

End of Life Statement

Product: GB-1500, GB-1200, GB-1000R, GB-750, GB-500, GB-200, RoBoX-R

Overview

Global Technology Associates is announcing end of life (EOL) for GB-1500, GB-1200, GB-1000R, GB-750, GB-500, GB-200 and RoBoX-R Firewall Appliances. Sales of GB-1500, GB-1200, and GB-200 Firewall Appliance were discontinued as of December 8, 2004. Sales of the GB-750 and GB-500 were discontinued as of November 11, 2005. GB-1500, GB-1200, GB-1000R, GB-750, GB-500, GB-200 and RoBoX-R Firewall Appliances will be supported in GB-OS version 5.1.x until August 30, 2009.

Schedule

Last sales date - GB-1500, GB-1200 & GB-200	Dec. 8, 2004
Last sales date - GB-750, GB-500	Nov. 11, 2005
Last sales date - GB-1000R, RoBoX-R	June 30, 2005
Last date of sale for support contracts and/or extended warranty	August 30, 2008
Last date of sale for subscription options	August 30, 2008
Last date of sale for non-subscription options	June 30, 2009
Last supported software version	GB-OS 5.1.x
Last date product supported	August 30, 2009

Part Numbers Covered by this EOL Announcement

Product Number	Description
FAS300-9999-000*	GB-1500 Firewall Appliance
FAS200-9999-000*	GB-1200 Firewall Appliance
FAR400-9999-000*	GB-750 Firewall Appliance Unrestricted Users
FAR400-0050-000*	GB-750 Firewall Appliance 50 Users
FAR300-9999-000*	GB-500 Firewall Appliance Unrestricted Users
FAR300-0050-000*	GB-500 Firewall Appliance 50 Users
FAR200-0025-00**	GB-200 Firewall Appliance 25 Users (All Markets)
FAR200-0010-00**	GB-200 Firewall Appliance 10 Users (All Markets)

ESAC00-9999-00R40	GB-750 50 User to Unrestricted User Upgrade
ESAC00-9999-00R30	GB-500 50 User to Unrestricted User Upgrade
ESAC00-0015-00R20	GB-200 10 User to 25 Users License Upgrade
ESAC00-0050-00R20	GB-200 25 User to 50 Users License Upgrade
ESAV00-0001-00R20	GB-200 VPN Option w/Single Mobile VPN Client
ESAC00-0015-00RR0	RoBoX-R 10 User to 25 Users License Upgrade
ESAC00-0050-00RR0	RoBoX-R 25 User to 50 Users License Upgrade
ESAV00-0001-00RR0	RoBoX-R VPN Option w/Single Mobile VPN Client
MUV100-0001-00G30	GB-1500 Single Version Upgrade (All Markets)
MUM000-9999-12G30	GB-1500 Annual Maintenance (International)
MCS100-0000-12G30	GB-1500 Standard Support (US & Canada only)
MCS200-0000-12G30	GB-1500 Premium Support (US & Canada only)
MCS300-0000-12G30	GB-1500 Premium Plus Support (US & Canada only)
MCS400-0000-12G30	GB-1500 Premium 24/7 Support (US & Canada only)
MCW000-0000-12G30	GB-1500 Extended Warranty (US & Canada only)
MSS100-0000-01G30	GB-1500 One Time Support Incident (US & Canada only)
MUV100-0001-00G20	GB-1200 Single Version Upgrade (All Markets)
MUM000-9999-12G20	GB-1200 Annual Maintenance (International)
MCS100-0000-12G20	GB-1200 Standard Support (US & Canada only)
MCS200-0000-12G20	GB-1200 Premium Support (US & Canada only)
MCS300-0000-12G20	GB-1200 Premium Plus Support (US & Canada only)
MCS400-0000-12G20	GB-1200 Premium 24/7 Support (US & Canada only)
MCW000-0000-12G20	GB-1200 Extended Warranty (US & Canada only)
MSS100-0000-01G20	GB-1200 One Time Support Incident (US & Canada only)
MUV100-0001-00GR0	GB-1000R Single Version Upgrade (All Markets)
MUM000-9999-12GR0	GB-1000R Annual Maintenance (International)
MCS100-0000-12GR0	GB-1000R Standard Support (US & Canada only)
MCS200-0000-12GR0	GB-1000R Premium Support (US & Canada only)
MCS300-0000-12GR0	GB-1000R Premium Plus Support (US & Canada only)
MCS400-0000-12GR0	GB-1000R Premium 24/7 Support (US & Canada only)
MCW000-0000-12GR0	GB-1000R Extended Warranty (US & Canada only)
MSS100-0000-01GR0	GB-1000R One Time Support Incident (US &

	Canada only)
MUV100-0001-00R40	GB-750 Single Version Upgrade (All Markets)
MUM000-9999-12R40	GB-750 Annual Maintenance (International)
MCS100-0000-12R40	GB-750 Standard Support (US & Canada only)
MCS200-0000-12R40	GB-750 Premium Support (US & Canada only)
MCS300-0000-12R40	GB-750 Premium Plus Support (US & Canada only)
MCS400-0000-12R40	GB-750 Premium 24/7 Support (US & Canada only)
MCW000-0000-12R40	GB-750 Extended Warranty (US & Canada only)
MSS100-0000-01R40	GB-750 One Time Support Incident (US & Canada only)
MUV100-0001-00R30	GB-500 Single Version Upgrade (All Markets)
MUM000-9999-12R30	GB-500 Annual Maintenance (International)
MCS100-0000-12R30	GB-500 Standard Support (US & Canada only)
MCS200-0000-12R30	GB-500 Premium Support (US & Canada only)
MCS300-0000-12R30	GB-500 Premium Plus Support (US & Canada only)
MCS400-0000-12R30	GB-500 Premium 24/7 Support (US & Canada only)
MCW000-0000-12R30	GB-500 Extended Warranty (US & Canada only)
MSS100-0000-01R30	GB-500 One Time Support Incident (US & Canada only)
MUV100-0001-00R20	GB-200 Single Version Upgrade (All Markets)
MUM000-9999-12R20	GB-200 Annual Maintenance (International)
MCS100-0000-12R20	GB-200 Standard Support (US & Canada only)
MCS200-0000-12R20	GB-200 Premium Support (US & Canada only)
MCS300-0000-12R20	GB-200 Premium Plus Support (US & Canada only)
MCS400-0000-12R20	GB-200 Premium 24/7 Support (US & Canada only)
MCW000-0000-12R20	GB-200 Extended Warranty (US & Canada only)
MSS100-0000-01R20	GB-200 One Time Support Incident (US & Canada only)
MUV100-0001-00RR0	RoBoX-R Single Version Upgrade (All Markets)
MUM000-9999-12RR0	RoBoX-R Annual Maintenance (International)
MCS100-0000-12RR0	RoBoX-R Standard Support (US & Canada only)
MCS200-0000-12RR0	RoBoX-R Premium Support (US & Canada only)
MCS300-0000-12RR0	RoBoX-R Premium Plus Support (US & Canada only)
MCS400-0000-12RR0	RoBoX-R Premium 24/7 Support (US & Canada only)
MCW000-0000-12RR0	RoBoX-R Extended Warranty (US & Canada only)
MSS100-0000-01RR0	RoBoX-R One Time Support Incident (US & Canada only)

Current GB-1500, GB-1200, GB-1000R GB-750, GB-500, GB-200 and RoBoX-R Users

System administrators are advised that GB-1500, GB-1200, GB-1000R, GB-750, GB-500, GB-200 and RoBoX-R Firewall Appliances will not be supported in GB-OS versions higher than version 5.1.x. These EOL Firewall Appliances should not be updated to GB-OS versions higher than version 5.1.x, but should be maintained on version 5.1.x or earlier.

For customers with a valid support contract GTA will continue to offer technical support through the end of the contract period.

FAQ EOL of GB-1500, GB-1200, GB-1000R, GB-750, GB-500, GB-200, and RoBoX-R

- Q. Why has GTA decided to discontinue supporting these GTA Firewalls in future versions of GB-OS system software?
- A. Several planned enhancements to GTA's GB-OS system software take advantage of hardware and other technological advances which are not incorporated into these firewalls. Therefore, it is no longer viable for GTA to continue to support these firewalls in future version of our GB-OS system software.
- Q. Which GTA Firewall UTM products are most comparable to these firewalls?
- A. GTA's GB-2000/e/X Firewall UTM systems replaced the GB-1500 & GB-1200 Firewall Appliance. The GB-800/e Firewall UTM Systems replaced the GB-750 & GB-500 Firewall Appliances, and the GB-250/e Firewall UTM systems replaced the GB-200 & RoBoX-R Firewall Appliances.
- Q. Will the EOL firewall models continue to operate after the announced end of support date?
- A. Yes, these firewall models running GB-OS 5.1.x or earlier will continue to operate as always. Customers who wish to continue operating these firewall models should not update beyond GB-OS 5.1.x, as these software versions will not recognize these firewall models.
- Q. How does this announcement affect customers with valid support contracts for these firewall models?

- A. GTA will honor valid Annual Maintenance and Support Contracts through the term of the contract.
- Q. How does this announcement affect customers with valid subscriptions contracts, such as Surf Sentinel and Mail Sentinel for these firewall models?
- A. GTA will honor valid subscriptions contracts through the term of the contract.
- Q. Are there any avenues for technical support for EOL Firewall Model owners without a valid support contract after August 30, 2008?
- A. GTA will continue to provide support for the EOL Firewall models via one-time support incidents through August 30, 2009. Support information may be available from a wide variety of resources including GTA's website, and the GTA User Forum. Localized support from authorized GTA Channel Partners may also be available.
- Q. What migration path is GTA offering to customers who own one or more these EOL firewall products?
- A. GTA will offer a limited time trade-up program for existing registered owners of these EOL Firewall Models. Details will be available from authorized GTA Channel Partners or GTA Sales Department, sales@gta.com.