# SonicWALL Product Lifecycle

COMMUNICATIONS OVERVIEW: SonicWALL is initiating the Active Retirement Mode (ARM) notification for the SSL-VPN 2000.  Active Retirement Mode is the second phase of the SonicWALL End of Life process outlined at the end of this document.

The SonicWALL SSL-VPN 2000 represents the first generation SSL VPN appliance for small and medium-sized businesses introduced in Q3 2005, and has since been replaced by the SonicWALL SRA 4200 appliance. The SRA 4200 was introduced by SonicWALL in the November 2009. The SSL-VPN 2000 has been in release for over four years and is no longer actively marketed as a new appliance. For these reasons, it is now time to transition to Active Retirement Mode status. All SSL-VPN 2000 customers can receive support as indicated in table 1 below.

All official Product Lifecycle notifications and phase information is posted on the Support area of our Web site at http://www.sonicwall.com/us/support/3003.html.

## Products Affected

Products affected by this ARM announcement are listed below:

Table 1 *End of Life Information*

| Regions | Worldwide (except Japan) |
|---|---|
| **Products** | SSL-VPN 2000 |
| **Product SKUs** | Various, see Table 2 |
| **Last Time Buy Begins** | December 1, 2009 |
| **Last Time Buy Ends** | February 28, 2010 |
| **Active Retirement Mode Begins** | March 1, 2010 |
| **Last SonicWALL Appliance Firmware Upgrade** | Customers will continue to receive maintenance updates until the End of Support date for the currently supported firmware version. |
| **Last Support Renewal (3 Yr)** | March 1, 2010 |
| **Last Support Renewal (2 Yr)** | March 1, 2011 |
| **Last Support Renewal (1 Yr)** | March 1, 2012 |
| **End of Support (All Levels)** | March 1, 2013 |

Table 2 *Affected Product SKUs*

| Product Description | SKU | Replacement SKU Description | Replacement SKU |
|---|---|---|---|
| SSL-VPN 2000 NOAM | 01-SSC-5952 | SRA 4200 with 50 Users | 01-SSC-5980 |
| SSL-VPN 2000 International | 01-SSC-5953 | | |
| SSL-VPN 2000 G | 01-SSC-6931 | | |
| SSL-VPN 2000 NFR | 01-SSC-5957 | SRA 4200 NFR | 01-SSC-5983 |
| SSL-VPN 2000 International NFR | 01-SSC-5958 | | |

***Table 3*** *Affected Support SKUs*
The "Last Day to Order" date indicates the date when the SKU can no longer be ordered for the SSL-VPN 2000.

| SSL-VPN 2000 Support SKU Description | SKU | Last Day to Order |
|---|---|---|
| SonicWALL Dynamic Support 24 X 7 for SSL-VPN 2000 (3 Years) | 01-SSC-6239 | March 1, 2010 |
| SonicWALL Dynamic Support 8 X 5 for SSL-VPN 2000 (3 Years) | 01-SSC-6237 | March 1, 2010 |
| SonicWALL Software and Firmware Updates for SSL-VPN 2000 (3 Years) | 01-SSC-6477 | March 1, 2010 |
| SonicWALL Dynamic Support 24 X 7 for SSL-VPN 2000 (2 Years) | 01-SSC-6238 | March 1, 2011 |
| SonicWALL Dynamic Support 8 X 5 for SSL-VPN 2000 (2 Years) | 01-SSC-6236 | March 1, 2011 |
| SonicWALL Software and Firmware Updates for SSL-VPN 2000 (2 Years) | 01-SSC-6476 | March 1, 2011 |
| SonicWALL Dynamic Support 24 X 7 for SSL-VPN 2000 (1 Year) | 01-SSC-5647 | March 1, 2012 |
| SonicWALL Dynamic Support 8 X 5 for SSL-VPN 2000 (1 Year) | 01-SSC-5646 | March 1, 2012 |
| SonicWALL Software and Firmware Updates for SSL-VPN 2000 (1 Year) | 01-SSC-5648 | March 1, 2012 |

**Last Time Buy**
Last Time Buy (LTB) is advanced notification to SonicWALL customers and partners that SonicWALL intends to start the end of life process.  The duration of this phase is variable and depends on numerous factors including material availability, SonicWALL and channel inventory and end user demand.  Last Time Buy is informational only; products in this phase are active.

**Active Retirement Mode**
Active Retirement Mode (ARM) is a statement by the company that it is no longer actively manufacturing or selling the product.  Products in ARM are removed from all price lists and marketing collateral. The duration of this phase is typically two years.

**Limited Retirement Mode**
Limited Retirement Mode (LRM) is a statement by the company that it will no longer develop or release driver updates or bug fixes for these products.  Depending on inventory, technical capability, customer demand and gross margin, SonicWALL will continue to offer support agreements on products in LRM.  LRM is a discretionary phase in the product lifecycle process.

**End of Support**
End of Support (EOS) is a statement that the company no longer offers support for the product, and all remaining unique inventory or materials will be removed.