

SUBJECT: Hardware and Software End of Life Announcement – ISG-1000, ISG-2000, NS5200 and NS5400

BULLETIN NUMBER: TSB16826

BULLETIN TYPE: Product Support Notification

AFFECTED PRODUCTS: NetScreen ISG-1000, ISG-2000, NS-5200, and NS-5400 series

ISSUE DATE: November 1, 2015 (Updated April 21, 2016)

REVISION: 2.0

OVERVIEW:

Juniper is announcing the end of life of NetScreen ISG-1000, ISG-2000, NS-5200, and NS-5400 series. The last order date for these products will be May 1, 2016. These are the final Juniper product lines that utilize ScreenOS. All suggested replacement models require Junos.

AFFECTED PRODUCTS AND REPLACEMENTS:

EOL Product	Product Description	Last Software Version	Suggested Hardware Replacement	Recommended Software Version
NS-5200	NS-5200 System, AC	ScreenOS 6.3	SRX1400 SRX1500	Junos 12.3X48 Junos 15.1X49
NS-5200-DC	NS-5200 System, DC	ScreenOS 6.3	SRX1400 SRX1500	Junos 12.3X48 Junos 15.1X49
NS-5400	NS-5400 System, AC	ScreenOS 6.3	SRX3400 SRX5400E-B1-AC	Junos 12.3X48 Junos 12.1X47-D15
NS-5400-DC	NS-5400 System, DC	ScreenOS 6.3	SRX3400 SRX5400E-B1-DC	Junos 12.3X48 Junos 12.1X47-D15
NS-ISG-1000	NS-ISG 1000 Advanced System, AC	ScreenOS 6.3	SRX1500	Junos 15.1X49
NS-ISG-1000-DC	NS-ISG 1000 Advanced System, DC	ScreenOS 6.3	SRX1500	Junos 15.1X49
NS-ISG-1000B	NS-ISG 1000 Baseline System, AC	ScreenOS 6.3	SRX1500	Junos 15.1X49
NS-ISG-1000B-DC	NS-ISG 1000 Baseline System, DC	ScreenOS 6.3	SRX1500	Junos 15.1X49
NS-ISG-2000	NetScreen-ISG 2000 Chassis, Advanced System	ScreenOS 6.3	SRX1500	Junos 15.1X49
NS-ISG-2000B	NetScreen-ISG 2000 Chassis, Advanced System, DC	ScreenOS 6.3	SRX1500	Junos 15.1X49
NS-ISG-2000B-DC	NetScreen-ISG 2000 Chassis, Baseline System, AC	ScreenOS 6.3	SRX1500	Junos 15.1X49
NS-ISG-2000-DC	NetScreen-ISG 2000 Chassis, Baseline System, DC	ScreenOS 6.3	SRX1500	Junos 15.1X49
NS-ISG-2000-IDP-AC	NS-ISG-2000 Bundle, 2xAC, 3x Sec, 5 NSM IDP	ScreenOS 6.3	SRX1500	Junos 15.1X49
NS-ISG-2000-IDP-DC	NS-ISG-2000 Bundle, 2xDC, 3x Sec, 5 NSM IDP	ScreenOS 6.3	SRX1500	Junos 15.1X49
NS-ISG-2000-SBC1	Custom Bundle	ScreenOS 6.3	SRX1500	Junos 15.1X49
NS-ISG-2000-SBC-PROD	Custom Bundle	ScreenOS 6.3	SRX1500	Junos 15.1X49

In addition to the end of life announcement of the NetScreen systems above, all of the associated system accessory components, spares components, software, and packaging for these products will also transition to end of life. The last order date for these accessory component products will be May 1, 2016, also.

EOL Product Number	Product Description
Software Components	
NS-5000-VSYS	NetScreen-5000 Virtual System Upgrade 0 to 500
NS-5000-VSYS-100	NetScreen-5000 Virtual System Upgrade 50 to 100
NS-5000-VSYS-25	NetScreen-5000 Virtual System Upgrade 5 to 25
NS-5000-VSYS-250	NetScreen-5000 Virtual System Upgrade 100 to 250
NS-5000-VSYS-5	NetScreen-5000 Virtual System Upgrade 0 to 5
NS-5000-VSYS-50	NetScreen-5000 Virtual System Upgrade 25 to 50
NS-5000-VSYS-500	NetScreen-5000 Virtual System Upgrade 250 to 500
NS-500-VSYS	0 to 25 NetScreen-500 Virtual Systems Upgrade
NS-500-VSYS-10	5 to 10 NetScreen-500 Virtual System Upgrade
NS-500-VSYS-25	10 to 25 NetScreen-500 Virtual Systems Upgrade
NS-500-VSYS-5	0 to 5 NetScreen-500 Virtual System Upgrade
NS-ISG-1000-UPG-A	NS-ISG 1000 Upgrade Baseline to Advanced
NS-ISG-1000-VSYS-10	5 to 10 NS-ISG 1000 Virtual System Upgrade
NS-ISG-1000-VSYS-25	10 to 25 NS-ISG 1000 Virtual System Upgrade
NS-ISG-1000-VSYS-5	0 to 5 NS-ISG 1000 Virtual System Upgrade
NS-ISG-1000-VSYS-50	25 to 50 NS-ISG 1000 Virtual System Upgrade
NS-ISG-2000-UPG-A	NetScreen-ISG 2000 Upgrade Baseline to Advanced
NS-ISG-2000-VSYS-100	50 to 100 NS-ISG 2000 Virtual System Upgrade
NS-ISG-2000-VSYS-25	5 to 25 NetScreen-ISG 2000 Virtual System Upgrade
NS-ISG-2000-VSYS-250	100 to 250 NS-ISG 2000 Virtual System Upgrade
NS-ISG-2000-VSYS-5	0 to 5 NetScreen-ISG 2000 Virtual System Upgrade
NS-ISG-2000-VSYS-50	25 to 50 NetScreen-ISG 2000 Virtual Systems Upgrade
NS-SM-5	NSM License for Managing 5 Devices
System Components and Upgrade kits	
NS-ISG-SEC	ISG Security Module for ISG 1000 & ISG 2000
NS-5000-2XGE	NetScreen 5000 2 10GigE Secure Port Module 2 (SPM) without transceivers
NS-5000-2XGE-G4	Third Generation NetScreen 5000 2x10GigE Secure Port Module (SPM). Does NOT include transceivers
NS-5000-8G2	NetScreen 5000 8 GigE Secure Port Module 2 (SPM)
NS-5000-8G2-G4	Third Generation NetScreen 5000 8xGigE Secure Port Module (SPM). Includes SX Fiber Transceivers
NS-5000-8G2-G4-TX	Third Generation NetScreen 5000 8xGigE Secure Port Module (SPM). Includes TX copper transceivers
NS-5000-8G2-TX	NetScreen 5000 8 GigE Secure Port Module 2 (SPM) includes 8 x Gig copper transceivers
NS-5000-MGT2	NetScreen 5000 Management Module 2
NS-5000-MGT3	Third Generation NetScreen 5000 Management Module
NS-500-UPG-A	NetScreen-500 Baseline to Advanced Upgrade License

NS-ISG-1000-IKT	IDP Upgrade Kit for ISG 1000. One required per system. Includes 2GB memory upgrade for system, IDP license, anti-static mat, screwdriver, and instructions. Includes 5 device NSM license.
NS-ISG-1XG	1-Port 10 Gigabit oversubscribed I/O Module for ISG Platforms (transceiver NOT included)
NS-ISG-2000-IKT	IDP Upgrade Kit for ISG 2000. One required per system. Includes 2GB memory upgrade for system, IDP license, anti-static mat, screwdriver, and instructions. Includes 5 device NSM license.
NS-ISG-2SFP	NS-ISG I/O Module, 2xMini GBIC,ISG 1k/2k
NS-ISG-FE4	NetScreen-ISG I/O Module - 4 Port 10/100 Fast Ethernet, Light Grey Overlay, ISG 1000 & ISG 2000
NS-ISG-FE8	NetScreen-ISG I/O Module - 8 Port 10/100 Fast Ethernet, Light Grey Overlay, ISG 1000 & ISG 2000
NS-ISG-LX2	NetScreen-ISG I/O Module - Dual Port Mini GBIC-LX (LX Transceivers included), Light Grey Overlay, ISG 1000 & ISG 2000
NS-ISG-LX4	NetScreen-ISG I/O Module - 4 Port Mini GBIC-LX (LX Transceivers included)
NS-ISG-SX2	NetScreen-ISG I/O Module - Dual Port Mini GBIC-SX (SX Transceivers included), Light Grey Overlay, ISG 1000 & ISG 2000
NS-ISG-SX4	NetScreen-ISG I/O Module - 4 Port Mini GBIC-SX (SX Transceivers included)
NS-ISG-TX2	NetScreen-ISG I/O Module - Dual Port 10/100/1000 Gigabit Copper, Light Grey Overlay, ISG 1000 & ISG 2000
NS-ISG-TX4	NetScreen-ISG I/O Module - 4 Port Mini GBIC-TX (Copper Transceivers included: Gigabit Speed Only)
NS-SYS-GBIC-MXLR	Transceiver, XFP, 10km 10 Gig, Long Reach, Single-mode
NS-SYS-GBIC-MXSR	Transceiver, XFP, 300m 10 Gig, Short Reach, Multi-mode
Spares Components and Packaging	
NS-5000-FT-01	NS-5400, NS-5200 Kit, Rubber Feet
NS-5000-MEM-1GB	NS-5000-8G2 and NS-5000-2XGE SPM U/G,1GB
NS-5200-CHA	NetScreen-5200 Chassis
NS-5200-FAN	NetScreen-5200 Fan Assembly
NS-5200-PWR-AC	NetScreen-5200 AC Power Supply
NS-5200-PWR-DC	NetScreen-5200 DC Power Supply
NS-5200-RCK-01	NetScreen-5200 Rack Mount Kit (19 in., all mounting hardware)
NS-5200-RCK-02	NetScreen-5200 Rack Mount Kit (23 in., all mounting hardware)
NS-5400-CHA	NetScreen-5400 Chassis
NS-5400-FAN	NetScreen-5400 Fan Assembly
NS-5400-PWR-AC	NetScreen-5400 AC Power Supply
NS-5400-PWR-DC	NetScreen-5400 DC Power Supply
NS-5400-RCK-01	NetScreen-5400 Rack Mount Kit (19 in., all mounting hardware)
NS-5400-RCK-02	NetScreen-5400 Rack Mount Kit (23 in., all mounting hardware)
NS-ISG-1000-GKT	GPRS upgrade kit for NetScreen-ISG 1000 systems
NS-ISG-1000-PWR-AC	NS-ISG 1000 AC Power Supply
NS-ISG-1000-PWR-DC	NS-ISG 1000 DC Power Supply
NS-ISG-1000-SK1	ISG 1000 Chassis,Advanced,Fan,ScreenOS
NS-ISG-2000B-SK1	NetScreen-ISG 2000 Chassis Starter Kit, Baseline System, fan module
NS-ISG-2000-GKT	GPRS upgrade kit for NetScreen-ISG 2000 systems
NS-ISG-2000-PPAN2	NetScreen-ISG 2000 Blank Power Supply Cover, Dark Grey

NS-ISG-2000-PWR-AC2	NetScreen-ISG 2000 AC Power Supply, Dark Grey
NS-ISG-2000-PWR-DC2	NetScreen-ISG 2000 DC Power Supply, Dark Grey
NS-ISG-2000-RCK-01	NetScreen ISG Rack Mount Kit (19 in., all mounting hardware)
NS-ISG-2000-RCK-02	NetScreen ISG Rack Mount Kit (23 in., all mounting hardware)
NS-ISG-2000-SK1	NetScreen-ISG 2000 Chassis Starter Kit, Advanced System, fan module
NS-ISG-FAN	NetScreen-ISG Fan Module, for dark grey chassis, ISG 1000 & ISG 2000
NS-ISG-IPAN	NetScreen-ISG Blank I/O Interface Panel, dark grey chassis, ISG 1000 & ISG 2000
NS-ISG-MEM-2G	2G Memory Upgrade for ISG-2000 Platforms
NS-SYS-GBIC-MLX	Mini-GBIC Transceiver (LX) for NetScreen-500/5000, ISG 1000/2000
NS-SYS-GBIC-MSX	Mini-GBIC Transceiver (SX) for NetScreen-500/5000, ISG 1000/2000
NS-SYS-GBIC-MTX	Mini-GBIC Transceiver 1000Base-T Gigabit Ethernet (uses Cat 5 cable)
NS-S97-008	NS-5200 (2-pack, shipping boxes and foam/inserts)
NS-S97-009	NS-5400 (1-pack, shipping box and foam/insert)
NS-S97-011	NS-ISG-1000 (2-pack, shipping boxes and foam/inserts)
NS-S97-012	NS-ISG-2000 (2-pack, shipping boxes and foam/inserts)

FAQ (FREQUENTLY ASKED QUESTIONS)

- **How does this end of sale notice affect me?**

Juniper is suspending sale of the NetScreen products listed above. If you own one of these products please note that the final supported software version will be ScreenOS 6.3. Replacement products for these NetScreen appliances are available in the Juniper SRX product line. The products announced in this notice will be supported according to the end of life timetable below, provided that you have an active Juniper service contract.

- **What else has changed?**

All of the suggested Juniper replacement products are Juniper SRX-series security appliances based on Junos and they provide extensive security capabilities including IPS, UTM, Application and User Firewalling, VPN connectivity and many other features. There will be no remaining ScreenOS product available for sale after May 1, 2016. Additional details on the SRX series can be found at: <https://www.juniper.net/us/en/products-services/security/srx-series/>

- **Why are you making this change?**

The NetScreen product line is old and is no longer competitive with newer and far more versatile Juniper product offerings. The older NetScreen products are not RoHS2 compliant. European legislation requires all new products shipped into the European Union countries to comply with RoHS2 legislation by July 2016. It was not economical for Juniper to convert the NetScreen product line to become RoHS2 compliant when we have much more capable Security Appliances in the SRX product line. Most SRX products are (or will soon be) RoHS2 compliant.

- **What if I need an RMA for my end of sale product?**

As long as you have an active Juniper service contract, you're covered! Juniper maintains a suitable inventory to provide RMA replacements during the final lifecycle period as defined below.

- **Are there NetScreen to SRX migration programs?**

Juniper's Firewall Conversion Service combines remote consulting, proven processes, and tested technologies to reduce risk and accelerate migration to your new Juniper Networks SRX Series Services Gateways. From basic migration to a fully customized service, Juniper offers a range of options to suit your needs. For more information, contact your local Juniper representative, or visit <http://www.juniper.net>

- **Will customers continue to get signature updates?**

Juniper will continue to provide signature updates and detector updates as needed to ensure coverage throughout the product lifecycle until May 1, 2021.

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

EOL Timetable Milestone	Definition of Action	Effective Date
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
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/>