

NOTICE

Announcement of End of Life of TIBCO Hardware for Enterprise LogVault Service

Publish Date: Version:

These End of Life (“EOL”) Announcements arise from a recent decision by TIBCO who has issued an end of life for their H4 appliances. This also includes our reseller agreement, which means we cannot continue to assist respective clients with hardware and maintenance orders.

The following services are included in this EOL along with their respective EOL effective date:

Service	Effective EOL Date
Managed Enterprise LogVault w/ TIBCO LogLogic	December 21, 2020
TIBCO LogLogic Appliances	December 21, 2020

Please Note: this EOL applies only to the Enterprise LogVault which uses TIBCO H4 appliances and does not apply to LogVault 2.X nor LogVault2 Plus.

Note also: This does not apply to H4-R1 nor H4-R2 appliances. An EOL for those are planned for a later date and clients are encouraged to migrate now but are not required to.

TIBCO LogLogic® H4 Appliances included in this EOL:

- TIBCO LogLogic® LX825 Appliance
- TIBCO LogLogic® LX1025 Appliance
- TIBCO LogLogic® LX4025 Appliance
- TIBCO LogLogic® MX3025 Appliance
- TIBCO LogLogic® MX4025 Appliance
- TIBCO LogLogic® ST1025 Appliance
- TIBCO LogLogic® ST2025-SAN Appliance
- TIBCO LogLogic® ST4025 Appliance

Affected Secureworks SKUs:

Offer	SKU
Managed Enterprise LogVault: w TIBCO LogLogic Small Reporting Appliance Subscription	MLR-ELV-TLL-SML-R
Managed Enterprise LogVault: w TIBCO LogLogic SAN Aggregation Appliance Subscription: HA	MLR-ELV-TLL-SAN-HA
Managed Enterprise LogVault: w TIBCO LogLogic SAN Aggregation Appliance Subscription	MLR-ELV-TLL-SAN
Managed Enterprise LogVault: w TIBCO LogLogic Medium Reporting Appliance Subscription: HA	MLR-ELV-TLL-MED-R-HA
Managed Enterprise LogVault: w TIBCO LogLogic Medium Reporting Appliance Subscription	MLR-ELV-TLL-MED-R
Managed Enterprise LogVault: w TIBCO LogLogic Medium Combination Appliance Subscription	MLR-ELV-TLL-MED-C
Managed Enterprise LogVault: w TIBCO LogLogic Medium Aggregation Appliance Subscription: HA	MLR-ELV-TLL-MED-A-HA
Managed Enterprise LogVault: w TIBCO LogLogic Medium Aggregation Appliance Subscription	MLR-ELV-TLL-MED-A
Managed Enterprise LogVault: w TIBCO LogLogic Large Reporting Appliance Subscription: HA	MLR-ELV-TLL-LRG-R-HA
Managed Enterprise LogVault: w TIBCO LogLogic Large Reporting Appliance Subscription	MLR-ELV-TLL-LRG-R
Managed Enterprise LogVault: w TIBCO LogLogic Large Combination Appliance Subscription: HA	MLR-ELV-TLL-LRG-C-HA
Managed Enterprise LogVault: w TIBCO LogLogic Large Combination Appliance Subscription	MLR-ELV-TLL-LRG-C
Managed Enterprise LogVault: w TIBCO LogLogic Large Aggregation Appliance Subscription: HA	MLR-ELV-TLL-LRG-A-HA
Managed Enterprise LogVault: w TIBCO LogLogic Large Aggregation Appliance Subscription	MLR-ELV-TLL-LRG-A
Managed Enterprise LogVault w TIBCO LogLogic EVA Large Subscription: 1 Year	MLR-ELV-TLL-EVA-LG-1
Managed Enterprise LogVault w TIBCO LogLogic EVA Global Subscription: 1 Year	MLR-ELV-TLL-EVA-GLB-1

For our Log Vault subscription only Customers:

SecureWorks recommends one of the following alternative offerings upon our Customer's services renewal:

- LogVault2 Plus which is the most similar service to what Customers have currently
 - Hardware option: Dell R740xl
- LogVault 2.x is an option but is typically used for small deployments so may not fit the needs of most of our Customers
 - Hardware options: Dell R630 or Dell R640 dependent on inventory
- LogVault Cloud is our new Cloud based offer
 - Customers will need their own AWS environment
 - Customers will purchase a service subscription which includes a software license from Secureworks

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For Customers who have purchased hardware via SecureWorks:

SecureWorks recommends migrating to one of the following options to ensure that they have the latest software features:

- LogVault2 Plus which is the most similar service to what Customers have currently
- LogVault 2.x is an option but is typically used for small deployments so may not fit the needs of most of our Customers
- Hardware options for purchase are:
 - ✦ Dell R730 or Dell R740
- Customers will also have to purchase maintenance
- LogVault Cloud is our new Cloud based offer, but it does require that Customers have their own AWS environment

As always, we value your business and are committed to providing you with the highest quality service that you have come to expect from SecureWorks.

Thank you,
Secureworks Service Lifecycle Management