

## NOTICE

### Announcement of End of Life Snare Enterprise Agent and LMS Service on the Taegis Platform

Publish Date: November 2021    Version: 1.0

Beginning January 28, 2022, we will no longer sell LMS or Snare as an add-on to the Taegis platform. Secureworks will continue to support existing customers receiving LMS and Snare for up to one year after that date, until February 3, 2023. Secureworks Taegis will still be able to support the Snare Enterprise Agent after that date, but customers will work directly with Snare for that service.

Partial year renewals may be available through February 3, 2023, as appropriate.

Service	Effective EOS Date	Effective EOL Date*
Log Management Services with Taegis	January 28, 2022	February 3, 2023
Snare Enterprise Agent with Taegis	January 28, 2022	February 3, 2023

\*For Customers whose service term extends beyond February 3, 2023, Secureworks will honor our contractual commitments and will contact you directly to discuss the best way to navigate this transition.

#### Recommended Alternative Solution

##### Log Management Service (LMS)

Since launching Secureworks Taegis in 2019, we have continued to invest in the development of log management capabilities within Taegis XDR, including out-of-the-box support for market-leading data sources, generic syslog ingestion, custom use cases, a robust query language, custom reporting, and extended log retention options. These capabilities meet the needs of many customers who are using our existing Log Management Service today.

If you currently have data in LogVault that you need to retain for a year, you may request a one-time export of the content in the LogVault. You may also retain the LogVault hardware for a nominal fee and directly contract with our software partner, TIBCO, for license subscriptions.

##### Snare Enterprise Agent

The Snare agent is not a required component of our Taegis solution. However, you can work directly with Snare to obtain a license for the Snare agent if you determine the need. Our partners have provided the following email alias for our customers to use: [secureworks@prophecyinternational.com](mailto:secureworks@prophecyinternational.com).

# Secureworks®

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