



## Secureworks End of Life Notification February 2014

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### 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
<b>Managed Strong Authentication</b>	Service EOL	Dec 1 <sup>st</sup> , 2014	Service no longer offered
<b>Managed Routers and Switches</b>	Service EOL	Dec 1 <sup>st</sup> , 2014	Service no longer offered

Note: The EOL services listed in this notification will no longer be offered by Secureworks after the defined EOL date. Customers utilizing this service are encouraged to find alternative services prior to EOL. After EOL, Secureworks will cancel all existing contracts and refund any pre-paid service charges.

### Secureworks Lifecycle Policy

Documentation regarding the Secureworks lifecycle can be found at this URL  
[http://www.secureworks.com/contact/client\\_support/lifecycle-policy/](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.

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.