



DATASHEET

Continuing Support

Get extra time to upgrade or migrate to a fully supported product or version with extended support on end-of-life products.

Benefits

- Allows additional time to plan for upgrades and migrations
- Enables business continuity
- Protects investment

World Class Technical Support

With annual maintenance on your One Identity product, you receive comprehensive technical assistance from a global team of highly skilled support experts. Additionally, you get upgrade protection, access to the latest software versions and releases, remote technical support, unlimited online self-help resources, optional 24x7 coverage for business-critical outages and optional proactive Premier Support. But what happens when your product nears its end of life, and you need more time to upgrade or migrate? Continuing Support is our solution when you need additional time to upgrade or migrate to a fully supported product or version.

Continuing Support

Continuing Support is a maintenance renewal service option that provides you with one year of limited support after your software has reached its end-of-life or end-of-support date and is no longer supported through maintenance contracts. With Continuing Support, you receive continued access to the same knowledgeable global support team you are working with today.

How it works

You will need to complete your annual software maintenance renewal contract and sign an agreement for Continuing Support.

Continuing Support features include:

- Uninterrupted access to the same trusted technical support via phone, online and chat
- Technical support experts who will provide known work-around solutions and fixes
- Access to product documentation and Knowledge Base articles
- Available for all One Identity products
- RMAs will remain in effect based on applicable appliance warranty policies

Continuing Support does not include:

- New code patches or fixes
- Enhancements
- Analysis of new defects

System Requirements

For a complete list of system requirements, visit [oneidentity.com](https://www.oneidentity.com)

- Security alerts
- Regulatory, tax or legal updates
- Upgrade scripts
- Third-party components
- Previously released fixes or updates that One Identity no longer supports.

Product Support Lifecycle Policy

The One Identity Product Support Lifecycle is a series of phases during which One Identity products are eligible for patches (fixes), technical support and downloads from the Support Portal. Our usual policy is to provide support on both current (n) and prior (n-1) versions. There are four phases: Full Support, Limited Support, Continuing Support and Discontinued.

For more information

To learn more about One Identity Support or how to renew your maintenance agreement, please contact your [support renewal representative](#) or visit the [One Identity Support Portal](#).



Continuing Support

provides an additional year of limited support beyond your software's end-of-life or end-of-support date.

About One Identity

One Identity helps organizations get identity and access management (IAM) right. With our unique combination of offerings, including a portfolio of identity governance, access management, privileged management and identity as a service solutions, organizations can achieve their full potential – unimpeded by security, yet safeguarded against threats. Learn more at [OneIdentity.com](#)

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