

SUBJECT: Hardware End of Life Announcement – MS-DPC
BULLETIN NUMBER: TSB16812
BULLETIN TYPE: Product Support Notification
AFFECTED PRODUCTS: MX Series
ISSUE DATE: November 1, 2015
REVISION: 1.0

OVERVIEW:

This document announces the End of Life for the product listed in the table below. This EOL announcement is effective immediately with a Last Order Date (LOD) of May 1, 2016. On the last order date, the products are removed from the pricelist and are no longer orderable.

AFFECTED PRODUCT:

EOL Product Number	Product Description	Last Software Version
MS-DPC	Multi-Services DPC for MX, MX-Series	18.2

END OF LIFE TIMETABLE:

EOL Timetable Milestone	Definition of Action	Effective Date
End of life notification	Product Support Notification released that announces end of life of a product.	11/01/2015
Last order date	Last day to buy product, order a new service contract, or add product to an existing support contract. Thereafter, products and services are removed from price lists.	05/01/2016
Last Customer Receipt Date	Last Customer Receipt Date of shipment into EU or other country that has adopted the RoHS2 Directive.	07/15/2016
End of warranty service conversion	Last date to convert warranty coverage for products purchased prior to EOL to a support contract.	05/01/2017
First service step-down	The available services offerings for the product will be capped at Next-day and Next-day Onsite support. Same-day and Same-day onsite support will be discontinued.	05/01/2018
End of software engineering support date	EOSE is the date after which Juniper is no longer committed to furnish Software Engineering level support for the operating system software licensed for the affected hardware. This means that no further Releases (e.g. service or maintenance releases or patches) will be created for the support of the affected hardware product. JTAC support will generally be limited to investigation and troubleshooting in an attempt to provide solutions, configuration guidelines and workarounds.	05/01/2019
End of hardware engineering support date	After EOHE Juniper has no commitment to perform hardware engineering level support (including hardware modifications and hardware failure analysis) for hardware defects.	05/01/2019

EOL Timetable Milestone	Definition of Action	Effective Date
Second service step-down	The available J-Care services offerings for the product will be capped at Core and CorePlus support. The available JNSAC service offerings will be capped at Basic, RTF and AR-5. Next-day and Next Day Onsite support will be discontinued.	05/01/2020
End of service contract renewal date	Last date to renew or extend existing service contracts. Support cannot extend beyond the end of service date.	05/01/2020
End of Service date	Last date to receive contracted service (including hardware and software bug fixes, and logistics replacement or repair services) for the product. Limited support will be offered on a per-incident, non-contracted basis only, at the discretion of Juniper Networks.	05/01/2021

For more EOL product information and announcements please go to the following URL:

<https://www.juniper.net/alerts/>

For more EOS information, please go to the following URL:

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

If you have any questions concerning this notification, please contact Juniper Networks Customer Service.

Juniper Networks Customer Service may be contacted in one of several ways:

Via Telephone:

In the U.S., Canada, and Mexico: 888-314-JTAC

All other countries dial: 408-745-2121

Via the web @ <http://www.juniper.net/support/>