

Product End of Life Notice

payShield 9000



Dear Valued Customer

This formal notice is issued to provide information about the planned withdrawal of the payShield 9000 family of hardware security modules, together with the associated software, accessories and services. The payShield 10K family launched in April 2019 is the direct replacement for the payShield 9000 offering a seamless upgrade for existing Thales payment HSM customers.

payShield 10K benefits include:

- > Slimmer form factor, lower power consumption
- > Hot-swappable power supplies and fans
- > Higher cryptographic performance
- > PCI HSM v3 certification

Important Dates for payShield 9000

30th June 2020 – last time buy on hardware
31st December 2022 – end-of-life for support

In recognition that many existing payShield 9000 customers will need extra HSM capacity, we are providing a last time buy period on hardware and an extended order period for accessories, spares and software license upgrades.

In addition, Thales is committed to providing support on the payShield 9000 until 31st December 2022. We look forward to continuing to support our customers worldwide by providing a comprehensive and easy migration path to the payShield 10K platform.

Products and Services Affected

1. All hardware and software products including base packages, optional licenses, accessories, spares and upgrades in the payShield 9000 range (i.e. all order codes starting with 'HSM9-')
2. All payShield 9000 base and custom software
3. All payShield 9000 hardware and software maintenance contracts

Key Dates

- > No new orders for payShield 9000 hardware will be accepted after 30th June 2020
- > No new orders for payShield 9000 software customization services will be accepted after 31st December 2021
- > Accessories, spares and upgrades (packages/optional licenses/performance) can still be ordered until 31st December 2022
- > Please remember that support on payShield 9000 V2.x software expires on 31st December 2020 (as advised in an October 2017 notice) – migration to V3.x software should be completed before this date
- > Bug fixes and hardware repairs on base and custom payShield 9000 installations available until 31st December 2022 (subject to a valid maintenance support contract being in place)
- > Product end-of-life for support purposes on 31st December 2022 for payShield 9000

Migration Options



payShield 10K provides an easy migration path for existing payShield 9000 customers. Full backwards compatibility at the host application programming interface (API) level means that you can deploy any payShield 10K model with minimal impact on existing applications and without costly integration work. A broad range of performance options, software packages and optional licenses are available to ensure that the functionality you utilize on payShield 9000 is available on the newer platform.

payShield 10K is the future of payment protection, providing you with a range of benefits including:

- > Opportunities to reduce your operating costs – using less space and energy
- > Improvements to streamline your operations – simplifying ongoing HSM management and monitoring
- > Features to support your future needs – from new use cases to cloud-based deployment options

Please contact your local Thales Account Manager or Reseller for further information. We look forward to continuing to support your security needs.

About Thales

The people you rely on to protect your privacy rely on Thales to protect their data. When it comes to data security, organizations are faced with an increasing number of decisive moments. Whether the moment is building on encryption strategy, moving to the cloud, or meeting compliance mandates, you can rely on Thales to secure your digital transformation.

Decisive technology for decisive moments.

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