

RSA's Support Policy for RSA BSAFE Products

This information formally documents and clarifies the support policy for RSA BSAFE products. Please be aware the support policy listed here does not obviate any specific contractual terms included in your Support agreement.

Consistent with software industry practices, we provide maintenance under contract on any current RSA BSAFE product version. To assist our customers in making the transition from prior to current versions of RSA BSAFE products, we provide maintenance on the superseded version for 18 months following the release of the new version. During this 18 month period, the maintenance you receive includes fixes for Priority 1 bugs and our standard online and telephone support.

At the conclusion of the 18 month period, maintenance will terminate on the older version and in order to receive fixes, performance improvements, and enhancements customers will be required to upgrade to the current version of the product. By using the most current versions of RSA BSAFE products, you gain the benefits of improved code optimizations, additional features, and code fixes to address reported bugs and security vulnerabilities. Another important benefit is the indemnification protection RSA provides to customers using the most current versions of RSA BSAFE products.

For example, if RSA BSAFE Product X 6.2 was launched on Dec. 15, 2004, then that date would mark the beginning of the 18 month maintenance period for the prior version, RSA BSAFE Product X 6.1. On June 15, 2006, the maintenance period would end for RSA BSAFE Product X 6.1, as shown in the illustration below:

May 1, 2004 Product X 6.1 Launched	Dec. 15, 2004 Product X 6.2 Launched And the Final 18 Month Maintenance Period Begins for Product X 6.1	June 15, 2006 Product X 6.1 Maintenance Ends
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In the Release Notes document for each new major version (example, version 4.0), minor version (example, version 4.5) or maintenance version (example, version 4.5.2), we will include details about the versions superseded by the new version of the product.

For customers with current maintenance contracts, if you are using an unsupported version of RSA BSAFE software please request your upgrade of the software online at http://www.rsa.com/go/form_ins.asp.

In rare cases, customers may have special needs for supporting older product versions. Please contact your RSA Support representative to discuss available options. Also, please contact your local RSA Customer Support department with any additional questions about support; contact phone numbers can be found on RSA's Web site at <http://www.rsa.com/node.aspx?id=1068>

If you would like to receive online support for RSA BSAFE products, please register for SecurCare online at <https://knowledge.rsasecurity.com/registration.asp>. If you already registered for SecurCare online, you may register to receive "RSA SecurCare Notes & Alerts", targeted email messages RSA sends you based on the RSA product family you use. If you would like to initiate or change which RSA product family's "Notes & Alerts" you receive, log on to RSA SecurCare Online at <https://knowledge.rsasecurity.com> and click "Notes & Alerts" and then "Subscription" in the left navigation menu and follow the instructions on the page.



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