  
Forescout Technologies, Inc.  
2400 Dallas Parkway, Suite 230  
Plano, TX 75093 USA

Toll-Free (US) 1-866-377-8771  
Tel (Intl) +1-408-213-3191  
Support 1-708-237-6591

© 2023 Forescout Technologies, Inc. All rights reserved. Forescout Technologies, is a Delaware corporation. A list of trademarks and patents is available at [www.forescout.com/company/legal/intellectual-property-patents-trademarks](https://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.