

Product Lifecycle Policy

Lifecycle	Product	Policy
End of Hardware Support (EHS)	Hardware and hardware components distributed on a Fidelis Network® or Fidelis Deception™ appliance	<p>The EHS date is five (5) years from point of initial product sale by Fidelis to a customer.</p> <p>Fidelis provides a standard three (3) years of hardware support and offers an additional two (2) years of hardware support – for purchase at the discretion of the customer – for Fidelis Network and Fidelis Deception appliance platforms.</p> <p>Additionally, Fidelis commits to making Recovery Media available for systems that are still under warranty.</p> <p>During the supported hardware period, Fidelis or its Agent will replace any failed components or product with new or reconditioned components or product (of equivalent or better quality) at the sole discretion of Fidelis.</p>
End of Software Support (ESS)	Fidelis Network® software application and operating system, Fidelis Endpoint® software, Fidelis Deception™ software application and operating system	<p>Fidelis Network software, Fidelis Endpoint software and Fidelis Deception software are released on a regular basis (typically a few times per year). Versioning follows a nomenclature of X.Y.Z where X is the major version, Y is the minor version, and Z denotes patches or updates.</p> <p>Fidelis will support a specific software version until an additional two (2) minor software versions are made available but provides a minimum of at least one (1) year after a minor release. Patch releases follow the support timeline of the corresponding minor release regardless of patch release date.</p> <p>For example, Fidelis Software 1.1 is released on 1/1/2018 and will be supported (including patches or updates) at a minimum until 1/1/2019, with the End of Software Support occurring when Fidelis Software 1.3 is made generally available.</p> <p>The current patch release is supported for the current minor version of the software, and only the latest patch release is supported for the previous minor version of the software.</p>

		<p>For example, assuming 2.3.2 is the current minor version and 2.2.6 was the previous minor version:</p> <p>Versions 2.3.2, and 2.2.6 would be supported versions until the release of 2.4.X. Upon the release of 2.4.X: 2.2.X would no longer be supported.</p> <p>It is at Fidelis' discretion to back-port fixes into prior releases, reserving the right to fix issues only in the latest minor release or optionally release a new patch to address an issue. New features, such as agent operating system support, will not be back-ported into prior releases or patches.</p> <p>Fidelis Network and Fidelis Deception Only: During the End of Life (EOL) process, once the End of Sale (EOS) date has passed, Fidelis will continue to support the Fidelis Network and Fidelis Deception operating system and application for the longer of one (1) year beyond the EOS date or the end of the Customer's longest Support and Maintenance contract for the product that is in effect at the EOS date (this is the effective End of Support date).</p>
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Terminology

Fidelis Network Hardware (HW) Appliance (also referred to as **Fidelis Network Module**). The Fidelis Network Module distributed as a Fidelis Network appliance solution, comprised of Fidelis Network software and hardware (e.g., Fidelis Direct 2500), and including several types of sensors (Direct, Internal, Web, Mail), the management console (CommandPost+), the network memory device (Collector, Collector SA, Collector XA, Collector Controller and Collector Cluster), and the Incident Responder platform (Scout+).

Fidelis Deception Hardware (HW) Appliance (also referred to as **Fidelis Deception Module**). The Fidelis Deception Module distributed as a Fidelis Deception appliance solution, comprised of Fidelis Deception software and hardware.

Fidelis Network Virtual Appliance. The Fidelis Network Module distributed as a VMware OVA that is supported on VMware vSphere as a virtual appliance (e.g., Fidelis Direct VM). Fidelis Network virtual appliances include several types of sensors (Direct VM, Internal VM, Web VM, Mail VM), the Fidelis Network management console (CommandPost+ VM), the network memory device (Collector VM), and the Incident Responder platform (Scout+ VM).

Fidelis Deception Virtual Appliance. The Fidelis Deception Module distributed as a VMware OVA that is supported on VMware vSphere as a virtual appliance.

Fidelis Network Hardware Platform. The Fidelis Network hardware platform distributed as part of the Fidelis Network appliance solution (e.g., rev F).

Fidelis Deception Hardware Platform. The Fidelis Deception hardware platform distributed as part of the Fidelis Deception appliance solution (e.g., rev F).

Fidelis Network Software. The Fidelis Network software application and underlying operating system (e.g., Fidelis Network v7.6).

Fidelis Deception Software. The Fidelis Deception software application and underlying operating system (e.g., Fidelis Deception v2.5).

End of Sale Notification (EOSn). This notification establishes the date when the Fidelis Network Module, Fidelis Network HW Appliance, Fidelis Network Virtual Appliance, Fidelis Deception Module, Fidelis Deception HW Appliance, or Fidelis Deception Virtual Appliance will no longer be available for sale. This notification will occur at a minimum 90 days prior to the EOS (typically 180 days prior to the EOS). This notification period provides the opportunity to purchase additional product and extend Software Support and Maintenance to the End of Support date.

End of Sale (EOS). This is the date when the Fidelis Network Module, Fidelis Network HW Appliance, Fidelis Network Virtual Appliance, Fidelis Deception Module, Fidelis Deception HW Appliance, or Fidelis Deception Virtual Appliance is no longer available for sale. This is also the date when Software Support and Maintenance can no longer be purchased for the specific Fidelis Network Module, Fidelis Network HW Appliance, Fidelis Network Virtual Appliance, Fidelis Deception Module, Fidelis Deception HW Appliance, or Fidelis Deception Virtual Appliance.

End of Support (EOSup). This is the date after which Fidelis will no longer provide bug fixes, patches, and/or software updates to the Fidelis Network and Fidelis Deception Modules. This is not to be confused with End of Software Support (ESS).

End of Life (EOL). This is both a process and a date. The process begins with the End of Sale (EOSn) Notification containing information on the product discontinuation, possible replacement product, and the EOS and EOL date.

Important Notes

Once the EOS date has passed for a specified Fidelis Network appliance, new software features may not be supported or provided for the specific Fidelis Network hardware platform involved. In addition, bug fixes and support workarounds for a problem that is identified as related to the EOS hardware, which is not seen in a supported Fidelis Network release with non-end of sale hardware, may or may not be fixed, at Fidelis' sole discretion.

Additional Information

[Support and Maintenance Agreement](#)