

# B200.8, B300.4, B400.2

## End of Life FAQ & Customer Announcement

EOL: September 28, 2023  
Notification Date: April 7, 2022

This document serves as the official announcement of the end of life for BeyondTrust B200.8, B300.4, B400.2 appliances. Please [click here](#) for details on the end-of-life policies.

### What is this FAQ about?

This document serves as the official announcement of the end of life (EOL) for the B200.8, B300.4, B400.2 appliances effective September 28, 2023.

### What products is affected?

B200.8, B300.4, B400.2 appliances.

### What do I need to know as a customer?

This communication serves as the official End of Life notice for B200.8, B300.4, B400.2 effective September 28, 2023.

We have created a migration path for customers using B200.8, B300.4, and B400.2 appliances to upgrade to a Cloud deployment or a Virtual Appliance. Please contact your account manager for incentives, discounts, and migration details.

### What are the dates?

- End of Life/End of Support: September 28, 2023

### What do I need to do now?

#### Mitigation

BeyondTrust solutions will continue to operate on appliances (B200.8, B300.4, and B400.2) after the end of life date. There are no additional mitigation strategies available against newly identified vulnerabilities or exploits. The only acceptable mitigation is replacing the appliance and migrating the database and configuration to a newer model.

#### Migration

Under your active maintenance agreement, new Virtual or Cloud appliances must be procured from BeyondTrust sales or an authorized partner. BeyondTrust 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 to migrate an installation depending on the environment and skillsets available to the end-user or partner.

To upgrade to the latest virtual or cloud options, contact your BeyondTrust Sales Representative, Renewals team or visit <https://www.beyondtrust.com/contact> to discuss the available options and pricing and Professional Services to assist.

### **Support**

If a customer is under valid maintenance, BeyondTrust will continue to provide best effort maintenance and support for the software and licensing operating on any impacted B200.8, b300.4, and B400.2 appliances. The appliances themselves will not be under any warranty status with BeyondTrust past the EOL date. Customers may not be able to upgrade to the latest version of our RS/PRA solutions when using these B200.8, b300.4, and B400.2 appliances.

For a summary of EOL status for this and other products, please visit the BeyondTrust EOL policy.

### **What if I don't do anything?**

You can opt to continue to renew your current deployment as is, inclusive of the B200.8, b300.4, or B400.2 appliances. However, it is important to note that support will be as a best effort policy and you may not have access to the latest software versions (see the above "Support" section).

### **Are new licenses required?**

No - customers will not need to purchase any new BeyondTrust licenses. Customers will, however, need to purchase virtual or move to the cloud.

### **Whom do I contact with questions?**

Please contact your sales representative or [sales@beyondtrust.com](mailto:sales@beyondtrust.com) for any questions.