SafeNet

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SuperPro USB Issue – Update

Background
SafeNet has recently received several incorrectly responding USB keys from a few
customers. All of the keys showed similar failure symptoms – the key works initially,
but after a few hours of use, it is no longer recognized. Removing and re-inserting the
key allows it to be recognized, enabling the customer's application to function once
again.

The vast majority of the affected USB keys did not impact your found issue. However, in
order to ensure that we understand the root cause of the issue, we have given the
investigation of this issue top priority.

Investigation Update
As mentioned above, there are ongoing efforts to determine the root cause of
the Sentinel SuperPro token issue. In support of these efforts, Quality Assurance
and Engineering Services have analyzed product quality data amassed since 2007
on over four million devices. As suggested above, the data indicates the failure
rate to be very low and limited to a specific manufacturing period. There are no
unusual production yields or field failure trends visible in the data outside the
specific manufacturing period. Also, a review of production yields and field
failure rates since April 2008 have revealed no corresponding issues or trends.
During this period, SafeNet shipped 2,300,000 tokens worldwide.

Currently, we believe that our production processes and testing provides a
robust product. If the investigation identifies any gaps in our production
processes or testing, we will inform you of the findings and work to implement
appropriate corrective actions quickly. At SafeNet, our quality assurance
objective is to not only correct an issue, but also to prevent similar issues going
forward. Therefore, any corrective actions will encompass this larger quality
focus.

Sincerely,

Steve Sannington
VP - Quality Assurance
SafeNet Inc.