

>>Product Update

THALES

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END OF SUPPORT FOR PREVIOUS GENERATION nSHIELD SOLO & CONNECT (NON+) MODELS

This Product update is to inform Thales customers of the end of support (EoS) plan for the (non +) version of nShield Solo and nShield Connect hardware security modules (HSMs). The (non +) models were replaced in July 2014 with the new (+) platforms, delivering accelerated elliptic curve cryptography (ECC). Notification is being made of the EoS plan so customers can make informed last-time-buy (LTB) purchasing decisions and plan their long term support and upgrade strategy. Please note that nShield Solo+ and nShield Connect+ models are not affected and will continue to be available for purchase and supported. nShield Solo+ and Connect+ are compatible with (non +) nShield Solo and Connect and can be readily deployed in mixed estates.

PRODUCT UPDATE SUMMARY

- End of Sale and End of Support of nShield Solo PCIe 500 F2, 6000 F2, 500 F3, & 6000 F3
- End of Sale and End of Support of nShield Connect 500 F3, 1500 F3 & 6000 F3

REASON FOR CHANGE

Migration to the (+) platforms in 2014 enabled customers to benefit from improved performance. The (+) platform offers improved RSA 2048 bit performance and optional elliptic curve cryptography (ECC) acceleration via an activation license.

MODELS NUMBERS AFFECTED AND IMPORTANT DATES TO REMEMBER

Transitioned Products				Replacement Products	
Model	Part Number	End of Sale	End of Support	New Model	New Part Number
Solo PCIe 500 F2	NC3023E-500	31 December 2015*	31 December 2018	Solo PCIe 500+ F2	NC3423E-500
Solo PCIe 6000 F2	NC3023E-6K0			Solo PCIe 6000+ F2	NC3423E-6K0
Solo PCIe 500 F3	NC4033E-500			Solo PCIe 500+ F3	NC4433E-500
Solo PCIe 6000 F3	NC4033E-6K0			Solo PCIe 6000+F3	NC4433E-6K0
Connect 500 F3	NH2033			Connect 500+F3	NH2054
Connect 1500 F3	NH2040			Connect 1500+ F3	NH2061
Connect 6000 F3	NH2047			Connect 6000+F3	NH2068

* Subject to availability

ONGOING MAINTENANCE AND SUPPORT

In accordance with Thales product support approach, technical assistance, maintenance, repair, and existing service agreements will continue to be available until 31 December 2018. Repair or replacement of product will be subject to availability of necessary parts. In the event that necessary parts to repair products are not available, Thales reserves the right to adjust its service pricing policy and replace or substitute equipment with similar or enhanced functionality products. Thales will not offer feature enhancements, firmware/software upgrades, security fixes, or bug fixes for these units beyond 31 December 2018.

TECHNICAL SUPPORT LINE CONTACTS

For help and assistance, please contact our support services team between 8:30am to 5pm Monday to Friday. (Local Time: Americas = EST; EMEA = GMT; Asia Pacific = HKT)

- Americas: +1 800-521-6261 americas.support@thalesesec.com
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