

## GB Commander & GB Reporting Suite End-of-Life FAQ

1. Will GB-Commander & GB Reporting Suite be supported?

**A:** Yes. Support will be available until 15 August 2011. GTA technical support will be provided to existing customers who have purchased GTA Reporting Suite and/or GB Commander and who have current support contract.

2. Can I still purchase GB-Commander or GB Reporting Suite?

**A:** No. Sales of these two products have been halted.

3. Why did you halt the sale of GB-Commander & Reporting Suite?

**A:** GTA concluded that these products did not meet our customer's needs. Due to the low product sales GTA could no longer invest in a product that was not viable in the marketplace nor met our customer's needs.

4. Will GTA release a firewall reporting software package in the future?

**A:** GTA is studying how best we can meet the reporting needs of our customers. At this time GTA does not have an active reporting software project.

5. Will GTA release a firewall management/monitoring software package in the the future?

**A:** GTA is evaluating what type of management/monitoring software can realistically be developed to meet the needs of our customers. Previous products were overly complicated and too ambitious for our target market.

6. What alternatives are there for firewall reporting?

**A:** GTA does not specifically endorse anyone software over another. However, users may examine the following opensource and paid log analyzers.

Syslog Watch: <http://www.snmpsoft.com/syslogwatcher/>

Kiwi Syslog: <http://www.kiwisyslog.com/>

ManageEngine: <http://www.manageengine.com/products/firewall/>

Sawmill: <http://www.sawmill.net/>

LinkLogger: <http://www.linklogger.com/>

Splunk: <http://www.splunk.com/>

7. What alternatives are there for firewall monitoring?

**A:** GTA firewalls supports SNMP v2 and v3 monitoring. The GB-OS MIB files can be downloaded from the "Additional Software" section of the GTA Support center - <https://www.gta.com/support/center/login/>

Monitoring

PRTG : <http://www.paessler.com/prtg/>

Nagios: <http://www.nagios.org/>

**8.** Will GTA support configuration of non-GTA firewall management or log analysis software?

**A:** GTA support is limited to firewall configuration only. Free support for users may be found at <http://forum.gta.com> .

**9.** What is last supported version of the Firewall Control Center (GB-Commander & GB Reporting Suite)?

**A:** The current version is 2.1.1. A final patch release version 2.1.2 will be released shortly.

**10.** Will my GTA Reporting Suite or GB Commander continue to function after 15 August, 2011?

**A:** Yes, GTA will maintain licenses server for GTA Reporting Suite and GB Commander. GTA will post an announcement when/if the licenses server maintenance will be discontinued.

**11.** Where can I find the latest Users Guides?

**A:** [http://www.gta.com/downloads/external/53/General/GB\\_Commander\\_2.1\\_Guide.pdf](http://www.gta.com/downloads/external/53/General/GB_Commander_2.1_Guide.pdf)

**12.** Can I move my GTA Reporting Suite or GBC Commander to a new hardware after 15 August 2011? Or if needed reset the licenses for the server?

**A:** Yes, same licenses management options are still available. However, the service is no longer actively supported. GTA will post an announcement when/if the licenses server maintenance will be discontinued.

**13.** Will I be able to download the GB Commander or GTA Reporting Suite Software after 15 August 2011?

**A.** GTA will maintain the individual installers for the GTA Reporting suite and GB Commander (FWCC) after 15 August 2011. If/when the downloads are removed GTA will post a notification of removal. GTA recommends that users download the current version and maintain a back up of the software.

**14.** What are the milestones for GB Commander & GB Reporting Suite End-of-Sales?

**A.** The milestone schedule is listed below:

Milestone	Date
End of Sales:	15 March 2010
End of Software Maintenance Release:	15 August 2010
End of Contract Renewals:	15 August 2010
End of Support:	15 August 2011