

B-Series B200.9/B300.5 Hardware Appliance EOL Customer Announcement

EOL: December 31, 2026
Notification Date: January 5, 2024

This document serves as the official End of Life (EOL) announcement for the B200.9 and B300.5 hardware appliances.

Intended Audience

- BeyondTrust Customers

Summary

BeyondTrust is announcing the official EOL date of December 31, 2026 for the B200.9 and B300.5 hardware appliances. Note, this completes the EOL actions for all models of the B-Series hardware appliance (B200, B300, and B400).

Why Announce EOL

BeyondTrust is focused on developing modern infrastructure solutions that solve our customer's most complex problems. The shift to SaaS deployment offerings simplifies our portfolio and improves security, flexibility, and scalability of BeyondTrust solutions. This also enables us to deliver a fully modernized SaaS platform and portfolio and provides customers a faster time to value.

Related Key Dates:

- End of Life Customer Announcement: January 5, 2024
- End of Life: December 31, 2026

Replacement Products

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

Migrations

Migrations to Privileged Remote Access Cloud, Remote Support Cloud, or virtual appliances can be performed with or without Partner or BeyondTrust professional services. A BeyondTrust services package is available for migrations to Cloud, while virtual appliance migrations can be handled via custom engagements. BeyondTrust professional services are not covered under the customer's maintenance contract and will be at the customer's expense.

Frequently Asked Questions (FAQs)

1. What are the upgrade options for my existing B200.9 or B300.5 hardware appliance?

You will need to migrate to Privileged Remote Access Cloud, Remote Support Cloud, or a B-Series Virtual Appliance.

2. Can I continue to renew maintenance and support for my B200.9 or B300.5 hardware appliance?

Yes, you can continue to renew and receive support for B200.9 or B300.5 appliances until the EOL date of December 31, 2026.

3. Can I run mix deployments of hardware and virtual B-Series appliances?

Unfortunately, not for failover or Atlas deployments. B-Series appliances need to be like for like. Specifically, appliances need to be the same physical type or same virtual type when configured in a failover pair or Atlas primary/backup configuration.

4. Who do I contact if I have questions or want to learn more about upgrade options?

Please contact your Account Manager or the BeyondTrust [Migration Team](#).