



Secureworks End of Life Notification March 2014

Upcoming End of Life Notification

The following services are approaching End of Life [2]. Please note that support will continue for these products until the official End of Life (EOL) date. Further communication will be forthcoming as the time for EOL approaches.

| EOL | Type | EOL Date | Upgrade Path |
|--|-------------|------------------------------|---|
| DSWRX Managed and Monitored Snort | Service EOL | March 1 st , 2015 | Upgrade to iSensor service at no charge |

Note: You will be contacted by a Secureworks representative in the next 60 days to arrange for replacement of your Snort device. If you wish to proactively contact our team and arrange for replacement please call: +1 401-456-0450

Secureworks Lifecycle Policy

Documentation regarding the Secureworks lifecycle can be found at this URL
http://www.secureworks.com/contact/client_support/lifecycle-policy/

Secureworks strives to provide the highest quality services by continually enhancing our tools and service platforms. As new updates for firmware and hardware are developed it becomes necessary to End of Sale (EOS) and End of Life (EOL) legacy products and services. EOS/EOL notifications are intended to provide information and required actions regarding upcoming lifecycle activities.

Key Terms and Definitions

1. **EOS**: End of Sale indicates a particular hardware model, firmware version, or service line is no longer available for sale; however **this model is still supported until the EOL date**. Support for products which have entered an EOS status but not yet reached EOL includes security content, upgrades for critical bugs, warranty services, and customer support.

Classification: //Secureworks/Public Use:

2. EOL: End of Life indicates end of all support for a given hardware model, firmware version, or service line. No security content, no upgrades, no customer support and no warranty services are available when a product has passed its EOL date.

Classification: //Secureworks/Public Use:

Page 2