

SonicWALL EX-SSL VPN Support

SECURE REMOTE ACCESS

End of Support Schedule for EX-SSL VPN Software Version Support

The following table describes the End of Support (EOS) schedule for the EX-SSL VPN software version support. Software support is provided only to those customers with an active SonicWALL Support contract.

SonicWALL encourages all customers to remain on the latest maintenance release of a fully supported version. Keeping up with the latest maintenance release offers a proactive model for avoiding known issues and allows your organization to take advantage of all the resolutions provided in the latest maintenance release.

<i>Release Version</i>	<i>General Availability Date</i>	<i>End of Development Support</i>	<i>End of Level 1 and 2 Support</i>
8.7.0	8/2006	12/2007	12/2007
8.8.0	12/2006	2/2008	8/2008
8.8.1	2/2007	8/2008	8/2008
8.9.0	8/2007	1/2009	1/2009
9.0.0	1/2008	4/2008	4/2009
9.0.1	4/2008		

General EX-SSL VPN EOS Policy

Support for any major or minor release will be limited to one year past the release date of the subsequent major or minor release. The intent of this policy is to give customers one year to migrate from an older feature version to the latest feature version.

Once a new maintenance version is released, the prior maintenance version of that major/minor release drops from development support.

Development Support Policy

In order to extend development support to a reported support issue, SonicWALL requires the appliance be on the latest maintenance update of the supported major/minor release. This is required because all patches provided for resolution are based on the latest maintenance update. Basing all patches on the latest maintenance release ensures our customers receive a high-quality comprehensive resolution for their issue. In order to ensure the integrity of a development provided solution, the data captured for root cause analysis and solution design must also be based on the latest maintenance update. This may require a customer to upgrade to the latest maintenance release of a supported major/minor release before a clear problem definition can be provided.



General

Definitions

Version Numbering (Major/Minor/Maintenance Release)

Our releases are numbered in the form of X.Y.Z (e.g. 8.5.2). The “X” defines the Major Feature release number (or major upgrade when it changes), the “Y” defines the Minor Feature number (or minor upgrade when it changes), and the “Z” defines the Maintenance Update version.

General Availability Date

This is the date at which the product was available to all customers via the MySonicWALL.com Web site.

Fully Supported Release

At this level of support, SonicWALL Support includes full development support. If the solution can be resolved with a patch, SonicWALL will provide one when possible. As a standard procedure, when SonicWALL Global Support confirms an issue is already resolved in a later General Availability release, the first recommended resolution will be an upgrade to that later release. If your organization cannot absorb the business impact of upgrading to the recommended release, SonicWALL will then determine the feasibility of a patch.

End of Development Support

At this level of support, SonicWALL Global Support Engineers will use any existing patch or work around to assist in troubleshooting/resolving the issue. No development support is available at this stage of a release. If development assistance is required to analyze or resolve an issue, you will need to upgrade to a release identified as a Fully Supported release.

End of Tier 1 and 2 Support

If you are reporting an issue for a version that is past the date of Level 1 and 2 Support, you must upgrade to a supported release before the SonicWALL Global Support team can assist with the reported issue. SonicWALL Global Support will provide assistance in upgrading to a supported release. Self service is available from the MySonicWALL.com Web site for releases at this level.

