

End of Sale and End of Life (EOL)

Frequently Asked Questions

Product Netscreen-Remote (NS-Remote)

Q: Which products are going to start the end-of-life process?

A: Juniper is officially announcing plans on June 30, 2009 to EOL the following product SKU's for Juniper Networks NS-Remote: NS-R8A-010, NS-R8A-100, NS-R8A-110. Customers and partners will have until December 31, 2009 to order these products. In addition, all customers who have purchased products (and appropriate support contracts) by this last time buy date of December 31, 2009 will be supported until December 31, 2011). Juniper values its existing customers and will ensure they are supported properly throughout this timeframe and hence have time to migrate to newer products.

Q: Will existing NS-Remote customers continue to receive support?

A: Yes – Juniper is committed to supporting NS-Remote customers for a 2 year timeframe after the end of sale date (which works out to 2 ½ years after the announcement date). It is our hope that this support timeframe will allow customers and partners adequate time to smoothly migrate to a new solution in this area that meets their needs. Note: Any customers that buy the NS-Remote product between now and December 31, 2009 (the end of sale date) will also be supported. The official end of support date is December 31, 2011.

Q. What is the last NS-Remote version we will support?

A. The last NS-Remote version that will be supported is 9.0. Additional EOL information about this software release can be found at http://www.juniper.net/support/eol/ns_remote.html

Q. Where can I get more information about the software EOL policy?

A. Juniper Networks Software EOL Policy can be found at <http://www.juniper.net/support/eol/#documentation> in the Software Support section.

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

A. The IPSec protocol has matured to the phase where commonly deployed operating systems are now equipped with built-in IPSec clients. These clients can connect with standards-based products such as the ScreenOS-based firewalls with integrated VPN technology. Additional VPN options, such as SSL-based VPNs or the dynamic VPN client in the SRX series, are outlined below.

Q. What IPSec VPN options are available for legacy customers?

A. Existing customers using IPSec for end point connectivity can continue to purchase NS-Remote products through 12/31/09. NS-Remote will be supported per the software EOL policy.

Many operating systems, such as Windows Vista, now include a built-in IPSec client. Customers who use operating systems that are not supported by NS-Remote can run the built-in IPSec clients that come with those systems. Built-in IPSec clients have the additional advantage of eliminating the need to install and maintain a separate client application.

In the 2nd half of 2009, JUNOS customers can use the dynamic VPN client feature on the SRX Series Services Gateways to simplify the management, configuration, and deployment of IPSec-based VPN tunnels for endpoints.

Q. Which operating systems with built-in IPSec clients will be supported by Juniper?

A. Although it is expected that any standards-based IPSec client will work, Juniper will provide further guidance on supported software. A list of tested operating systems will be published on Juniper.net at a later date.

Q. What are the benefits of the dynamic VPN feature on the SRX Series?

Juniper's dynamic VPN capability eases the administration, deployment and management of IPSec-based VPN tunnels for endpoint connectivity. Traditional IPSec clients can be challenging to install and configure, especially across large endpoint populations. Using Juniper's dynamic VPN solution, customers can continue to use trusted IPSec technology while eliminating the operational burdens often associated with this technology. New features on the dynamic VPN client include:

- IPSec connectivity to the SRX Series
- Dynamic download of an IPSec client onto the user's endpoint upon successful authentication
- Automatic software updates

Q. Which SRX products support the dynamic VPN client?

- SRX210, SRX240 – currently supported
- SRX100 – coming in JUNOS 10.0
- SRX650, SRX3000 line, SRX5000 line – planned for mid-2010

For additional information on dynamic VPN, please refer to: <http://www.juniper.net/techpubs/software/junos-security/junos-security95/junos-security-swconfig-security/vpn-dynamic-overview.html>

Q. What other VPN options do customers have for remote access connectivity?

For customers with more than 50 endpoints, SSL VPN is Juniper's recommended alternative to IPSec remote clients. SSL VPN appliances effectively address the challenge of anytime, anywhere, secure remote access to users. The market-leading Juniper Networks SA (Secure Access) Series SSL VPN Appliances (www.juniper.net/sa-series) provide secure remote/mobile access to employees, partners, and customers from a single platform. These solutions offer the following advantages over using IPSec remote clients:

- Only a Web-browser and Internet connection are needed for user access
- There is no client software to install, maintain, or configure
- All devices are subject to comprehensive security checks before access is granted
- You have granular access control of users to particular resources
- Secure remote access facilitates business continuity during unplanned events like pandemics or natural disasters
- Rich logging and auditing reports ease regulatory compliance efforts

Q. What promotions are available for customers who migrate from NS-Remote?

For information about any promotions to migrate from NS-Remote VPN clients, please contact your local Juniper Networks sales representative or authorized Juniper Networks channel partner. J-Partners who are Select SSL VPN or Elite Advanced Security certified can take advantage of an SSL "in case of emergency" (ICE) promotion targeted at customers interested in using remote access as a component of their disaster readiness planning.

Q. What are the end-of-support and end-of-life milestones?

A. The following list of key milestones is for the end-of-sale announcement.

Milestone	Date
End-of-sale announcement	June 30, 2009
Last order date (end-of-sale date)	December 31, 2009
End-of-software-engineering support (last regularly scheduled maintenance release with bugs, firmware updates, patches, and so on)	December 31, 2010
End of service	December 31, 2011

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