

# **End of Sale (EOS) and End of Life (EOL) Frequently Asked Questions (FAQ)**

Effective January 1, 2008, Juniper Networks announced the End of Sale (EOS) for select Netscreen Firewall/VPN and Secure Routing products including the NS-HSC, NS-5XT, NS-25, NS-50, NS-500, NS-5000 Series modules (MGT, 8G, 2G24T), SSG 520 (non-M), SSG 550 (non-M), and the non-TAA NEBS version of the J4350 and J6350.

Effective March 31, 2008, Juniper Networks announced the End of Sale (EOS) of the NS-204, NS-208, J2300, and Enhanced Physical Interface Modules (EPIMs) products.

Effective June 30, 2008, Juniper Networks announced the End of Sale (EOS) of the NS-5GT products.

## General Information

### Q. Which products are going end of sale in June 2008?

A. Netscreen-HSC, Netscreen-5XT, Netscreen-25, Netscreen-50, Netscreen-500, SSG 520 (non-M), SSG 550 (non-M), and the non-TAA NEBS version of the J4350, J6350, SSG 520M, and SSG 550M products. In addition, the first generation modules for the Netscreen 5000 Series (MGT, 8G, 2G24T) will also end of sale.

### Q. Which products are going end of sale in September 2008?

A. Netscreen-204, Netscreen-208, J2300, and EPIMs are going end of sale on September 30, 2008.

### Q. Which products are going end of sale in December 2008?

A. NetScreen-5GT will go end of sale on December 31, 2008.

### Q. Which products are not going end of sale?

A. Netscreen 5000 2nd generation modules (MGT2, 8G2, 2XGE), the non-NEBS or TAA NEBS versions of the J4350, J6350, SSG 520M and SSG 550M platforms, J2320, J2350, J4350, and J6350.

### Q. Why is Juniper announcing the end of sale for the respective products?

A. The new migration products provide a natural product transition from older Netscreen to Juniper's next generation firewall and secure routing platforms. Advances in technology make it possible for Juniper to build faster and better products to scale for future needs. The new products pave the way for new features in future software releases. Older Netscreen and J2300 platforms are limited in memory and CPU capability, so they can't support the latest ScreenOS or JUNOS software releases.

### Q. How does the End of Sale affect existing customers?

A. Customers with active support contracts will be supported until the end of life. In accordance with the Juniper Hardware EOL Policy, the affected hardware will be supported for 5 years after the end of sale date. Software support will be available according to the Juniper Software EOL Policy. ScreenOS and JUNOS software will follow their respective published lifecycle for end of life detailed below:

#### ScreenOS

<http://www.juniper.net/support/eol/screenos.html>

#### JUNOS Software

<http://www.juniper.net/support/eol/junos.html>

**Q. How does the End of Sale affect existing customers who need Common Criteria or FIPS?**

A. The table below details the Common Criteria or FIPS certifications for the replacement products. Existing customers who require the FIPS or Common Criteria certification now, can place an order for the end of sale platforms until the last order date. The SSG 140 product does not have any plans for Common Criteria or FIPS.

	<b>Common Criteria EAL4</b>	<b>FIPS 140-2</b>
SSG 5 / 20	Yes	Yes
SSG 140	No	No
SSG 320M/350M	Future – expected by 2H 2009	Future – expected by 2H 2009
SSG 520M/550M	Yes	Yes
ISG 1000 / 2000 Series	Yes	Yes
NS-5000 Modules (8G2, 2XGE, MGT2)	Yes	Yes

**Q. How should I guide legacy Netscreen customers toward purchasing the new SSG and ISG products?**

A. The SSG and ISG products complement the respective end of sale models. The new replacement products are very similar to the end of sale products and are optimized to run the latest versions of Juniper’s powerful ScreenOS software and deliver significant Firewall/VPN performance increases and software expansion (ScreenOS 6.0 and beyond). The new products are also centrally managed by the same management system that eases the transition and mitigates learning curve concerns.

**Q. How should I guide existing Netscreen 5000 customers toward purchasing the new hardware modules?**

A. The newer hardware modules work with the existing Netscreen 5000 platform, and complement the 1st generation NS-5000 hardware modules. The new management (MGT 2) module has double the CPU speed & memory and higher performance for all control plane functions than the 1st generation hardware. The new hardware cards (8G2 or 2XGE) have 2X Firewall/VPN performance, and support High speed AES, Jumbo Frames, and 10 GE connectivity (2XGE).

**Q. How should I guide existing J2300 customers toward purchasing the new J2320 products?**

A. The J2320 products provide a significant boost in packet forwarding performance and enhanced features such as support for Avaya Telephony Gateway and WXC ISM 200 with modular LAN/WAN interfaces for improved connectivity. J2300 customers looking to take advantages of these benefits should upgrade to the J2320 replacement products.

**Q. How should I guide existing SSG 520 and SSG 550 customers toward purchasing the newer SSG 520M and SSG 550M products?**

A. The SSG 520M and SSG 550M have all the ScreenOS software and hardware platform features as the original SSG 520 and SSG 550 platforms. Customers who need the following added capabilities are encouraged to purchase the new SSG 520M or SSG 550M products.

- Support both ScreenOS and JUNOS software (requires conversion kit)
- Support the Avaya Telephony Gateway (requires JUNOS software)
- Support WXC ISM 200 (requires JUNOS software)

**Q. How should I guide existing J4350 and J6350 NEBS customers toward purchasing the NEBS TAA versions of the J4350 and J6350 products?**

A. Juniper has simplified its J4350 and J6350 product line for customers and channel partners. The J4350 & J6350 NEBS certified platforms will be manufactured only in TAA approved countries. Therefore, a combined TAA NEBS product SKU has been created to replace the NEBS-only J4350 and J6350 versions.

**Q. What is the migration path?**

A. Netscreen customers are encouraged to move to Juniper Networks Next Generation Firewall/VPN solutions and Secure Routing platforms including SSG, ISG, NS-5000 Series (MGT 2, 8G2, 2XGE). The SSG 520 and SSG 550 platforms will be replaced by the improved SSG 520M and SSG 550M platforms. J4350 and J6350 customers seeking NEBS or TAA should buy the combined version. J2300 customers should upgrade to the J2320 replacement products.

End of Life Models	Juniper Portfolio Migration
NS-HSC	SSG 5 or SSG 20
NS-5XT	SSG 5 or SSG 20
NS-5GT	SSG 5 or SSG 20
NS-25	SSG 140 or SSG 320M
NS-50	SSG 350M
NS-204	SSG 520M
NS-208	SSG 550M
SSG 520	SSG 520M
SSG 550	SSG 550M
J2300	J2320
J4350 NEBS	J4350 NEBS TAA
J6350 NEBS	J6350 NEBS TAA
SSG 520M NEBS	SSG 520M NEBS TAA
SSG 550M NEBS	SSG 550M NEBS TAA
NS-500/GPRS	ISG 1000/GPRS or ISG 2000/GPRS
NS-5000 MGT management card	NS-5000 MGT2 management card
NS-5000 8G interface card	8G2 or 2XGE interface cards
NS-5000 2G24T	8G2 plus external L2 switch or ISG 2000*

\*Recommend transition to ISG 2000 to satisfy requirements for 10/100 interface support

For more information on the recommended replacement products, please visit the following product pages on the Juniper Networks Website or contact your local Juniper account representative and/or channel partner.

**SSG 5/20**

[http://www.juniper.net/products\\_and\\_services/firewall\\_slash\\_ipsec\\_vpn/ssg\\_5\\_slash\\_ssg\\_20/index.html](http://www.juniper.net/products_and_services/firewall_slash_ipsec_vpn/ssg_5_slash_ssg_20/index.html)

**SSG 140**

[http://www.juniper.net/products\\_and\\_services/firewall\\_slash\\_ipsec\\_vpn/ssg\\_140/index.html](http://www.juniper.net/products_and_services/firewall_slash_ipsec_vpn/ssg_140/index.html)

### SSG 300 Series

[http://www.juniper.net/products\\_and\\_services/firewall\\_slash\\_ipsec\\_vpn/ssg\\_300\\_series/index.html](http://www.juniper.net/products_and_services/firewall_slash_ipsec_vpn/ssg_300_series/index.html)

### SSG 500 Series

[http://www.juniper.net/products\\_and\\_services/firewall\\_slash\\_ipsec\\_vpn/ssg\\_500\\_series/index.html](http://www.juniper.net/products_and_services/firewall_slash_ipsec_vpn/ssg_500_series/index.html)

### ISG Series

[http://www.juniper.net/products\\_and\\_services/firewall\\_slash\\_ipsec\\_vpn/isg\\_series\\_slash\\_gprs/index.html](http://www.juniper.net/products_and_services/firewall_slash_ipsec_vpn/isg_series_slash_gprs/index.html)

### Netscreen 5000 Series

[http://www.juniper.net/products\\_and\\_services/firewall\\_slash\\_ipsec\\_vpn/netscreen\\_5200\\_slash\\_netscreen\\_5400/index.html](http://www.juniper.net/products_and_services/firewall_slash_ipsec_vpn/netscreen_5200_slash_netscreen_5400/index.html)

### J-series

[http://www.juniper.net/products\\_and\\_services/j\\_series\\_services\\_routers/index.html](http://www.juniper.net/products_and_services/j_series_services_routers/index.html)

## Q. What are the End of Sale and End of Life milestones for the January EOS announcement?

A. Below is the list of key milestones for the end of sale announcement.

Milestone	Effective Date
End of sale announcement	January 1, 2008
Last order date (End of Sale date)	June 30, 2008
Last date to convert warranty (end of warranty conversion date)	June 30, 2009
End of same day support	June 30, 2010
End of next day support	June 30, 2012
End of software engineering (Bugs, firmware updates, patches, etc.)	June 30, 2013
End hardware engineering	June 30, 2013
End of life	June 30, 2013

## Q. What are the End of Sale and End of Life milestones for the March EOS announcement?

A. Below is the list of key milestones for the end of sale announcement.

Milestone	Effective Date
End of sale announcement	March 31, 2008
Last order date (End of Sale date)	September 30, 2008
Last date to convert warranty (end of warranty conversion date)	September 30, 2009
End of same day support	September 30, 2010
End of next day support	September 30, 2012
End of software engineering (Bugs, firmware updates, patches, etc.)	September 30, 2013
End hardware engineering	September 30, 2013
End of life	September 30, 2013

**Q. What are the End of Sale and End of Life milestones for the June EOS announcement?**

A. Below is the list of key milestones for the end of sale announcement.

Milestone	Effective Date
End of sale announcement	June 30, 2008
Last order date (End of Sale date)	December 31, 2008
Last date to convert warranty (end of warranty conversion date)	December 31, 2009
End of same day support	December 31, 2010
End of next day support	December 31, 2012
End of software engineering (Bugs, firmware updates, patches, etc.)	December 31, 2013
End hardware engineering	December 31, 2013
End of life	December 31, 2013

**Q. How long do customers have to order the affected products?**

A. Customers have six months to place an order for the affected products. Customers interested in ordering the affected products, should contact their local sales representative or channel partner to place an order on or before the last order date.

**Q. What are the benefits by upgrading from legacy Netscreen to the SSG platforms?**

A. Customers who upgrade to the new SSG platforms, receive the following benefits:

- Improved performance & processing
- Wider range of platforms with UTM
- Modular (expandable) memory
- Improved LAN/WAN connectivity
- Feature support for future releases

**Q. Which ISG platform should I upgrade to from the Netscreen 500?**

A. Customers should consider upgrading to the ISG 1000 Series, if they are looking for the following:

- High performance Firewall/VPN + IDP at up to 1 Gbps speeds
- Up to 500,000 concurrent sessions
- Up to 2,000 Max VPN Tunnels
- Up to 150,000 GTP Tunnels

Customers should consider upgrading to the ISG 2000 Series, if they are looking for the following:

- High performance Firewall/VPN + IDP at multi-gigabit speeds
- Up to 1 Million concurrent sessions
- Up to 10,000 Max VPN Tunnels
- Up to 300,000 GTP Tunnels

**Q. What are the benefits by upgrading to the new Netscreen 5000 Series Modules (MGT 2, 8G2, 2XGE)?**

A. Customers are encouraged to upgrade to the new Netscreen 5000 Series Modules or ISG 2000, in order to receive the following benefits:

Old	New	Performance	Benefits
NS-5000 MGT	NS-5000 MGT2	2X CPU speed & memory	Higher performance for all control plane functions, ScreenOS 6.0+ support
NS-5000 8G	8G2 or 2XGE	2X Firewall/ VPN	Higher performance, High speed AES, Jumbo Frames, 10 GE connectivity (2XGE)
NS-5000 2G24T	8G2 + external L2 switch	4X Firewall/ VPN	Higher performance, High speed AES, Jumbo Frames
NS-5000 2G24T	ISG 2000	2X Firewall/ VPN	Higher performance, High speed AES, Jumbo Frames

**Q. What are the benefits by upgrading from legacy J2300 to the J2320 platforms?**

A. Customers who upgrade to the new J2320 platforms, receive the following benefits:

- Improved performance & processing
- New features – flow based JUNOS software, integrated voice (via Avaya TGM550 Gateway) and WAN optimization (via WXC ISM 200 module)
- Modular, flexible interface options
- Improved connectivity
- Feature support for future releases

#### CORPORATE AND SALES HEADQUARTERS

Juniper Networks, Inc.  
1194 North Mathilda Avenue  
Sunnyvale, CA 94089 USA  
Phone: 888.JUNIPER (888.586.4737)  
or 408.745.2000  
Fax: 408.745.2100  
[www.juniper.net](http://www.juniper.net)

#### APAC HEADQUARTERS

Juniper Networks (Hong Kong)  
26/F, Cityplaza One  
1111 King's Road  
Taikoo Shing, Hong Kong  
Phone: 852.2332.3636  
Fax: 852.2574.7803

#### EMEA HEADQUARTERS

Juniper Networks Ireland  
Airside Business Park  
Swords, County Dublin, Ireland  
Phone: 35.31.8903.600  
Fax: 35.31.8903.601

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