



**Tripwire, Inc.  
Product Support and  
Discontinuation Policy  
November 2017**

## Support Policy for Tripwire Products

Tripwire, Inc. provides “Full Support” for the Current Release (CR) of all its products. Additionally, Tripwire will provide “Limited Support” to the CR -1 release for 12 months after the CR has been made available. Regardless of the number of supported releases, Tripwire will always provide at least “Limited Support” for a release for a period of 24 months from that Release/Version’s original release date.

Example for Tripwire Enterprise (TE): Using these four Release/Versions (8.4.1, 8.4, 8.3 and 8.2), the following support policies would change and apply when TE 8.4.1 is released:

- 8.4.1 becomes CR and on “Full Support”
- 8.4 becomes CR -1 and changes to “Limited Support”
- 8.4 (CR -1) support ends 12 months from the release date of 8.4.1 (CR) or 24 months from its own release date, whichever is longer
- 8.3 and older versions have support up to 24 months from their original release dates only
- No Release/Version will be supported longer than 24 months unless it is the CR or CR -1

## Extension of Support Periods

In some cases, Tripwire may choose to extend its support of certain product lines beyond the dates specified in this document. Extensions may be contractually negotiated at the sole discretion of Tripwire.

## Discontinuation

Tripwire no longer sells these products. Tripwire will continue to offer limited technical support for the discontinued products until the earlier of (1) the expiration date of the support period you purchased, or (2) the date selected as the discontinuation date for the product. Tripwire will continue to provide the same level of technical support you currently enjoy with the following exceptions:

- If a product defect is found and verified, Tripwire Customer Support will document and evaluate the defect.
- Where a workaround for the issue exists, Tripwire will not provide programmatic fixes for the Products. Workarounds that may cause performance issues, scalability issues, or are labor intensive for the customer are considered valid workarounds.
- In the event that the issue requires functional enhancements to the product, please be advised that Tripwire will not provide further enhancements for the Products. This means that Tripwire will not develop additional features and/or functionalities for the Products.

## Additional Information

Additional information regarding the availability and support periods of certain product lines can be obtained from Tripwire Customer Support representatives. To find the contact information for the Tripwire office closest to you, visit the [Contact Tripwire](#) page at Tripwire.com. Please note that proactive notification email messages and associated documentation are currently provided only in English.

<b>Legend</b>	<ul style="list-style-type: none"><li>• Version support has moved to Withdrawn</li><li>• End of Life status has been reached</li></ul>
	<ul style="list-style-type: none"><li>• Version support has moved to Limited Support</li><li>• An End Of Life date has been scheduled but not reached yet</li></ul>
	<ul style="list-style-type: none"><li>• Version support is Full Support</li><li>• No End Of Life date has been announced</li></ul>

## Tripwire Product Support Matrix

Tripwire Enterprise (TE)				
Version	Support Status	Release Date	Support Withdrawal Date	Replaced by
8.6	Full Support	September 2017	Current	TBD
8.5.5	Limited Support	July 2017	July 1, 2019	8.6
8.5.4	Limited Support	June 2017	June 1, 2019	8.5.5
8.5.3	Limited Support	March 2017	March 1, 2019	8.5.4
8.5.2	Limited Support	December 2016	December 1, 2018	8.5.3
8.5.1	Limited Support	October 2016	October 1, 2018	8.5.2
8.5	Limited Support	July 2016	July 1, 2018	8.5.1
8.4.2	Limited Support	April 2016	April 1, 2018	8.5
8.4.1 (In Progress: Common Criteria - EAL 2+)	Limited Support	December 2015	December 1, 2017	8.4.2
8.4	Limited Support	November 2015	November 1, 2017	8.4.1
8.3.x (Certified: Common Criteria - EAL 2+)	Withdrawn	September 2013	November 1, 2016	8.4
8.2.x	Withdrawn	September 2012	September 1, 2014	8.3
8.1.2.5 (Certified: Common Criteria - EAL 2+)	Withdrawn	August 2012	September 1, 2016	8.3
Tripwire Log Center (TLC)				
Version	Support Status	Release Date	Support Withdrawal Date	Replaced by
7.2.6	Full Support	October 2017	Current	TBD
7.2.5	Limited Support	June 2017	June 1, 2019	7.2.6
7.2.4	Limited Support	March 2017	March 1, 2019	7.2.5
7.2.3	Limited Support	December 2016	December 1, 2018	7.2.4
7.2.2	Limited Support	August 2016	August 1, 2018	7.2.3
7.2.1	Limited Support	June 2016	June 1, 2018	7.2.2
7.2	Limited Support	February 2016	February 1, 2018	7.2.1
7.1.4	Withdrawn	September 2015	September 1, 2017	7.2
7.1.3	Withdrawn	June 2015	June 1, 2017	7.1.4
7.1.2	Withdrawn	February 2015	February 1, 2017	7.1.3
7.1.1	Withdrawn	November 2014	November 1, 2016	7.1.2
7.1	Withdrawn	July 2014	July 1, 2016	7.1.1
7.0	Withdrawn	July 2013	July 1, 2015	7.1
Tripwire IP360				
Version	Support Status	Release Date	Support Withdrawal Date	Replaced By
8.1.2	Full Support	August 2017	Current	TBD
8.1.1	Limited Support	May 2017	May 1, 2019	8.1.2
8.1	Limited Support	November 2016	November 1, 2018	8.1.1
8.0	Limited Support	August 2016	August 1, 2018	8.1
7.5.2	Limited Support	February 2016	February 1, 2018	8.0
7.5.1	Limited Support	November 2015	November 1, 2017	7.5.2
7.5	Withdrawn	July 2015	July 1, 2017	7.5.1
7.4.2	Withdrawn	July 2015	July 1, 2017	7.5
7.4.1	Withdrawn	January 2015	January 1, 2017	7.5
7.4	Withdrawn	October 2014	October 1, 2016	7.4.1
7.3	Withdrawn	April 2014	April 1, 2016	7.4
7.2.6 (Limited Release)	Withdrawn	September 2015	January 1, 2017	7.5
7.2.5	Withdrawn	January 2015	January 1, 2017	7.5
7.2.4	Withdrawn	June 2014	June 1, 2016	7.2.5
7.2.2	Withdrawn	September 2013	September 1, 2015	7.2.4
7.2.1	Withdrawn	June 2013	June 1, 2015	7.2.2

<b>Tripwire Configuration Compliance Manager (CCM)</b>				
<b>Version</b>	<b>Support Status</b>	<b>Release Date</b>	<b>Support Withdrawal Date</b>	<b>Replaced By</b>
5.17.6	Full support	September 2017	Current	TBD
5.17.5	Limited Support	June 2017	June 1, 2019	5.17.6
5.17.4	Limited Support	April 2017	April 1, 2019	5.17.5
5.17.3	Limited Support	January 2017	Jan 1, 2019	5.17.4
5.17.2	Limited Support	October 2016	October 1, 2018	5.17.3
5.17.1	Limited Support	August 2016	August 1, 2018	5.17.2
5.17	Limited Support	April 2016	April 1, 2018	5.17.1
5.16.2	Limited Support	March 2016	March 1, 2018	5.17
5.16.1	Limited Support	December 2015	December 1, 2017	5.16.2
5.16	Withdrawn	September 2015	September 1, 2017	5.16.1
5.15.5	Withdrawn	June 2015	June 1, 2017	5.16
5.15.4	Withdrawn	March 2015	March 1, 2017	5.15.5
5.15.3	Withdrawn	November 2014	November 1, 2016	5.15.4
5.15.2	Withdrawn	May 2014	May 1, 2016	5.15.3
5.15.1	Withdrawn	January 2014	January 1, 2016	5.15.2
5.15	Withdrawn	August 2013	August 1, 2015	5.15.1
<b>Tripwire Security Intelligence Hub (SIH)</b>				
<b>Version</b>	<b>Support Status</b>	<b>Release Date</b>	<b>Support Withdrawal Date</b>	<b>Replaced By</b>
2.7.4	Full Support	August 2017	Current	TBD
2.7.3	Limited Support	March 2017	March 1, 2019	2.7.4
2.7.2	Limited Support	November 2016	November 1, 2018	2.7.3
2.7.1	Limited Support	March 2016	March 1, 2018	2.7.2
2.7	Withdrawn	May 2015	May 1, 2017	2.7.1
2.6.2	Withdrawn	July 2014	July 1, 2016	2.7
2.6.1	Withdrawn	October 2013	October 1, 2015	2.6.2
2.6	Withdrawn	March 2013	March 1, 2015	2.6.1
2.5	Withdrawn	February 2012	February 1, 2014	2.6
<b>Tripwire Connect</b>				
<b>Version</b>	<b>Support Status</b>	<b>Release Date</b>	<b>Support Withdrawal Date</b>	<b>Replaced By</b>
3.5.1	Full Support	Nov 2017	Current	TBD
3.5	Limited Support	May 2017	May 1, 2019	3.5.1
3.0.1	Limited Support	December 2015	May 1, 2018	3.5
3.0	Withdrawn	September 2015	September 1, 2017	3.0.1
2.0.3	Withdrawn	December 2013	September 1, 2016	3.0
2.0.2	Withdrawn	June 2013	June 1, 2015	2.0.3
2.0	Withdrawn	August 2012	August 1, 2014	2.0.2
<b>Tripwire Operations Center (TOC)</b>				
<b>Version</b>	<b>Support Status</b>	<b>Release Date</b>	<b>Support Withdrawal Date</b>	<b>Replaced by</b>
1.2	Full Support	October 2017	Current	TBD
<b>Tripwire Manager and Tripwire for Servers (TM/TFS)</b>				
<b>Version</b>	<b>Support Status</b>	<b>Release Date</b>	<b>Support Withdrawal Date</b>	<b>Replaced by</b>
4.8.4 & 4.8.5	Full Support	November 2013	Current	TBD
4.8.3	Withdrawn	April 2010	April 1, 2014	4.8.4
4.6.1 (Certified: Common Criteria – EAL 3+)	Withdrawn	July 2009	October 1, 2017	4.8.4

## SUPPORT DEFINITIONS

Common Criteria	The Common Criteria for Information Technology Security Evaluation (abbreviated as Common Criteria or CC) is an international standard (ISO/IEC 15408) for computer security certification. Common Criteria provides assurance that the process of specification, implementation and evaluation of a computer security product has been conducted in a rigorous and standard manner
CR -1 Release	The latest Release/Version to become generally available (GA) prior to the current release
CR -2 Release	The latest Release/Version to become generally available prior to the CR -1 release
Current Release (CR)	The most recently available Release/Version of a Tripwire product is commonly known as the "Current Release."
Customer Center	Tripwire's "Self-Service Support Portal and Customer Community" where the Customer has access to (a) create, update and manage Support requests online, (b) the Tripwire Knowledge Base, and (c) Support Technical Documentation
End of Life (EOL)	The date when a product is no longer supported (Withdrawn). Also known as "Sunset", "Discontinued", or "No Support"
Full Support	Full support is provided to Customers based on the terms and conditions of their license agreement. Additional information on Tripwire Customer Support may be found at <a href="https://secure.tripwire.com/customers/files/TW_Support_Guidelines.pdf">https://secure.tripwire.com/customers/files/TW_Support_Guidelines.pdf</a>
Limited Support	As a product enters the Limited Support phase, the following guidelines apply: <ul style="list-style-type: none"> <li>• Enhancements will not be made to the Release/Version</li> <li>• Tripwire will only develop fixes for problems of high technical or impact to the Customer. The degree of impact and exposure and the consequent activities will be determined jointly by the Customer and Tripwire representatives</li> <li>• Customer Support will direct Customers to current release for existing fixes/patches and workarounds applicable to the reported issue</li> <li>• Download of CR -1 and CR -2 for support of legacy systems upon Customer request</li> </ul>
Product Lifecycle	A Software release moving through Full Support to Limited Support and to Withdrawn (End of Life) phases
Release	A new version of the Software made available to Customers
Release/Version	A Release/Version is a deliverable of a Tripwire product that is fully functional and is installable on the targeted platform through a standard installation program. A Release/Version is referenced using the VV, RR, and MM portions of the release number as described under "Release Numbering"
Release Numbering	Tripwire commonly uses a three-place numbering scheme to designate released versions of software. The format is VV.RR.MM, where VV indicates the version, RR indicates the release level, and MM indicates the maintenance level. An example would be version [3.2.2]. Often in referring to general product versions and releases, the maintenance level is omitted. For example, both [3.2.1] and [3.2.2] may at times be referred to as [3.2] or [3.2.x]
Software Updates	Changes to the Software that improve usability. Generally an accumulation of maintenance changes to the Software in response to resolutions of Customers' Service Requests (including problems, usability issues, and cosmetic changes) and other Tripwire engineering changes
Software Upgrades	"Upgrades," as referenced in the Support Policies, refers to new versions of the original Software (identified by a version change to the left of the decimal point, e.g. 8.0 to 9.0) that add functionality and do not extend to other Tripwire product offerings. Upon receipt of a Software update or upgrade, Customer agrees to cease all use of the prior version of the Software and destroy all copies
Support Agreement	The terms and conditions of support services provided to a Customer by Tripwire. If no agreement is signed, the "Standard Support Policies" on Tripwire.com govern support services provided
Withdrawn Support	Also known as No Support. As a product enters a Withdrawn Support phase, the following guidelines apply: <ul style="list-style-type: none"> <li>• Enhancements or defect fixes will not be made to the Release/Version</li> <li>• Customer Support will direct Customers to current release for existing fixes/patches and workarounds applicable to the reported issue</li> <li>• For any reported issues that cannot be reproduced by Tripwire, the customer will be directed to upgrade to the current version and verify the issue still exists.</li> <li>• Product versions that are no longer supported will not appear on the individual product pages on the Tripwire Customer Support Web site.</li> <li>• Information for unsupported releases may not be available in our knowledge database.</li> <li>• Information on any available upgrades to new product versions that are supported may be obtained from your Tripwire account representative</li> </ul>