



SafeNet Data Protection End of Life Policy

Products reach the end of their lifecycle for a variety of reasons. These reasons may reflect market demand, technology driven innovations and product maturity. While this is an established part of the overall product lifecycle, SafeNet considers it highly important to share all End of Life (EOL) product information with our customers. This policy gives you adequate time to prepare for changes in availability of products and components, manage their development, and administer support or maintenance accordingly.

Listed below is SafeNet's End of Life Policy for Data Protection products and their features. Aspects covered include the various stages of component discontinuation (End of Life) and level of Technical Support provided.

Product Life Cycle Stage Definitions

General Availability -Products may be further developed to include new functionality, improvement of existing functionality, enhancement that provides additional value and/or extended performance, and any other change that constitutes an upgrade to the product (collectively: "New Features"), as well as for the purpose of implementing new platforms and bug fixes.

End of New Sale (EONS) – Products in this category are actively being replaced by SafeNet and hence will not be offered to customers without existing deployments. However, for purposes of continuity, we will offer additional instances and units for existing deployments.

End of Sale (EOS) – "End of Sale" indicates that SafeNet discontinues selling to customers the product in question. The product is no longer available for purchase, but SafeNet will continue to provide support per maintenance agreements. Prior to EOS or EONS customers will have the opportunity to make last-time purchases of products.

Good Faith Support – Our normal support options include troubleshooting as well as software improvements. Most customers will transition from products during the normal support phase. However, after normal support ends, SafeNet will, at its discretion, offer good-faith support which entitles customers to help from our Client Services team for troubleshooting and workarounds but generally excludes any product updates. SafeNet will continue to provide support to the extent reasonably practicable without providing Major Releases, Minor Releases or Quality Updates support.

End of Life (EOL) – This defines a product that is no longer available for purchase, and will no longer be supported by SafeNet. EOL is the final stage in the overall process. Once a product has been classified as "EOL", there is no development (including bug fixes), and Technical Support is limited to online documentation (knowledge-base) and downloads. Customers are required to upgrade to a current product version to obtain support.

General Guidelines on End of Support Announcements and Updates

The product End of Support is evaluated per-component on a quarterly basis taking customer needs into account. Updates to the End of Support timeline will be conveyed publicly via the [Technical Updates Blog](#) and email communication.

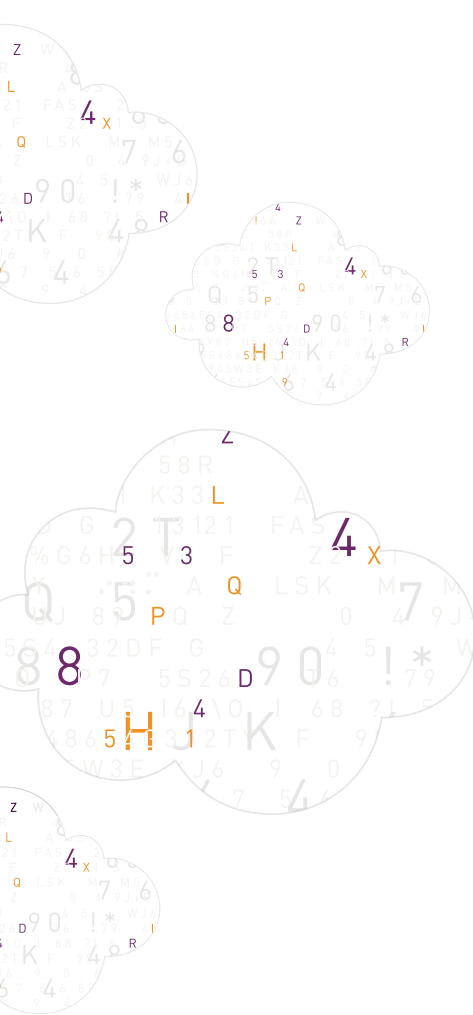
For component specific details: Product specific details can be viewed on the [SafeNet Customer Portal](#). *Note: login required.*

For platform support: Unless otherwise noted, SafeNet will cease to support operating systems and platforms as soon as their vendors issue their respective End of Life announcements.

For hardware discontinuation: SafeNet announces the discontinuation of hardware appliances at least four (4) years in advance. Orders for these products are accepted no later than the date of discontinuation. The warranty continues as defined in the warranty of each product.

For software discontinuation: SafeNet announces the discontinuation of software products at least two (2) years in advance. Orders for these products are accepted no later than the date of discontinuation.

[View End of Sale documentation](#) so you can place orders for products prior to their discontinuation.



Contact Us: For all office locations and contact information, please visit www.safenet-inc.com

Follow Us: www.safenet-inc.com/connected

©2014 SafeNet, Inc. All rights reserved. SafeNet and SafeNet logo are registered trademarks of SafeNet. All other product names are trademarks of their respective owners. (EN)-07.21.14