Product Support Policy

Effective Date: June 29, 2026

1. Purpose and Commitment

One Identity is committed to fully supporting and investing in its active product portfolio for the long term and the foreseeable future. This Product Support Policy describes how customers can expect their One Identity products to be maintained, updated, and supported throughout the product lifecycle.

Our guiding principles are:

- Long-term investment in active products.
- Deployment flexibility through both managed SaaS and self-managed subscription models.
- Support policies designed to best serve our customers' different deployment choices.

2. Scope

This policy applies to all commercially available One Identity software products, in all deployment models, and to all customers holding an active paid subscription or maintenance contract.

3. Definitions

The following terms are used throughout this policy:

- **Active Product:** A product that One Identity continues to sell to new customers and invests in with new features, enhancements, and regular releases.
- **End-of-Life (EOL):** A product One Identity has decided to stop selling to new customers. EOL does not mean immediate loss of support. Existing customers will continue to receive support under the terms of their governing contract, any applicable renewals and pertinent conditions of a written EOL notice.
- **SaaS (Software-as-a-Service):** A deployment model where One Identity hosts, operates, and maintains the product on behalf of the customer. Releases for these products can contain a mixture of features and bug fixes. Notifications will be provided to customers of the contents of each release.
- **Self-Managed:** A deployment model where the customer installs, hosts, and operates the product in their own environment under a subscription or perpetual license with maintenance.
- **Major Version:** A release for self-managed products that introduces significant new functionality, architectural changes, or non-backward-compatible changes (e.g., 8.0 -> 9.0). One Identity aims to produce these twice a year for each self-managed product.
- **Minor Version / Patch:** A release for self-managed products strictly for bug fixes, security updates, and stability improvements (e.g., 9.x -> 9.7). These are provided as determined by One Identity to address known issues, performance or security measures. These releases are cumulative versions so a customer can upgrade to the latest release.

4. Product Lifecycle Stages

Every One Identity product moves through a defined lifecycle. The two primary stages relevant to support entitlement are summarized below.

LIFECYCLE STAGE	Description
Active	Product is sold to new customers and receives full investment, including new features, major and minor releases, security updates, and full technical support.
End-of-Life (EOL)	Product is no longer sold to new customers. Existing paying customers continue to receive support in accordance with their contract.

5. End-of-Life Policy

When One Identity decides to discontinue selling a product to new customers, the following commitments apply:

- **Advance Notice:** EOL decisions will be announced well in advance. Specific notice periods and support timelines will be defined on a per-product basis and communicated in the applicable EOL notice.
- **Migration Paths:** Where applicable, One Identity will publish recommended migration or replacement paths to successor products.
- **Communications:** EOL notices will be published through official channels, including the One Identity Support Portal and direct customer communications.

6. Deployment Models for Active Products

One Identity offers two deployment models for its active products. Each carries different responsibilities for keeping the software current.

6.1 Software-as-a-Service (SaaS)

In the SaaS model, One Identity is responsible for managing and keeping all SaaS instances up to date.

- **Update Ownership:** One Identity performs all version upgrades, patches, and infrastructure maintenance. One Identity will always aim to perform updates with minimal to no service interruptions. Where updates require any downtime, they will be performed within defined maintenance windows, and customers will be notified accordingly. SaaS updates will have
- **Currency:** SaaS customers are always running a One Identity-supported version of the product.
- **Security:** One Identity prioritizes security updates for supported versions of its products. Customers using self-managed products are responsible for applying applicable security updates in a timely manner. Security fixes are provided for supported versions only.

6.2 Self-Managed Subscription & Maintenance

In the self-managed subscription & maintenance model, customers install and operate the product in their own environment under a subscription license or maintenance agreement.

- **Update Ownership:** Customers are responsible for keeping their instances up to date to the latest supported version of the software.
- **Major Version Upgrade Window:** Customers will have 12 months from the general availability of a new Major version to upgrade their instance to the latest version.
- **Extended Upgrade Window:** This window may be extended to a maximum of 18 months upon request to their Customer Success Manager (CSM), in certain circumstances and at One Identity's discretion (for example, complex regulated environments or material technical blockers).
- **Minor Versions and Patches:** Minor versions are strictly for bug fixes and security updates. One Identity strongly recommends customers apply patches as soon as practical.

7. Versioning and Update Summary

The following table summarizes update responsibilities and timelines across both deployment models.

TOPIC	SaaS	Self-Managed
Who applies updates	One Identity	Customer
Major version upgrade window	N/A — One Identity keeps instance current	Up to 12 months from GA of new Major version; extendable to 18 months on request in certain circumstances
Minor versions and patches	Applied by One Identity	Strictly for bug fixes; customers must apply as soon as possible
Customer responsibility for staying on a supported version	None — handled by One Identity	Customer must upgrade within the defined window to remain on a supported version

8. Running Outside Supported Versions

For self-managed customers, instances that fall outside the upgrade window described in Section 6.2 are running on an unsupported version. In such cases:

- One Identity will continue to provide commercially reasonable best-effort assistance with general product questions.
- Bug fixes, security patches, and code-level support will only be delivered against currently supported versions.
- Customers will be asked to upgrade to a supported version as a prerequisite to resolving defects.

9. Communications and Transparency

One Identity is committed to transparent, advanced communication of lifecycle and version events, including:

- New Major and Minor version releases.
- Planned maintenance windows for managed SaaS environments.
- EOL announcements and associated support timelines.
- Recommended upgrade and migration paths.

Official channels include the One Identity Support Portal, product release notes, and direct account communications.

One Identity may update this policy from time to time through official One Identity channels and those changes will apply going forward unless otherwise stated.

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