

DATASHEET

Why it's important to upgrade to the G4 Imprivata Appliance



Imprivata will End of Life (EoL) the G3 Imprivata Appliance on December 31, 2023. This document provides key information to plan your upgrade and understand the limits of support and maintenance after December 31, 2023.

1. Why is there a new G4 appliance?

- The new G4 appliance upgrades key software components such as the Oracle database version 12.2.0.1 (EoL March 31st, 2022) to Oracle 19c, and the Oracle replication software Streams (EoL March 22, 2022) to GoldenGate. Just like with the G3, Imprivata will maintain the G4 with current software versions and updates to assure the security of the software stack Imprivata OneSign and Imprivata Confirm ID runs on.

2. What is new in the G4 appliances and how will my organization benefit from moving to it?

- Customers will benefit from a G4 software stack that is supported by Oracle and SUSE and contains the latest security updates.
- New architecture with reduced database footprint and replication traffic for added stability and faster support operations (enterprise database sync, add/remove appliances, restore from backups, and enterprise export/import).
- Latest feature enhancements. OSCID 7.10 was the last feature release supported on G3 appliances. Subsequent OSCID releases only run on G4s and require an upgrade to it.

3. Do customers have to move to the new G4 appliances?

- Yes, customers should plan to move to the new G4 appliances prior to December 31, 2023. After that date we will no longer be supporting, applying hot fixes, and offering security updates to G3 enterprises.

4. Will I have to buy new appliances?

- Up until December 31, 2023, existing customers can obtain G4 appliances at no additional costs. It is after this EoL date that existing G3 customers will incur the regular appliance costs.

5. Can I migrate from G3 on-prem to G4 on Azure?

- Yes, you can combine the migration to G4s with a move to the Azure public cloud infrastructure.

6. How do I request the new G4 Appliance?

- Customers can log a case through the customer support center.

7. Where can I find documentation and guidelines for this upgrade/migration to G4s?

- See “Imprivata Upgrade and G4 Migration Guide” on the front page of the support portal.

8. Does Imprivata offer services to assist customers with an upgrade?

- Yes, please contact Imprivata sales for more information.

9. What if your organization doesn't upgrade before December 31, 2023?

- Your G3 environment will no longer be receiving software updates for the Oracle database, replication and SUSE operating system thereby potentially having higher security exposures.
- No new features.
- No formal support and Imprivata software patches.



Imprivata is the digital identity company for mission- and life-critical industries, redefining how organizations solve complex workflow, security, and compliance challenges with solutions that protect critical data and applications without workflow disruption. Its platform of interoperable identity, authentication, and access management solutions enables organizations in over 45 countries to fully manage and secure all enterprise and third-party digital identities by establishing trust between people, technology, and information.

For more information, please contact us at 1 781 674 2700
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