

RSA Warranty and Replacement Parts Maintenance Table

Product	Standard Warranty Period and Support Option	Support Option Upgrade during Warranty Period	Initial Product Installation	Support Options during Maintenance Period	RMA-Parts Replacement	Customer - Performed Tasks (*1)	Designated Customer Replaceable Units (CRU's) (*2)
RSA Software (excluding Authentication Manager, Access Manager, FIM and Identity Verification, & Adaptive Authentication)	90 days: defective media replacement Support during warranty available with purchase or a maintenance support option	N/A	Installation not included. Performed by Customer or may be available for separate purchase	Basic, Enhanced	N/A	Customer Installation of subsequent Software Releases	N/A
RSA Authentication Manager	90 days: defective media replacement Support during warranty available with purchase or a maintenance support option	N/A	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced	N/A	Customer Installation of subsequent Software Releases	N/A
RSA Access Manager (Cleartrust) - All Versions (RSA)	90 days: defective media replacement Support during warranty available with purchase or a maintenance support option	N/A	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced	N/A	Customer Installation of subsequent Software Releases	N/A
Federated Identity Manager (FIM) All Versions (RSA)	90 days: defective media replacement Support during warranty available with purchase or a maintenance support option	N/A	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced	N/A	Customer Installation of subsequent Software Releases	N/A
RSA Tokens	Full Lifecycle of Token up to 6 months from expiration	N/A	Installation not included. Performed by Customer or may be available for separate purchase	Basic, Enhanced	Standard Token Replacement (*3) Advanced Token Replacement (*4)	N/A	N/A
RSA SecurID Appliance	90 Days	N/A	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced	Advanced Replacement (*5) - Next BusinessDay (Requests must be in by 4pm EST or 4pm Western Europe Time). 1st Year Advanced Replacement Included. Separate HW Maintenance for years 2 through 5	Customer Installation of subsequent Software Releases	Appliance
RSA enVision Appliance	90 Days	N/A	Installation not included. Performed by Customer or may be available for separate purchase	Basic, Enhanced SW/HW- up to 5 years	Advanced Replacement (*5) - Order must be in by 2pm EST to ship same day otherwise, it ships next business day. Delivery to customer will take between 3-5 business days	Customer Installation of subsequent Software Releases	All Components Appliance, Chassis, disk drive(s) and power supplies
RSA DLP Network (Appliance)	90 Days	N/A	Installation not included. Performed by Customer or may be available for separate purchase	Basic, Enhanced SW/HW- up to 5 years	Advanced Replacement (*5) - Next Business Day (Requests must be in by 4pm EST)	Customer Installation of subsequent Software Releases	All Components Appliance, Chassis, disk drive(s) and power supplies

RSA Warranty and Replacement Parts Maintenance Table (cont.)

Product	Standard Warranty Period and Support Option	Support Option Upgrade during Warranty Period	Initial Product Installation	Support Options during Maintenance Period	RMA-Parts Replacement	Customer - Performed Tasks (*1)	Designated Customer Replaceable Units (CRU's) (*2)
RSA RKM Appliance	90 Days	N/A	Performed by RSA/EMC Professional Services	Basic, Enhanced SW/HW- up to 5 years	Advanced Replacement (*5) - Next Business Day (Requests must be in by 4pm EST)	Customer Installation of subsequent Software Releases	All Components - Appliance, Chassis, disk drive(s) and power supplies
RSA Identity Verification (Verid)	N/A - Hosted Solution	N/A	Performed by RSA	Enhanced	N/A	RSA Operations responsible for installation, maintenance of Hosted environment	N/A
RSA Adaptive Authentication for the Web ON-PREM	90 days: defective media replacement Support during warranty available with purchase or a maintenance support option	N/A	Performed by RSA	Enhanced	N/A	RSA Operations responsible for installation, maintenance of Hosted Environment	N/A
Adaptive Authentication for the Web - ASP	N/A - Hosted Solution	N/A	Performed by RSA	Enhanced	N/A	RSA Operations responsible for installation, maintenance of Hosted Environment	N/A
RSA Adaptive Authentication for eCommerce (3D Secure)	N/A - Hosted Solution	N/A	Performed by RSA	Enhanced	N/A	RSA Operations responsible for installation, maintenance of Hosted Environment	N/A
Archer Software - Solutions and SmartSuite Framework (on premise software)	90 days: defective media replacement	Standard Support included in term licenses.	Installation not included. Performed by Customer or may be available for separate purchase	Basic, Enhanced	N/A	Customer Installation of subsequent Software Releases	N/A
Archer Software - Solutions and SmartSuite Framework (hosted solution)	(i) Software: 90 days (ii) Hosting Services: Term of hosting services agreement	Standard Support included in term licenses.	Performed by RSA	Basic, Enhanced	N/A	RSA Operations responsible for installation, maintenance of Hosted Environment	N/A
Netwitness Appliance	30 Days	N/A	Installation by Customer or may be available for separate purchase (Professional Services)	Basic, Enhanced	Advanced Replacement Order must be in by 11 AM EST to ship same day otherwise, it ships next business day.	Customer Installation of subsequent Software Releases	All Components - Appliance, Chassis, disk drive(s) and power supplies

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1. Customer-Performed Tasks:

Customer-performed tasks are product support tasks that Customer is authorized by RSA to perform. RSA will provide diagnostic tools and documentation to enable customers to perform replacement of designated Equipment and other service tasks.

2. Customer Replaceable Units (CRUs):

CRUs are specific assemblies, components or individual parts of designated RSA Equipment that Customer is authorized by RSA to selfreplace. In the event of a failure or technical issue, a customer may remove and replace a CRU by using RSA provided diagnostic tools and/or documentation. Assemblies or components not designated as CRUs, must be serviced and/or replaced by RSA or an RSA authorized service partner.

3. Standard Token Replacement:

The System/Security Administrator at your company will return any non-expired tokens that no longer function properly to RSA. Replacements will be shipped within 5 days after the defective token is received. A printable form will be e-mailed back to the customer containing a pre-filled return form with RMA numbers and ship-to information. More details can be found here: <https://selfservice.rsasecurity.com/TWR/>

4. Advanced Token Replacement:

After filling out the appropriate information, RSA will ship out replacements for each valid token within 2 or 3 days. It is the customer's responsibility to ship the defective tokens back within 60 days of the receipt of the replacement tokens. If not, RSA will invoice for the amount of the replacement tokens shipped. More details can be found here: <https://selfservice.rsasecurity.com/TWR/>

5. Advanced Replacement:

Appliances are shipped out same day or next business day. Secure ID Appliances must be returned within 15 days of receiving replacement or full value of Replacement Appliance will be incurred by Customer. For all other Appliances, customer has 10 days to return faulty appliances.