

# B300.5 End of Sale Announcement & FAQ

**End of Sale: January 1, 2024**  
**Notification Date: November 9, 2023**

This document serves as the official End of Sale (EOS) announcement for the B300.5 hardware appliance.

## Intended Audience

This announcement is intended for BeyondTrust customers only.

## Summary

BeyondTrust is announcing the End of Sale (EOS) for the B300.5 hardware appliance as January 1, 2024. This EOS announcement will complete the EOS for all models and versions of the B-Series hardware appliance including the B200, B300, and B400.

## Why EOS the B-Series Hardware Appliance?

BeyondTrust is focused on developing modern infrastructure solutions that solve our customer's most complex problems. The transition away from physical appliance offerings allows BeyondTrust to focus on delivering cutting-edge technologies and solutions that cater to modern use cases and enable customers to achieve the security outcomes they require.

## Key Dates:

- End of Sale: January 1, 2024

## Replacement Products

- Privileged Remote Access Cloud
- Remote Support Cloud
- B-Series Virtual Appliance

## Migration

BeyondTrust provides a method to migrate to Privileged Remote Access Cloud, Remote Support Cloud, or a B-Series Virtual Appliance. Transitioning to a new product or appliance may require an engagement with a BeyondTrust Partner or [BeyondTrust Professional Services](#). Migration services are not covered under maintenance contracts.

## Frequently Asked Questions (FAQs)

- 1. Which products are used with the B-Series hardware appliance?**  
Privileged Remote Access and Remote Support.
- 2. How do I know if a B-Series hardware appliance is part of my current on-premises deployment?**  
[This link](#) describes where to find details about your appliance version.
- 3. What if a hardware failure occurs after the EOS date?**  
BeyondTrust's hardware maintenance policies can be found [here](#).
- 4. Do I need to migrate off of my B-Series hardware appliance now?**  
Customers are encouraged to review their hardware deployment as certain models and versions of the B-Series physical appliances have reached End of Life (EOL) and should be upgraded. Please visit [this link](#) to learn more about the EOS/EOL status of BeyondTrust appliances.
- 5. What appliance options are available for Privileged Remote Access and Remote Support on premises?**  
BeyondTrust will continue to sell the B-Series Virtual Appliance for on premises customers.
- 6. Can I run a mixed environment of physical and virtual B-Series appliances?**  
No, physical and virtual appliances cannot be mixed when configured as an atlas cluster or in failover pairs. Both of these configurations require like for like appliances.
- 7. What are the benefits of migrating to Privileged Remote Access (PRA) Cloud or Remote Support (RS) Cloud?**  
[Hear from a customer](#) about the benefits they have realized from moving to BeyondTrust cloud solutions.

Please contact your BeyondTrust account manager or the [Migration Team](#) with any questions.