

## NOTICE

### SecureWorks Policy Notification – ACTION REQUIRED

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Dear Secureworks Customer,

This notification is being sent to inform you that the following product models have entered End of Sale (EOS) [1]. A projected End of Life (EOL) date is provided, however, this date is subject to change. Please note that support will continue for these products until the official End of Life date.

EOS Model	Type	EOS Date	Projected EOL Date
iSensor Model R310	Hardware EOS	4/01/2013	4/01/2016
iSensor Model R610	Hardware EOS	4/01/2013	4/01/2016
Model R310	Hardware EOS	4/01/2013	4/01/2016
CTA Model R610	Hardware EOS	4/01/2013	4/01/2016

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. As the End of Life (EOL) date approaches for your devices, you can expect your Account Manager to contact you to discuss available options.

#### 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.

## FAQ

Do I need to take any immediate actions pertaining to this lifecycle policy notification?

- Your devices are fully supported with no immediate action is required. You will be contacted a year prior to when your device approaches EOL.

When will this policy affect me?

- You can expect a minimum of 3 years and an average of 5 years of life out of any Dell SecureWorks delivered hardware. You will be provided notice of pending EOL 30, 60, 90, and 180 days prior to EOL of a device model. Your Account Manager will provide upgrade or replacement options.

Will there be additional costs associated with the EOL of my device?

- Replacement options will be provided prior to the EOL of your current devices. Additional costs for the replacement appliances should be expected unless a subscription contract model is chosen. Subscription model contracts can be identified by reviewing the Stock Keeping Unit (SKU) for each service or by contacting your Account Manager. Service Subscription SKUs are identified with a "DSSUB" prefix.

Why is Dell SecureWorks sending this notification?

- We are implementing a formal Lifecycle policy and want to give our customers ample notice for budgeting of product replacement.

What options will I have at EOL of my device?

- Customers are encouraged to purchase subscription services that include Dell SecureWorks hardware at no additional cost. Customers on the product and maintenance model will be required to plan and budget for upgrades upon EOL of deployed Dell SecureWorks hardware.

What products are affected by this policy?

- iSensor, CTAs, Log Collectors, Inspectors, and SDAs.

Who should I contact with questions?

- Please contact your Account Manager with any questions.

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:

# Secureworks®

- United States & Canada: 1-877-838-7947
- United Kingdom: +44-131-260-3044
- Australia: +61 1800 737 817