



# Content Security Product Life Cycle

## DISTRIBUTION GUIDELINES

### Overview

This document sets forth SafeNet’s policies with regards to the Content Security product life cycles and its corresponding principles. The life cycles below are applicable only to Content Security Products. In general, software products are supported according to the support policies and Appliance hardware is supported according to the applicable warranty terms and conditions.

Please be advised that the policies described in this document shall not derogate from SafeNet’s existing contractual obligations, in that where SafeNet is contractually obligated to support policies which differ from the policies described below, SafeNet is committed to and shall abide by its contractual obligations. Only if and when such contractual obligations are no longer in effect or where no other support obligations are in place, may these policies be implemented with respect to SafeNet’s channel partner/customer.

### Product Versions and Product Updates

#### A. Product Versions

- **Terminology:** Also referred to as “Upgrades”.
- **Description:** A new Product Version, with respect to SafeNet’s Content Security software, typically provides new functionality, significantly improves the functionality, includes major enhancements that provide substantial additional value, or substantially improves the performance of the software.
- **Version naming/control:** In a new product version or upgrade the first 2 digits of the version number are changed and indicate a major version as follows: v5.2.x.x -> V6.1.x.x v6.1.x.x -> V6.2.x.x
- **Cycle:** New Versions are typically released every 9 to 18 months.

#### B. Product Updates

- **Terminology:** Also referred to as “Update”, “Autoupdate”, “Service Packs” or “Hot Fix”
- **Description:** A “Hot Fix”, “Service Pack” or an “Autoupdate”, with respect to SafeNet’s Content Security software, typically means an update to the product that includes minor Security or Software enhancements, bug fixes, patches, workarounds and other technical updates to the product.
- A “Hot Fix” / “Service Pack” is an urgent limited scope update to the product intended to resolve a specific urgent product or customer issue. We distinguish between two types: “General” that is relevant to all customers; and “Temp” that is relevant to a specific customer only.
- An “Autoupdate” is a periodical update that is pulled automatically by the customer’s product and installed “on top” of an existing product release. Usually an Autoupdate is released first as a “Hot Fix” / “Service Pack” and when proven to be stable, it is automatically updated to the end product.
- **Version naming/control:** In a “Hot Fix”, “Service Pack” or an “Autoupdate” the last 2 digits of the version number are changed and indicate a minor version update as follows: V5.2.1.0 -> V5.2.2.3
- **Cycle:** “Autoupdate” releases are typically released every 2 to 4 months. “Hot Fixes” and “Service Packs” are released on a case by case basis based on the customer experience and support requirements.

SafeNet may require customers to update their products to the latest Hot Fix, Service Pack/s and/or New release/s of a supported product version. A customer’s refusal to install the latest Service Pack/s and/or or Maintenance Release/s may affect SafeNet’s ability to solve errors in the product. SafeNet shall not be obligated to provide technical support for non-SafeNet software, modifications to the SafeNet software, or problems associated with products running on operating systems and third party software that are no longer supported by their vendor.

## Product Availability Policy

Whereas there may be certain exceptions with respect to certain products, SafeNet Content Security's policy is to make the latest product releases available for sales and limit sales of previous products. Product availability is represented by one of the following statuses:

Status	Description
None	Discontinued. The product is no longer available. Note: With certain limitations, sale of additional licenses or appliance to an existing customer of a discontinued product may still be possible. Such sale would need to be reviewed on a case by case basis and would require Content Security Product Management approval
Beta	The product is available for experimental purposes and field testing in limited fashion but cannot be sold to customers for use in production environments
Managed Availability (MA)	The product is available for sale however there may be certain limitations to the product availability. Product may not be available in all markets and geographies and quantities may be limited. A sale of the product requires
General Availability (GA)	The product is generally available for sales

## Software Product Support & Availability

The table below sets forth the current list of eSafe Content Security software products and their respective support levels. The list below is updated on a periodical basis.

**Note:** End of Sale dates are usually 2-3 months after a new GA version of the same software is released.

Product & Version	Release Date	End Of Sale	End of Support	End of Updates
eSafe v5.1	N/A	Not for Sale	Dec 2007	Jan 2009
eSafe v5.2	N/A	Not for Sale	Dec 2008	Jun 2009
eSafe v6.1	N/A	Not for Sale	Dec 2010	Dec 2010
eSafe v6.2	Feb 2008	Jan 2009	Mar 2011	Mar 2011
eSafe v7.1	Dec 2008	Sep 2009	Dec 2011	Dec 2011
eSafe v8.0	Oct 2009	Oct 2010	Mar 2012	Mar 2012
eSafe v8.5	May 2010	N/A	Dec 2012	Dec 2012
Reporter v4	N/A	Dec 2009	Jun 2011	Jun 2011
Reporter v6	Oct 2009	N/A	Mar 2012	Mar 2012

## Appliance Support & Availability

The table below sets forth the current list of eSafe Content Security appliances and their respective support levels.

Appliance	Status	End of Sale	Warranty period	Comments
HG100	Not for sale	Feb 2009*	2 years from PO	* Or end of stock
HG200	Not for sale	Jun 2009*	2 years from PO	* Or end of stock
WTA (HG200)	Not for sale	Jun 2009*	2 years from PO	
XG110	Active	TBD	1 year from PO**	**Option to extend warranty to 3 years
XG210	Active	TBD	1 years from PO**	**Option to extend warranty to 3 years
XG300	Active	TBD	3 years from PO	

## About SafeNet

Founded in 1983, SafeNet is a global leader in information security. SafeNet protects its customers' most valuable assets, including identities, transactions, communications, data and software licensing, throughout the data lifecycle. More than 25,000 customers across both commercial enterprises and government agencies and in over 100 countries trust their information security needs to SafeNet.

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