

NOTICE

SecureWorks Customer Advisory – End of Support for Cisco Pix Firewalls is July 27 – You must upgrade NOW in order to continue to receive managed support – ACTION REQUIRED

Dear Secureworks Customer,

It is imperative that you upgrade your Pix device(s) immediately so there is no interruption in your Managed Firewall services and/or your firewall change requests. Cisco has announced End of Support effective July 27, 2013 and our records indicate that you still have at least one Pix device on your managed services agreement with Secureworks.

Please note that as of October 1, 2013, Secureworks will discontinue management of your Pix firewall(s) until you have upgraded them to a supported hardware platform.

From July 28, 2013 until September 30, 2013, the Device Management team will continue to fulfill your Pix change requests on a best effort basis. However, it is important to note that Secureworks cannot ensure the security and operational integrity of your infrastructure during this period. Secureworks disclaims any responsibility or liability for any software or hardware issue that occurs for any reason, and shall have no responsibility for meeting the service level agreement, during this period. Your only option would be to upgrade, because there will be no ongoing security and operational support provided by Cisco. Secureworks will continue monitoring the Pix devices until you are able to replace them with currently supported hardware. Please note that if Secureworks discontinues management of your firewalls as of October 1, 2013, due to your failure to upgrade in compliance with the service level agreement, you will remain responsible for your payment obligations for this service under your managed services agreement with Secureworks.

As a reminder, Cisco announced in 2008 that the End of Support date for Pix firewalls (PIX 501, 506E, 515E, 525 and 535) is July 27, 2013. Our records indicate that you have at least one of these devices as part of your Managed and Monitored Firewall services with Secureworks, and we have notified you several times to upgrade/ replace your device In order to ensure full support of your Secureworks MSS services.

Cisco's announcement can be viewed by visiting this link:

http://www.cisco.com/en/US/prod/collateral/vpndevc/ps5708/ps5709/ps2030/qa_eos_for_sale_for_cisco_pix_products_customer.html

Please contact your hardware vendor ASAP for Cisco ASA pricing or other firewall options. The Cisco ASA will be the most time and cost efficient from an implementations perspective for us to replace for you in your environment.

Secureworks®

Once you have purchased your hardware upgrade, please contact your Secureworks sales representative so that a firewall upgrade or migration can be ordered and scheduled for you with our Customer Implementations team. Once the order is placed, we will contact you so you may ship the hardware to us for staging and setup.

If you do not have a hardware vendor or need assistance in determining which option is best for you, you may contact our direct vendor, Softchoice. They are aware of this advisory and are available to assist you right away.

For SoftChoice assistance, please contact:

Jesse Whiteside

416-588-9002 x222688

Jesse.Whiteside@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.

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