Product Life Cycle Policy

End of Life policy for Enterprise & Government products – software, appliance & SaaS/cloud services

Forcepoint

Introduction

Forcepoint strongly suggests that customers utilize the most recent version of our solutions. The impact of the evolving IT threats can best be limited by implementing the latest iterations of our software solutions.

This Forcepoint Product Life Cycle Policy (Policy) defines the stages of Forcepoint's appliance and hardware products, software products, software versions, and SaaS/cloud services (Product(s)) from initial release through retirement. This Policy describes appliance or hardware warranties, as well as technical support or maintenance, including updates and fixes for hardware, appliances, software, and SaaS/cloud services from initial launch through eventual End of Life. The intent of this Policy is to provide consistent documentation that aids in planning and preparing for an organization's support needs.

This Policy document is comprised of four separate sections:

1. **Appliance & Hardware Life Cycle** – Details standalone hardware or appliance products.
2. **Enterprise Software & Software Versions Life Cycle** – Includes automatic and manually updated versions of our on-premise commercial software products.
3. **Cloud-Delivered Software as a Service Solutions Life Cycle** – Includes automatic and manually updated versions of our cloud-delivered commercial software solutions.
4. **Global Governments Software & Software Versions Life Cycle** – Includes automatic and manually updated versions of our Global Governments software products.

Milestone Definitions:

- **Beta Availability** – Phase during which beta or early access releases are available to select customers for deployment or use in a non-production environment. Beta releases are created entirely at the discretion of Forcepoint.
- **General Availability** – Phase during which a Major Release is available for use in production deployments together with the associated Minor Releases, if any. Major Releases trigger life cycle changes for previous releases. Refer to the individual (Commercial and Global Governments) life cycle Policy sections for additional details. When a Minor Release or Maintenance Release is available for any given Major Release, all previous Minor Releases and Maintenance Releases for the given Major Release are retired.
- **General Availability of SaaS/Cloud Services** – Phase during which Forcepoint has made a production version of the cloud-delivered Software as a Service (SaaS) solution available to customers.
- **End of Maintenance** – Date at which the Product and/or Product release receives no further Minor Releases.
- **End of Support** – Date at which the Product and/or Product release is no longer eligible for technical support services.
- **End of Sale Notice** – Forcepoint's announcement to all current customers and channel partners detailing the intention to end Product sales. Licenses to the Product are available for final purchase.
- **End of Sale** – Date from which licenses to the Product will no longer be sold. Some parts or extensions may remain available while supplies last.
- **End of Life** – Date from which the Product and/or Product release is no longer available for technical support, including new product releases or critical fixes, and in the case of Forcepoint's cloud-delivered SaaS/Cloud service is no longer available.

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Appliance & Hardware Life Cycle

Effective January 2020

The Appliance and Hardware Life Cycle Policy applies to Forcepoint hardware or appliance products, and consists of Forcepoint-branded hardware and firmware, as well as any spare parts or components. The product families within theAppliance and Hardware Life Cycle include:

- *Forcepoint NGFW & Sidewinder (including SMC)*
- *Forcepoint I-Series, S-Series, x10G, M-Series, V-Series & Z-Series Appliances*
- *Forcepoint Data Guard*
- *Forcepoint Behavioral Analytics*
- *Forcepoint Advanced Malware Detection On-Premises*

Refer to the Forcepoint Product Support Cycle web page for detailed information on each appliance or hardware model: https://support.forcepoint.com/ProductSupportLife Cycle.

Figure 1 outlines the Forcepoint Appliance and Hardware Life Cycle from product introduction through End of Life. The Policy describes the expectations for Forcepoint customers and partners after each key date.

Figure 1. Appliance and Hardware Life Cycle

After product launch, each Forcepoint appliance and hardware product will be Generally Available (GA) for a varying period of time. The GA period will differ for each appliance and hardware product but is typically available for 2-4 years. Each product will have its own unique timeline, deliverables, and technical support options available once a product is no longer GA or has reached End of Sale.

Forcepoint will provide notification three months (90 days) in advance of any hardware or appliance product reaching End of Sale. During this notification period, licenses to the product remain available for new purchases. The End of Sale notification will outline all options available beyond the End of Sale date and associated dates. Forcepoint reserves the right to change the deliverables of technical support or limit the technical support offerings for an appliance that has reached End of Sale.

Post End of Sale Support

When any Forcepoint hardware or appliance product has reached End of Sale, licenses to the product will no longer be available for new purchases. The End of Sale Notice will contain all relevant dates and options available through the product's End of Life. Unless otherwise stated in the End of Sale Notice, Forcepoint appliance or hardware products will have the following options and associated dates:

- **Post End of Sale** – Receive all new hardware or appliance software releases and updates as well as content updates. Remain eligible for warranty extensions for a period of two years.
- **Post End of Maintenance** – Receive critical fixes and security updates at Forcepoint's discretion as well as access to content updates. Remain eligible for warranty extensions for a period of two years from the initial purchase date, not to exceed five years.

Table 1 outlines the options available post End of Sale (EOS).

Appliance Life Cycle Support		Year 1	Year 2	Year 3	Year 4	Year 5
Critical Fixes & Security Updates	EOS	X	X	X	X	X
Content Updates		X	X	X	X	X
New Major Software Versions		X	X	X		
New Minor Releases		X	X	X	For NGFW Only	For NGFW Only
Hardware Repair or Replacement		With Warranty Extension	With Warranty Extension	With Warranty Extension	With Warranty Extension	With Warranty Extension

Table 1. Post End of Sale Options
X= Standard

Unless otherwise stated, technical support and warranty services for hardware products can be purchased up to five years after the date of the initial hardware or appliance purchase.

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Software & Software Version Life Cycle

Effective January 2020

Commercial Software & Software Version Life Cycle Policy

This Commercial Software and Version Life Cycle Policy applies to all Commercial software developed for on-premise deployment on Forcepoint hardware or appliances or virtually. It does not include cloud-based software ("Cloud Services") such as CASB or software as a service ("SaaS") such as Web Security Cloud SaaS or Email Security Cloud SaaS.

This Policy includes software for the following product families:

- *Forcepoint NGFW & Sidewinder (Including SMC)*
- *Forcepoint Web Security (Excluding Cloud / Hybrid Deployment)*
- *Forcepoint Email Security (Excluding Cloud / Hybrid Deployment)*
- *Forcepoint URL Filtering*
- *Forcepoint DLP*
- *Forcepoint Insider Threat*
- *Forcepoint Threat Protection*
- *Forcepoint UEBA*
- *Forcepoint Data Guard*

Refer to the Forcepoint Product Support Cycle web page for detailed information on every Forcepoint software product orsoftware versions: https://support.forcepoint.com/ProductSupportLifeCycle.

Software Version Numbering & Definitions

Forcepoint provides multiple commercial software release types with each being identified by the version number. Table 2details the software release types for Forcepoint commercial products and what each contains.

Terminology	Description	Example
Major Release	Major new functionality, additions, enhancements, or updates.	8.2 -> 8.3 or 7.8 -> 8.0
Minor Release	Fixes for known issues or hotfixes that have been issued. May also contain minor enhancements to existing functionality.	8.3 -> 8.3.1 or 8.2.1 -> 8.2.2
Hot Fixes	Targeted fixes to quickly address issues within Major or Minor Releases.	N/A

Table 2. Commercial Software Release Types

Forcepoint

Figure 2 outlines the Forcepoint Commercial Software Version Life Cycle for Major Releases from introduction through the End of Support.
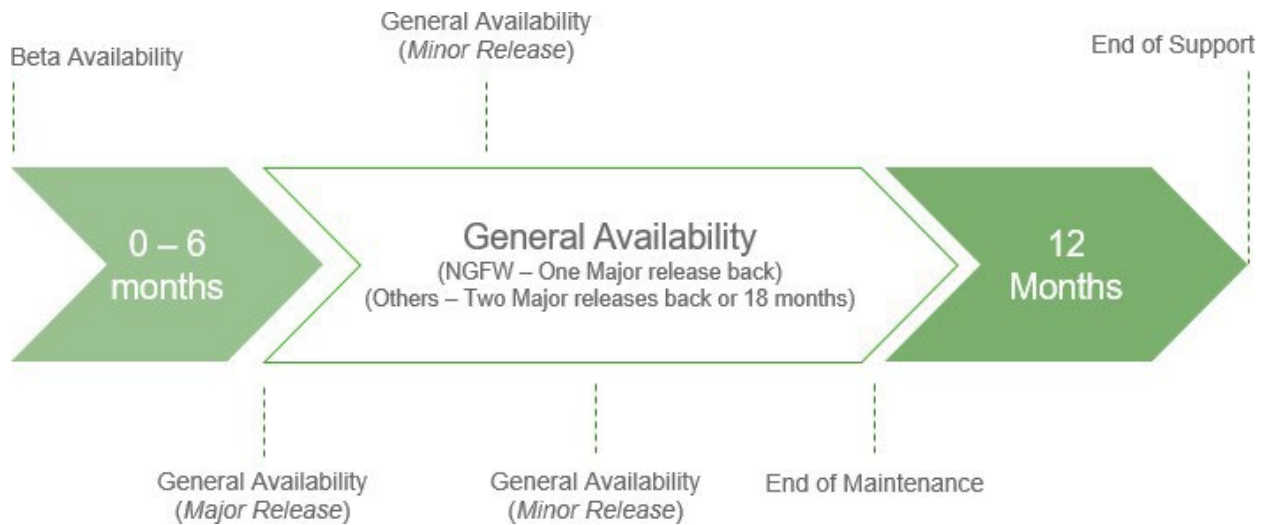

Figure 2. Commercial Software Version Life Cycle

Major Software Releases

Major Releases constitute the most significant release type for Forcepoint software and a new Major Release triggers life cycle changes for previous releases. With the launch of a new Major Release, prior software versions will be retired with the detail depending on the product.

- **Forcepoint NGFW**: The version that is one Major Release back is retired and enters the End of Maintenance period.
- **Other Forcepoint product families**: The version that is either two Major Releases back or 18 months old is retiredand enters the End of Maintenance period.

During the End of Maintenance period for a given software version it may continue to be eligible for technical support. Critical functionality or security fixes can be provided at Forcepoint's discretion. These fixes, if any, will be provided in a Minor Release or hot fix.

Maintenance Software Releases

Minor Releases provide for easy distribution and upgrade or installation of critical functionality or security fixes to any Forcepoint product. Minor Releases are scoped to only include required fixes or functionality updates. Minor Releases are driven by a need for updates at Forcepoint's discretion.

When a Minor Release is launched, the previous Minor Release version is retired. Critical issues discovered within retired Minor Releases are addressed in the next Minor Release for the associated Major Release.

Long-Term Supported (LTS) Releases

Forcepoint has specific releases labelled as LTS, which provide 24 months of technical support regardless of the number of releases from initial launch. These releases require special authorization and are usually reserved for certified releases (e.g., Common Criteria). End of Life dates are communicated separately.

Forcepoint Software Product End of Sale

Figure 3 defines the expected announcement and continued technical support when a Forcepoint commercial software product is to be discontinued.

Figure 3. Commercial Software End of Sale Life Cycle

Forcepoint will provide notification three months (90 days) in advance of an End of Sale of a commercial software product. During this notification period, licenses to the product remain available for new purchases or expansions. When the product is End of Sale, Forcepoint may make available for purchase a one-year period of limited technical support including limited security patches, but excluding bug fixes, security fixes and content updates. Forcepoint reserves the right to reduce or extend the technical support expectation depending on the product situation.

Customers with a current and fully paid subscription continue to receive technical support through the end of the subscription term in accordance with the terms of the applicable Forcepoint end user license agreement unless notified at the time of the End of Life announcement.

The End of Life period allows customers to purchase limited technical support, make last-time purchases or expansions, and plan to move to the new baseline.

Forcepoint ONE Cloud-Delivered Software as a Service Solutions Life Cycle

Effective January 2023

Forcepoint ONE cloud-delivered Software as a Service (SaaS) products are updated at a regular cadence during the year with the current version replacing previous versions. All customers using the same cloud environment are updated when a new version is released so all customers maintain the most current version. Some SaaS solutions may include downloadable components which are required to be updated by the customer to the supported version.

This SaaS product life cycle defines the stages of the Forcepoint ONE SaaS product and associated downloadable components from initial release through retirement. Policy defines the support available through a product's life cycle as well as the various milestones to its retirement.

This policy is comprised of two sections:
1. Cloud-based component of cloud-delivered SaaS solutions
2. Downloadable components of cloud-delivered SaaS solutions

Cloud-based component of SaaS solutions

The Cloud-based component applies to cloud delivered SaaS products. This applies to Forcepoint ONE and each of its subordinate offerings, including but not limited to:

- Forcepoint ONE Web Security Edition
- Forcepoint ONE ZTNA Private App Security
- Forcepoint ONE CASB Cloud App Security
- Forcepoint ONE Cloud Security Edition
- Forcepoint ONE CASB API Scanning
- Forcepoint ONE CSPM
- Forcepoint ONE SSPM
- Forcepoint ONE IaaS Scanning
- Forcepoint ONE RBI Add-on
- Forcepoint ONE Malware Protection

(The above includes any FEDRAMP Edition for the listed SaaS products)

Figure 1. outlines the life cycle of cloud delivered SaaS through End of life
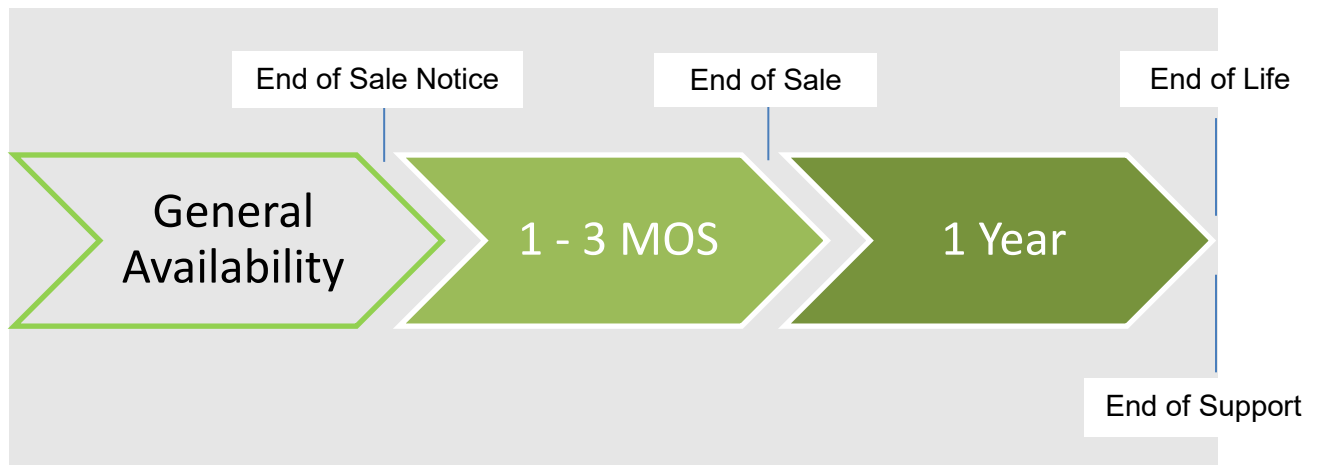
Forcepoint will endeavor to provide notification between 1 and 3 months (30 - 90 days) in advance of any SaaS product reaching End of Sale. Prior to the End of Sale date, new subscriptions to the product remain available. After the End of Sale date, customers may renew their subscriptions or purchase seat or user adds until End of Life at which time all subscriptions will terminate, except as noted below.

Customers with existing contracts that extend beyond End of Life will be offered another option, which may include an upgrade path or migration to a replacement.

<u>Downloadable component of cloud-delivered SaaS solutions</u>

The on-premises component life cycle applies to endpoint agents and connectors installed on-premises to enable certain features of the cloud-delivered SaaS solution. The product families with this lifecycle include:

- Forcepoint ONE SmartEdge Agent (Endpoint Agent)
- Forcepoint ONE ZTNA Connector
- Forcepoint ONE Shadow IT Discovery OVA (Syslog Connector)
- Forcepoint ONE Directory Sync Agent (Directory Connector)

Downloadable components may require the download and installation of new version or configuration changes in the cloud to push down a new version.

Downloadable components will be supported 6 months after the release of a subsequent major version. (For example, if a new version N+1 is released on Jan 1, 2023, then the previous major version N will be End of Support/Life on Jun 30, 2023)

All versions of a downloadable component will reach its End of Sale/Life when its equivalent cloud-based component reaches the same milestone.

<u>Identifying Version change of downloadable components</u>

Downloadable components have two version formats as below

- Dotted format W.X.Z.BUILD e.g. 1.4.1.220227-140 or 2.11.10.290
- Date format YYMMDD-BUILD e.g. 210803-51

A change in the build number BUILD number is not considered a version change. Any other update to the version is considered a version change.

Version N Released | Version N+1 Available | End of Support Version N

General Availability | 6 MO

End of Life Version N

Global Governments Software & Software Version LifeCycle

This Global Governments Software and Version Life Cycle Policy applies to all Global Governments software developed for on-premise deployment on Forcepoint hardware or appliances or virtually.

This Policy includes software for the following product families:

- *Forcepoint Trusted Thin Client*
- *Forcepoint High Speed Guard*
- *Forcepoint Trusted Gateway System*
- *Forcepoint Trusted Mail System*
- *Forcepoint Trusted Print Delivery*
- *Forcepoint WebShield*
- *Forcepoint SimShield*

Refer to the [Forcepoint Product Support Cycle](https://support.forcepoint.com/ProductSupportLifeCycle) web page for detailed information on each software version: https://support.forcepoint.com/ProductSupportLifeCycle.

Software Version Numbering & Definitions

Forcepoint provides two Global Governments software release types, with each being identified by the version number. Table 3 details the software release types for Forcepoint Global Governments products and what each contains.

Terminology	Description	Example
Major Release	These are first order (V) changes. The major changes described to the left represent an upgrade to a new baseline, which requires new Assessment and Accreditation (A&A).	*7.8 -> 8.0 or* *7.8.0.2 -> 8.0 or* *7.8.1 -> 8.0*
Minor Release	These are second order (or beyond) version changes. The changes described to the left include updates to the existing baseline, which may require A&A activity.	*7.8.0.1 -> 7.8.0.2 or* *7.8.0.1 -> 7.8.1 or* *7.8.0.1 -> 7.9*

Table 3. Global Governments Software Release Types

Figure 4 outlines the Forcepoint Global Governments Software Version Life Cycle for Major Releases from introduction through the End of Support.

Figure 4. Global Governments Software Version Life Cycle

Software Releases

All Global Governments Major Releases and Minor Releases are scheduled on a cadence based on product type and customer base.

When a new Major Release is generally available, the version one Major Release back enters the End of Sale period.

When a new Minor Release is generally available, the previous Minor Release version of a product is retired. Critical issues discovered within retired Minor Releases are addressed in the next Minor Release for the associated Major Release.

Forcepoint Software Product Retirement

Figure 5 defines the expected notice and continued technical support periods when a Forcepoint Global Governments software product is to be retired.
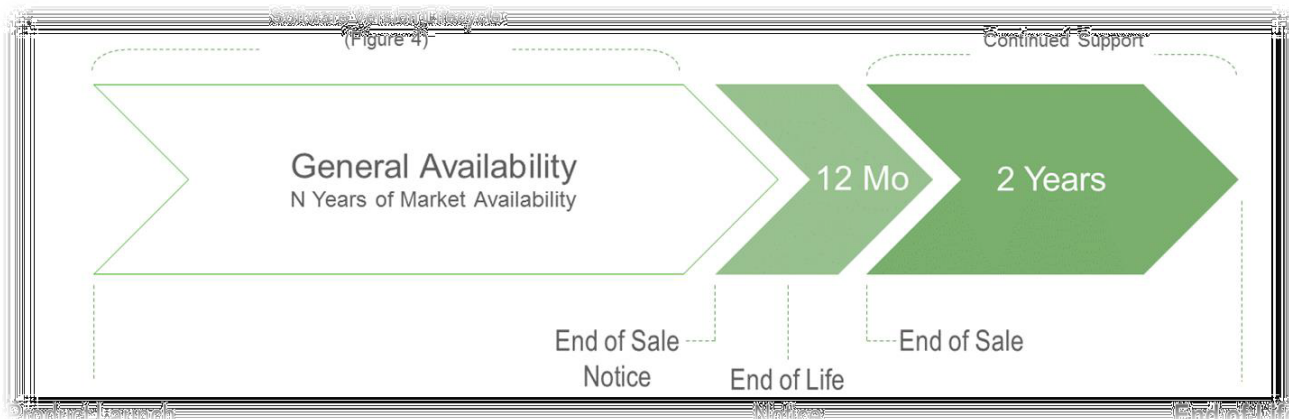

Figure 5. Global Governments Software Notice and Continued Support

Forcepoint will provide notification 12 months in advance of an End of Sale of a software product. During this notification period, licenses to the product remain available for new purchases or expansions.

When the product reaches End of Sale, licenses to the product will no longer be available for purchase and it will transition intoa two-year End of Life period. During the End of Life period, Forcepoint will make available for purchase continued technical support including critical bug fixes, security fixes, and content updates.

The End of Life period allows customers to renew technical support, make last-time purchases or expansions, and plan to move to the new baseline.

When the End of Life period ends, the product is no longer supported, unless special exceptions are specifically negotiated fora given customer.

Red Hat® Enterprise Linux® Life Cycle Impact

Some Forcepoint product components are based on the Red Hat Enterprise Linux operating system (OS). When Red Had has reached its post-production life cycle phase, it enters an "Extended Lifecycle Support" (ELS) phase. This phase length varies but has historically been at least three years long. During this phase, Red Hat will no longer provide minor (or "dot") releases, hardware updates, etc., but will continue to provide "critical-impact security fixes and selected urgent priority bug fixes for the last minor release." Forcepoint will make every attempt with release schedules and new baseline availability (including completing necessary A&A activities) to avoid entering Red Hat's ELS phase for a given OS version. However, if circumstances dictate otherwise, Forcepoint will extend that OS support capability to its customers under current Maintenance along with Forcepoint product fixes and updates as needed.

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About Forcepoint

Forcepoint is the global human-centric cybersecurity company transforming the digital enterprise by continuously adapting security response to the dynamic risk posed by individual users and machines. The Forcepoint human point system delivers risk-adaptive protection to continuously ensure trusted use of data and systems. Based in Austin, Texas, Forcepoint protects the human point for thousands of enterprise and government customers in more than 150 countries.