

SonicWALL Product Lifecycle

COMMUNICATIONS OVERVIEW: SonicWALL is initiating the End of Support (EOS) notification for its Generation 3 network security appliances. 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. End of Support is the last phase of the SonicWALL End of Life process outlined at the end of this document.

Products Affected

The following SonicWALL firewall/VPN network security appliances are affected by this Support EOS announcement.

- TELE3
- TELE3 SP
- TELE3 TZ
- TELE3 TZX
- SOHO3/10
- SOHO3/25
- SOHO3/50
- SOHO3/UNLIMITED
- SOHO TZW
- PRO 200
- PRO 230
- PRO 300
- PRO 330
- GX 250
- GX 650

Table 1 End of Life Information

Regions	Worldwide
Products	Various TELE3, SOHO3, PRO and GX SKUs
End of Support Begins	January 1, 2008: Once the End of Support phase begins, SonicWALL will no longer accept requests for technical support on Gen3 appliances.

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,



General

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.

