



Tenable Software Release Lifecycle Policy

Updated May, 2023

TABLE OF CONTENTS

Introduction	3
Product Overview	3
Tenable Version Definitions	4
Definitions/Milestones	4
Exceptions to Lifecycle Policy	6
Operating System Support	6
Customer Notifications	6
Product-Specific Lifecycle Policies	6
Tenable Technical Support	6
Tenable Professional Services	7
For More Information	7

Introduction

This Tenable Software Release Lifecycle Policy ("Policy") defines the stages of the software release lifecycle from initial release (GA) through End of Life (EoL). The intent of this Policy document is to provide consistent information that aids customers in planning and preparing for their organization's support needs. For software versions that have already passed the End of Standard Support (EoSS) milestone, refer to the respective product page and/or notification bulletins for more detail.

This Policy applies to the software versions for the products in the table below:

Product	Detail
Tenable Nessus	All Versions of on-premises Tenable Nessus (Essentials, Pro)
Tenable Nessus Agents	Tenable Nessus Agents, all versions/OS's
Tenable Nessus Network Monitor (NNM)	Tenable Nessus Network Monitor, all versions
Tenable Security Center (formerly Tenable.sc)	Tenable Security Center and related software
Tenable Log Correlation Engine (LCE)	Tenable Log Correlation Engine Server and Clients, LCE Agents, NetFlow Monitor, Network Monitor, SDEE Monitor, RDEP Monitor
Tenable Core	Preconfigured Virtual Machine images, consisting of a secure operating system and Tenable software.
Tenable OT Security	Tenable OT Security and related software
Tenable Identity Exposure (formerly Tenable.ad)	Tenable Identity Exposure and related software

Product Overview

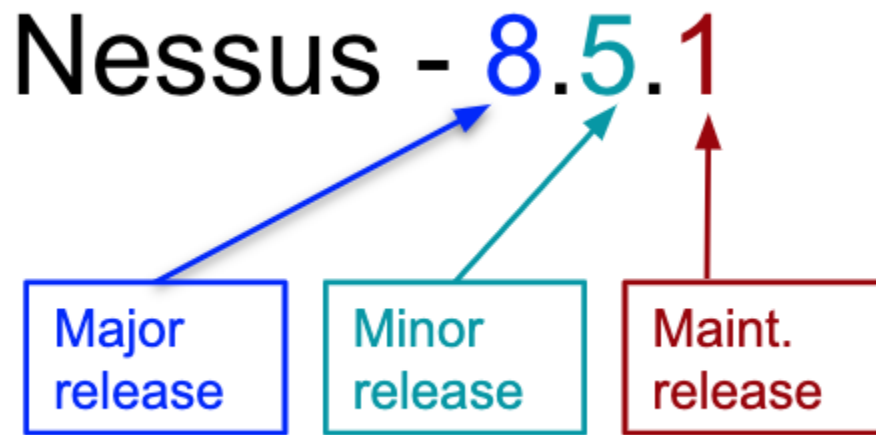
Tenable provides a series of software solutions that consist of both SaaS/cloud and on-premises ("behind the firewall") product offerings. The suite of Tenable products deployed on-premises consists of Tenable Security Center (previously known as Tenable.sc), Tenable Identity Exposure (formerly Tenable.ad), "sensors" (Nessus Scanner, Nessus Agents, Nessus Network Monitor, Tenable OT Security, and Log Correlation Engine), and platforms (Tenable Core).

This bulletin focuses on the **on-premises** products and **specifically on the software releases within the various Tenable products**. Any Tenable *Product* End of Life will be handled via proactive notification and product bulletin.

Tenable software products generally use a three-digit software version structure as defined in the following section.

Tenable Version Definitions

Example: Tenable uses the following three-digit software versioning structure:



The definitions for the version schema are as follows:

- Major release
 - Includes changes in behavior or architecture, added functionality, performance optimizations/improvements. Major releases are indicative of significant product changes.
- Minor release
 - Includes added functionality, performance enhancements, and addresses product defects.
 - Certain products rapidly release new Minor versions versus using maintenance releases.
- Maintenance release
 - Is denoted by a value of 1 in versioning structure (i.e. "x.x.1")
 - Addresses product defects and security fixes.
 - May also contain minor functional improvements (diagnostic, supportability).
 - Certain products rapidly release new Minor versions versus using maintenance releases.
- Hotfix
 - Used very rarely to correct security issues or other defects
 - Is denoted by a value of 1 in versioning structure (i.e. "x.x.x.1")

Timespan between Major releases are typically measured in years, whereas Minor releases can be measured in weeks, months, or quarters. Maintenance releases are provided on an as-needed basis to address security fixes or product defects. Some Tenable products may simply release new minor versions in lieu of a maintenance release.

Definitions/Milestones

Early Availability (EA) is the milestone date a software release may be available for internal consumption and also made available for all customers to selectively "opt-in" to and use in both Production and non-Production environments. It is generally estimated at between one and four weeks prior to GA, depending on the product.

General Availability (GA) is the milestone date a software release is available for download (Customer Login is required for some software). GA of a minor release (i.e., 8.5.0, 5.10.0, etc.) is the beginning date for lifecycle tracking. Maintenance releases (i.e., 8.5.1, 5.10.1, etc.) do not trigger milestone dates or events.

End of Standard Support (EoSS) is the milestone date at which a software release has ended active development, maintenance, and patching, and is entering the extended support phase of the product lifecycle. Tenable will not provide new features, software fixes, or updates for a version that has reached the EoSS milestone. At EoSS, customers have an additional six-month period of extended support to qualify newer releases before End of Life is reached. It is left to the discretion of Tenable to determine if

security or emergency patches will be released after the EoSS milestone. After the EoSS milestone date has been reached, customers will be instructed to upgrade to newer versions for issue resolution.

Standard Support Phase: The Standard Support Phase begins with the GA of the software product and completes with the End of Standard Support (EoSS) milestone. Full product lifecycle support is tracked at the minor release level (x.1). The Standard Support phase begins with the GA Date and continues for 18 months.

Vulnerability Patching: During the Standard Support Phase, critical and high vulnerabilities will be patched in final minor releases. Please see each product's respective documentation page for specifics on the vulnerability patching process:

- [Tenable Security Center](#)
- [Tenable Nessus/NNM/Agents](#)
- [Tenable Identity Exposure](#)
- [Tenable OT Security](#)

NOTE: Given the rapid release cadence of certain products, Tenable may elect to release a new minor version in lieu of patching existing releases. Regardless of whether products are updated via a new minor release or maintenance release, Tenable products will be fully supported during the Standard Support Phase.

Extended Support Phase: Once the release reaches the EoSS milestone, the Extended Support Phase begins and lasts for six months, at which point the release is considered End of Life (EoL). Software versions that are in the Extended Support Phase date are no longer supported with active software development. During the Extended Support Phase, customers will be instructed to upgrade to newer versions for issue resolution.

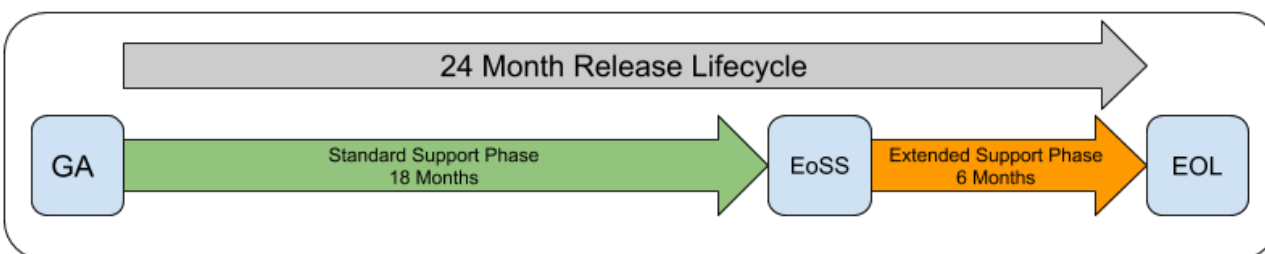
End of Life (EoL) is the milestone date a software release has reached end of support and is considered obsolete. Customers that open support cases on products that are in the EoL phase will be instructed to upgrade to a supported software version.

Plugin Support - In most cases, Plugins are not coupled with specific versions of the Tenable products and will continue to function as designed with newer software releases. In some cases, new or updated Plugins require a minimum product version to function properly. This may mean that customers are required to upgrade to a newer version of a product for the Plugin to function properly. The Tenable Research team may opt to deprecate plugins due to age and/or relevancy.

Release Cadence: Tenable on premise software leverages standard releases that follow the standard 18/24 month cadence. Some products will also provide "Interim" releases in order to bring new features to market more quickly. The release cadence is designed to ensure that customers can always run a fully supported standard release if they opt to not install interim releases. Interim releases allow customers to move to an updated version with new features more quickly if they so choose.

Supported Upgrade Paths - Tenable is committed to making sure customers are able to upgrade as seamlessly as possible. If an in-place or direct upgrade is not available, Tenable will ensure that customers have access to binaries required for upgrades.

Figure 1. Tenable 24-Month Software Release Lifecycle



Exceptions to Lifecycle Policy

There may be exceptions to the Lifecycle Policy, such as releases with government certifications. Tenable will communicate any lifecycle policy exceptions in customer notifications, product release notes, and other product documentation.

Tenable Core represents an example of an exemption of the Lifecycle Policy. Tenable Core is a combination of a host operating system and Tenable applications and does not use a versioning system. As such, determination for support purposes should be based on the Tenable Application version (I.e., Tenable Security Center, Nessus, NNM, Tenable Web App Scanning). If issues arise outside of the Tenable applications, Tenable support will make reasonable efforts to resolve them but may ask customers to update Tenable Core to match the most current release.

Operating System Support

Outside of Tenable Core, Tenable software offers are available for a variety of operating systems including Microsoft Windows, multiple distributions of Linux, Apple's MacOS, etc. Due to overall security and vulnerability concerns, Tenable will generally follow the same support cycle and end of life cycle as the operating system vendor. This ensures the supported platforms continue to receive security updates and support from the vendor.

NOTE: Removal of support of an operating system for Nessus Agent does not mean that the operating system can no longer be scanned actively, it simply means that the Agent is no longer supported on that operating system. Please see the product Release Notes page for a list of supported Operating Systems.

NOTE: The Tenable Lifecycle Policy may have exceptions based on operating system vendor end of life or change in support policy and/or timing.

For a list of the most recent supported software versions by product, refer to the [Tenable Downloads page](#).

Customer Notifications

In an effort to make End of Life information readily available, it will be shared in multiple ways and multiple locations:

- Tenable Community Group: [Product Lifecycle Management](#)
- Specific Product End of Life Bulletins
- Tenable Product Documentation, Release Notes, Downloads page
- Tenable Community Notifications
- Tenable Product Documentation
- Customer and Partner Newsletters

Product-Specific Lifecycle Policies

Some Tenable products may have product-specific lifecycle policies based on interdependencies, certifications, or other reasons. Exception information will be communicated on a case-by-case basis.

Tenable Technical Support

Technical support is available to ensure your technical issues or usage questions are resolved in a timely manner. Tenable support experts are available via a variety of convenient methods based on your [Support Plan](#). Tenable Technical Support provides support for any products that are currently in the GA and EoSS phases only.

Customers with Tenable Technical Support are entitled to a number of predetermined technical support contacts who may: create cases, search the knowledge base, review product documentation, and download software updates.

For more details, please refer to the [Tenable Technical Support Guide](#).

Tenable Professional Services

Tenable offers a wide range of services programs to maximize the impact of your investment. With professional services from Tenable and our certified partners, you can reduce your IT risk quickly and achieve rapid time to value. From advisory workshops and quick deployment options to periodic health checks and custom services, we enable you to realize the full potential of your investment. Our team goes beyond basic installation services to partner with you, ensuring your success before, during and after deployment. For more information about Tenable Professional Services, refer to: <https://www.tenable.com/services>.

For More Information

For more information about the Tenable product offering, please visit the following pages:

Tenable.One: <https://www.tenable.com/products/tenable-one>

Tenable Attack Surface Management: <https://www.tenable.com/products/tenable-asm>

Tenable Cloud Security: <https://www.tenable.com/products/tenable-cs>

Tenable Vulnerability Management: <https://www.tenable.com/products/tenable-io>

Tenable Nessus: <https://www.tenable.com/products/nessus>

Tenable Security Center: <https://www.tenable.com/products/tenable-sc>

Tenable Identity Exposure: <https://www.tenable.com/products/tenable-ad>

Tenable OT Security: <https://www.tenable.com/products/tenable-ot>

Tenable Core: <https://docs.tenable.com/Core.htm>