

UVM 2008 and 2008 R2 End of Life Announcement

Notification Date: January 31, 2018
Reminder Date: October 10, 2019

This document serves as the official announcement for the end of life for BeyondTrust UVM20 and UVM50 Appliances based on Windows 2008 and Windows 2008 R2. This statement discontinues the image availability, operating system and database security updates, and supportable usage of the product. Please read this document carefully, as it contains important information on versions, migration options, and future support.

Intended Audience(s)

This announcement is intended for customers with:

BeyondTrust UVM20 Appliances based on Windows 2008 and Windows 2008 R2

BeyondTrust UVMv20 Appliances based on Windows 2008 and Windows 2008 R2

BeyondTrust UVM50 Appliances based on Windows 2008 and Windows 2008 R2

Relevant Product SKUs

The following product SKUs and production titles are in scope for this EOL announcement:

Product SKU: UVM20-HW

Production Title: BeyondTrust UVM20 Appliance

Product SKU: UVMV20-HW

Production Title: BeyondTrust UVM20 Virtual Appliance

Product SKU: UVM50-HW

Production Title: BeyondTrust UVM50 Appliance

Summary

An End of Life action has been performed against UVM20 and UVM50 appliances based on Microsoft Windows 2008 and 2008 R2.

Effective January 31, 2020, BeyondTrust will no longer support these UVM models. Customers using these UVM Appliances should upgrade to UVM20, UVM50, or UVMv20 appliances based on Windows 2016.

Key Dates

First Order Date: December 2010

Last Ship Date: June 2016

End of Service Life Date: January 31, 2020 for existing customers under current maintenance contracts.

Replacement Product(s)

The UVM20 and UVM50 2008 and 2008 R2 appliances can be replaced or updated with:

UVM20 or UVM50 2016 Physical Appliance

UVMv20 2016 Virtual Appliance (VMware or Hyper-V)

Cloud - Marketplaces for Amazon AWS, Microsoft Azure, or Google Cloud

Image – Applicable to physical appliances only. An in-place upgrade (an image-only upgrade) may be possible if the customer is running at least appliances that are Dell R720 with at least 32GB of RAM.

Note: An image, or in-place, upgrade does not extend the hardware warranty for existing appliances. The new image is subject to client maintenance terms.

UVM Appliance End of Life

The operating system and database on UVM20 and UVM50 appliances is based on Microsoft Windows 2008 or Windows 2008 R2. Microsoft will end extended support for both in January 2020 and no longer provide maintenance or security updates. While this does not impact BeyondTrust solutions operating on this operating system, BeyondTrust is unable to properly secure the appliance and provide updates against new vulnerabilities, exploits, and verify compatibility with new technology. Therefore, an end of life support notification for the operating system also impacts the support for the appliance. The end of life notification and replacement of the appliance is required by security best practices and modern regulatory compliance initiatives to ensure the security of the solution.

Mitigation

BeyondTrust solutions will continue to operate on UVM appliances after the end of life date. Outside of hardening, file integrity monitoring, intrusion prevention, and anti-virus present on the appliances, there are no additional mitigation strategies available against newly identified vulnerabilities or exploits. The only acceptable mitigation is to replace the appliance and migrate the database and configuration to a newer model.

Migration

Under your active maintenance agreement, new UVM appliances must be procured from BeyondTrust sales or an authorized partner. BeyondTrust nor Microsoft provides a method to upgrade existing appliances and they are not covered under your maintenance contract. Migrations to a new appliance may require Professional Services in order to migrate an installation depending on the environment and skillsets available to the end user or partner.

To upgrade to the latest appliance, contact your BeyondTrust Sales Representative or visit <https://www.beyondtrust.com/contact> to discuss the available options, pricing, and Professional Services to assist with a UVM migration.

Support

Standard BeyondTrust Support End of Life policy applies. The UVM20 and UVM50 appliances based on Microsoft Windows 2008 or Windows 2008 R2 are supported until January 31, 2020 for customers under active maintenance contracts.

Frequently Asked Questions (FAQs)

1. What do I need to do now?

Customers need to start planning to replace, migrate, or re-image and restore appliances via an image upgrade, new appliance purchase, or migration (*i.e.*, to cloud) prior to the support period expiration.

2. What if I don't do anything?

BeyondTrust UVM licenses are perpetual, and existing environments will continue to operate beyond the end of support period. However, it is important to note that BeyondTrust will not be providing support or maintenance for any BeyondTrust products operating on these appliances after the end of life date.

3. Are new licenses required?

No - customers will not need to purchase any new BeyondTrust licenses or obtain new keys (for either Password Safe, Endpoint Privilege Management or Enterprise Vulnerability Management) on updated appliances. Customers will, however, need to purchase new appliances or appliance images to migrate their existing environments, since there is an associated cost with Microsoft Windows and Microsoft SQL Server licenses that is not included in the maintenance contracts.

4. Are new appliances required?

If the appliances to be upgraded are physical UVM20, UVM20 SQL Free or UVM50, customers are encouraged to purchase all new hardware to get updated Microsoft operating system and database licenses and have a new three-year hardware warranty. Otherwise, an in-place upgrade (an image-only upgrade) may be possible if the customer is running at least appliances that are Dell R720 with at least 32GB of RAM. (Older Dell R720s running with 16GB of RAM are not eligible for in-place image upgrade.)

If the appliances to be upgraded are virtual UVM20 or UVM20 SQL Free, the customer must purchase new virtual (or physical) appliances and migrate to those; in-place upgrades are not supported for those appliances.

5. Are there any appliances that are not eligible for an image-only upgrade?

An in-place upgrade (an image-only upgrade) may be possible if the customer is running at least appliances that are Dell R720 with at least 32GB of RAM.

Older Dell R720s running with 16GB of RAM are not eligible for in-place image upgrade.

6. Are there any configurations that are not eligible for an upgrade to the 2016 UVM?

UVM Appliance deployments configured with the Patch Management module (WSUS and/or SCCM BeyondInsight integration) cannot upgrade to the latest 2016 UVM. The customer instead will need to upgrade to our 2012 UVM.

7. Can I upgrade my virtual appliance?

No, an in-place upgrade of virtual appliances is not an option; customers must purchase new virtual (or physical) appliances and migrate to those.

8. Whom do I contact with questions?

Please contact your sales representative or sales@beyondtrust.com for any questions.