

Perpetual Licensing End of Sale & End of Life FAQ

August 30, 2024

Overview

BeyondTrust is announcing the official **End of Sale (EOS) and End of Life (EOL) for perpetual licensing** for all products including:

- Active Directory Bridge
- Endpoint Privilege Management for Windows & Mac
- Endpoint Privilege Management for Unix & Linux
- Remote Support
- Password Safe
- Privileged Remote Access

Note: SaaS and on-premises subscription licensing will continue to be sold and supported.

Customer Benefits

BeyondTrust is committed to providing our customers with the most advanced and effective solutions to solve your most complex problems. The shift to SaaS deployment offerings enhances the overall experience for our customers and brings several key advantages including:

- **Continuous Access to the Latest Features and Updates:** Always stay ahead with automatic updates and new features, ensuring your business benefits from the latest advancements
- **Improved Security and Compliance:** Benefit from the latest security updates and compliance features, reducing risk and ensuring regulatory adherence
- **Focus on Core Business:** Leverage BeyondTrust solutions without the need for extensive in-house IT resources, enabling scale and flexibility and allowing you to concentrate on core business activities

Key Dates

As of December 31, 2025, customers who have perpetually licensed products will no longer be able to add perpetual licenses to their deployments. All new and add-on sales will only be licensed under SaaS or on-premises subscription licensing. In addition, as of December 31, 2026, customers will no longer be able to purchase maintenance or support for any perpetually licensed products.

After 2027, perpetually licensed products will continue to function uninterrupted, but they will no longer be supported by BeyondTrust. This includes all future software versions, and access to any Technical Account and Support Teams.

- August 30, 2024: Official Announcement
- December 31, 2025: End of Sale for Add-ons
- December 31, 2026: End of Life/ End of Support

Your Migration Experience

We understand that customer environments are unique. BeyondTrust offers multiple product migration and services options to ensure a smooth migration for each of our customers. Customers may choose between the following migration paths:

- SaaS licensing
- On-premises subscription licensing

Services are tailored to the specific needs of the customer, whether delivered via BeyondTrust or by a certified BeyondTrust partner. Customers may select from standard migration packages or bespoke offerings as needed. Note, services may not be required depending on your chosen migration path.

Your account team is here to help guide you in migration planning to deliver the best experience for you.

Frequently Asked Questions (FAQs)

1. Which products are impacted by this EOS and EOL announcement?

Perpetual licensing for all products including AD Bridge, Endpoint Privilege Management for Windows & Mac, Endpoint Privilege Management for Unix & Linux, Privileged Remote Access, Password Safe and Remote Support are impacted.

2. Do all products with perpetual licensing have SaaS and on-premises subscription licensing offerings?

All products, apart from AD Bridge, have SaaS and subscription on-premises license offerings. AD Bridge is limited to subscription on-premises licensing (no SaaS).

3. Can I continue to renew maintenance and support for my perpetual licensing?

BeyondTrust will continue to offer upgrades, maintenance and support for all existing perpetual licensing under current maintenance contracts until the EOL date of December 31, 2026. If a deployment's renewal anniversary is prior to the EOL date, then the renewal can be extended for continued support up to the EOL date. On the date of EOL, any outstanding contracts will be terminated.

4. Can I add perpetual licenses to my existing perpetual deployment?

You may continue to add on perpetual licenses to existing perpetual deployments until EOS, December 31, 2025.

5. If I leverage an integration on an existing perpetual on-premises solution (such as the ServiceNow integration for Remote Support) and I migrate to the SaaS version, are there any updates or changes I need to make?

BeyondTrust integrations work in the same way for on-premises and SaaS solutions. Moving existing integrations to the cloud is easy but each organization is unique and basic configuration updates may be required.

6. What do I need to do now?

Contact your account team to begin planning for your migration and learn about promotional pricing available.

Please contact EOL@BeyondTrust.com for assistance.