

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