Date: April 4, 2022

Important changes to ForgeRock Software End of Service Life Policy

Dear Customer,

We are contacting all ForgeRock customers to notify them of a significant change in how ForgeRock supports its technology. It's inevitable that products reach their end of life when enhanced technologies become available. It is ForgeRock's goal to make this process as seamless as possible for you, and our partners, and provide you with visibility into what you can expect during the process.

The changes ForgeRock is making are designed to ensure our customers use ForgeRock products that meet modern security and performance standards. As such, ForgeRock will now provide support for the last two versions of a product. Customers who are unable to upgrade before the end of service life of a version, will have the opportunity to purchase limited extended support while completing their upgrade. The ForgeRock Professional Services team can provide customers with best practices and guidance when upgrading.

Are there products impacted immediately?

As of August 10, 2022, version 6.5 of the ForgeRock Identity Platform reaches End of Service Life and ForgeRock will no longer provide full support. If you've valued using this version of our platform, don't worry because you can still reap the benefits and gain new ones by upgrading to the latest version of the ForgeRock Identity Platform. If that's not an option for you now, we are providing Limited Extended Support for version 6.5 (and older) to help you during this transition.

Here are a few useful resources to help our Customers better understand the impact of these changes:

- [ForgeRock End of Service Life (EOSL) Policy and EOSL Dates](#)
- [ForgeRock Extended Limited Support Policy](#)
- [FAQ: New EOSL and Extended Limited Support Policies](#)

If you have any questions, please reach out to your ForgeRock Sales or Customer Success Representative.

Regards,

Steve Ferris
EVP of Global Services and Support