

# SecureSphere v12.x has Reached End-of-Life

## Overview

As of Feb. 5, 2021, SecureSphere versions 12.x (v12.0 through v12.6-LTS) have reached End-of-Life (EOL). To ensure all future software patches and enhancements, Imperva recommends all customers upgrade to the latest version of 13.x-LTS or 14.x.

Once an Imperva product reaches EOL, there will be no new regular software patches or updates and customers must have extended support for a version that qualifies.

You must be using the latest version of 12.x-LTS to receive the benefits of extended support. It is important to note that while support is offered during this extended support period, only critical security patches will be provided, as there will be no bug fixes or non-critical security patches.

Extended support is described and compared to support at the end of this bulletin.

## Product Migration Options and Actions

Imperva versions 13.6-LTS and 14.x are currently shipping, and available to customers for upgrade. Starting with v14.1 Imperva SecureSphere has been renamed to WAF Gateway and Data Activity Monitoring (DAM). Customers under current maintenance contracts are encouraged to upgrade to the latest software version. Imperva is offering professional services packages to assist customers with software upgrade processes and new product training. Contact your local Imperva sales representatives about program details, or contact Imperva Support.

## End-Of-Life Milestones & Definitions

| MILESTONE                | DEFINITION   | DATE             |
|--------------------------|--|------------------|
| <b>Notification Date</b> | The date on which Imperva makes the announcement or sends a reminder to customers informing them of End-of-Support milestones.   | August 3, 2020   |
| <b>End-of-Life Date</b>  | Date Imperva announces the End-of-Life date, which is the last day a Version will be offered for sale. Imperva typically announces the End-of-Life date at the same time or soon after the first subsequent version is released. | February 5, 2021 |
| <b>End-of-Support</b>    | The last date the software will be provided support at any level. Extended support also ends on this date.   | February 5, 2023 |

Extended Support is described and compared to Support in the following table:

| SUPPORT ENTITLEMENT   | SUPPORT      | EXTENDED SUPPORT  |
|---|--------------|---|
| <b>Dates for v12.x</b>  | <b>Ended</b> | <b>Feb 2021 - Feb 2023</b>  |
| <b>Version Support</b>  | <b>Ended</b> | <b>Only latest LTS release of the software version</b><br>Extended support is not available for non-LTS releases of major version   |
| <b>Technical support:</b><br>Configuration and installation of Appliance via email and telephone.   | <b>Ended</b> | <b>Available</b><br>Only for latest LTS release   |
| <b>Knowledge base:</b><br>Product-specific information that is available by logging into the Imperva <a href="#">Customer Support Portal</a> .                                    | <b>Ended</b> | <b>Available</b>  |
| <b>Security Content updates:</b><br>Access to Imperva Defense Center attack signature updates and Imperva ThreatCloud intelligence feed e.g. ADC Content updates and ThreatRadar. | <b>Ended</b> | <b>Available</b><br>Only for latest LTS release   |
| <b>Critical Security Patches and Updates:</b><br>Critical platform-specific patches that present security threats to the Imperva platform   | <b>Ended</b> | <b>Critical Security Patches Only</b><br>Criticality will be assessed on an individual basis to decide if there is justification to make it available during the extended support period. |
| <b>Non-security updates:</b><br>Software support, bug-fixes, upgrades, hotfixes, and patches.   | <b>Ended</b> | <b>Not Available</b><br>No planned bug fixes. Imperva will do its best to provide a work around. Customers will need to upgrade to the latest version for bug fixes and patches           |

## **EOL Policy**

You can find Imperva's End-of-Life policy in the [Imperva Customer Support Guide](#) and the Support Lifecycle at <https://www.imperva.com/support/eol-policy/>.

The statements made in this notification are for customer reference only and do not create a separate contract with Imperva, Inc., or variance from or addition to an existing contract with Imperva.