

SKYBOX SECURITY

END-OF-LIFE POLICY

SOFTWARE, APPLIANCES, SUPPORT DEVICES, SYSTEM REQUIREMENTS
AND APPLIANCES

January 2020





Skybox® Security takes great care in helping customers deploy Skybox products as effectively and efficiently as possible. To assist our customers, Skybox has established an end-of-life (EOL) policy for all Skybox hardware and software products. Customers with Skybox products currently covered by a valid maintenance contract are entitled to the benefits set forth by this policy.

In an effort to constantly innovate, Skybox continuously reviews supported platforms, products and features based on changing demands in the market or technology. Platforms, products/editions and features chosen for EOL will be announced on the [Skybox website](#) as well as the product release notes.

SOFTWARE EOL POLICY

- **Major Release:** Each software release includes a version number in the format of x.y.zab. The “x” represents a major feature release which includes new features, capabilities and bug fixes, and may include software architectural changes and upgrades of infrastructure components.
- **Minor Release:** The “y” in the x.y.zab version format represents a minor feature release which generally includes new features and bug fixes.
- **Maintenance (Patch) Release:** The “z” in the x.y.zab version format represents a maintenance or patch release, including bug fixes and possibly minor improvements to existing features.
- **Hot Fix:** The “ab” in the x.y.zab version format represents a hot fix which includes bug fixes, usually limited to specific ad-hoc needs.
- **General Availability (GA):** The date when new major or minor releases are available to all customers with general support and maintenance.
- **EOL Notification:** Skybox announces the EOL for a major software version. This notification will typically occur at the same time or soon after the subsequent major version is generally available. Starting after this notification, new product features will be released only on the new major releases. New installation of the product will happen only on the new major releases.
- **End-of-Support (EOS) Date:** The last date support will be offered for EOL version. The software EOS date occurs 12 months after the EOL notification. Customers should upgrade to a supported version by this date.
- **Feature EOL:** As Skybox products evolve, there will be times where Skybox will announce the EOL of a specific feature. This occurs for a number of reasons, not limited to changing market demands, ability to innovate or changes in available technology. Skybox will announce the EOL of a feature as part of the version release notes.



SUPPORTED DEVICES AND SYSTEM REQUIREMENTS EOL POLICY

- **Supported Devices:** The of third-party software with which the Skybox platform can connect and integrate. This list includes but is not limited to: firewalls, network devices, vulnerability scanners, network management systems and patch management systems. Supported devices will generally follow the same support and EOL cycles as the device vendor. This ensures Skybox can receive support from the third-party vendor in updating and improving the integration.
- **System Requirements:** The operating systems and web browsers tested and confirmed to work best with the Skybox platform. System requirements will generally follow the same support and EOL cycles as the operating system or web browser vendor. This ensures the supported platforms continue to receive security updates from the vendor. There will be times a platform will go into the EOL policy based on changing market demands and technology advancements. At the conclusion of the EOL policy, Skybox will no longer provide installers, updates or defect fixes for the platform.

APPLIANCES EOL POLICY

Skybox Appliances are automatically EOL for each individual appliance once the support contract has ended (independent of the model number). Support contracts are available for three years from the original appliance purchase date. Therefore, EOL will automatically occur three years after the appliance has been purchased. EOL for appliances includes both hardware and operating system-related issues. This policy is effective August 15, 2018.