

NOTICE

Secureworks Customer Advisory – End of Support for Cisco Security Agents is December 31, 2013 – ACTION REQUIRED NOW

Dear Secureworks Customer,

This notice is to remind you that, as Cisco has announced over the past several years, the End of Support date for Cisco Security Agents (CSA) is December 31, 2013. The End of Life advisory for CSA agents was announced on June 11, 2010.

Our records indicate that you are running CSA as part of your Managed and Monitored Host IPS services with Secureworks. In order to ensure full support of your Secureworks MSS services, you should plan to replace the CSA agents as soon as possible and before the end of support date of December 31.

Secureworks recommends that you migrate to ISS Proventia. Please contact your software vendor for pricing. Once you have made the ISS purchase, you will need to contact your Secureworks sales representative so that an exchange order can be placed along with an appointment with our Customer Implementations team.

Please note that as of December 31, 2013, Secureworks will discontinue management and monitoring of your CSA agents and will issue a cancellation order for the remaining part of your HIPS service agreement. Once you have migrated to ISS, your service can be restored by contacting your sales representative to schedule an appointment with our Implementations team.

If you do not have a software vendor, you may contact our direct vendor, Softchoice. They are aware of this advisory and available to assist you right away.

For SoftChoice assistance, please contact:

Kathleen Simard

Cell: 404-642-7518

Fax: 678-250-7065

Kathleen.Simard@softchoice.com www.softchoice.com

If you have any questions related to this advisory or if you need sales assistance, please open a Helpdesk ticket in the Customer Portal.

Secureworks®

Further information from Cisco on the CSA end of support is available at:

http://www.cisco.com/en/US/prod/collateral/vpndevc/ps5739/ps2330/end_of_life_c51602579.html

Please contact your Secureworks Account Representative to discuss next steps related to this End of Life announcement. If you do not know how to reach them, please call:

- United States & Canada: 1-877-838-7947
- United Kingdom: +44-131-260-3044
- Australia: +61 1800 737 817