

# Juniper Networks New Secure Access SSL VPN Hardware & Licensing Model Frequently Asked Questions

## Q. What is Juniper Networks announcing?

Juniper is introducing three new SSL VPN appliances: Juniper Networks Secure Access 2500 (SA 2500), Secure Access 4500 (SA 4500) and Secure Access 6500 (SA 6500). The SA 6500 continues to demonstrate its SSL VPN market leadership by delivering a highly scalable solution based on real-world performance testing. In addition, there will be newer, simplified licensing SKUs associated with these new models to help simplify customers' ordering experiences.

## Q. What are the specific details of each new hardware model?

Juniper Networks Secure Access 2500: It delivers a cost-effective solution for small and midsized deployments. Cluster pairs are available for greater throughput and seamless failover.

- Supports up to 100 concurrent user scalability (similar to the SA 2000)
- Provides industry-leading SSL VPN feature set
  - Comprehensive endpoint security checks on devices
  - Dynamic, granular access control to resources based on each user's role
  - Reliable support for a wide array of mobile devices and cross platforms

Juniper Networks Secure Access 4500: It offers enterprise-class secure access. Cluster pairs are available for greater throughput and seamless failover. The SA 4500 is an enterprise, purpose-built hardened appliance featuring an optional SSL acceleration module with support for RC4, 3DES and AES encryption. Combining this with built-in compression for all traffic (HTTP, file, client/server applications) enables optimization and delivery control and reduces response times.

- Supports up to 1,000 concurrent user scalability (similar to the SA 4000)
- Features optional hardware-based SSL acceleration module
- Provides industry-leading SSL VPN feature set
  - Comprehensive endpoint security checks on devices
  - Dynamic, granular access control to resources based on each user's role
  - Reliable support for wide array of mobile devices and cross platforms

Juniper Networks Secure Access 6500: This purpose-built hardened appliance addresses the most complex and demanding secure enterprise and service provider access and authorization needs with unsurpassed levels of performance and user scalability, as well as enhanced application and network delivery. Customers can add multiple appliances to multiunit clusters for High Availability (HA) and throughput. The SA 6500 contains the following features:

- Supports up to 10,000 concurrent user scalability on a single unit (twice as much as on a single SA 6000)
  - Please note that single unit and cluster scalability will vary from one release to the next. Always consult with the SSL VPN Performance and Scalability document for a particular release to get up-to-date scalability information.
- Supports up to 30,000 concurrent user cluster scalability on a four-unit cluster (twice as much as on a four-unit SA 6000 cluster)
- Offers dual mirrored hot-swappable SATA hard drives
- Features dual hot-swappable fans
- Provides 4 GB SDRAM
- Offers 4-port copper 10/100/1000 interface card

- Supplies 1-port copper 10/100/1000 management interface
- Offers hardware-based SSL acceleration module
- Features dual redundant hot-swappable power supplies (second power supply optional, DC power supply available)
- Provides optional 4-port Small Form-factor Pluggable (SFP) interface card
- Provides industry-leading SSL VPN feature set
  - Similar feature set as SA 2500 and SA 4500 plus...
  - Extensive virtualization capabilities for SPs
  - Redundant capabilities with power supplies, fans, hard drives
  - HA clustering to meet large deployments

**Q. How does the release of these new platforms position Juniper strategically against competition? F5 Networks, Inc.? Aventail Corporation? Cisco Systems? Others?**

This new release positions Juniper as a leader in scalability with the SA 6500. This allows Juniper to meet the scalability requirements of even the most demanding large enterprises and service providers worldwide. This, coupled with the renowned, market-leading feature set, makes Juniper well positioned to maintain and grow its leadership position across deployments of all sizes.

**Q. When and how is the new hardware available?**

The Juniper Networks SA 2500, 4500 and 6500 appliances are orderable now through Juniper Networks and its global network of reseller partners and will begin to ship on April 7, 2008. Pricing will be available in the April 2008 pricelist.

**Q. How much does the new hardware cost?**

U.S. pricing (available in the April 2008 pricelist) for the new appliances starts at:

\$4,995 for the SA 2500 with 10 concurrent users

\$16,895 for the SA 4500 with 50 concurrent users

\$43,995 for the SA 6500 with 100 concurrent users

**Q. What are the concurrent user support options on the SA 6500?**

Single SA 6500: Supports up to 10,000 concurrent users

Two-unit cluster of SA 6500 appliances: Supports up to 18,000 concurrent users

Three-unit cluster of SA 6500 appliances: Supports up to 26,000 concurrent users

Four-unit cluster of SA 6500 appliances: Supports up to 30,000 concurrent users

The scalability results are from performance testing based on real-world scenarios with simulation of traffic based on observed customer networks.

**Q. Why don't I see an SA 6500SP?**

The SA 6500 offers all of the optional components that were packaged with the SA 6000SP. This includes memory upgrade, hot swappable fans and hot swappable hard drives. The SA 6500 ships with only one power supply by default, but it did not warrant creation of a separate SP package just to upgrade to two power supplies.

**Q. Can I run SA v6.0 and earlier on the SA 2500, SA 4500 and SA 6500?**

No. Version 6.1 is the first release that supports the new hardware.

## Q. What changes have been made to the license options?

With the introduction of the new hardware models, new license SKUs will also be available. In addition, Juniper has now reduced the number of licensing SKUs and as a result, has simplified the ordering process for SA appliances. The following changes have been made to the licenses:

- Secure Application Manager/Network Connect (SAMNC) license option and the Advanced license option will no longer be separate SKUs, but will be included in the baseline license for each platform.
  - SAMNC license provided both Secure Application Manager (for client/server applications access) and Network Connect (IPSec-like experience for full network access), the two access methods available on the Secure Access platform in addition to Core Access.
  - Advanced license provided a comprehensive set of sophisticated capabilities including Central Manager, advanced PKI support, password management and single sign-on (SSO), customizable UI, and other features.
- SSL Acceleration license no longer exists.
  - For SA 4000, SSL acceleration merged into baseline license, provided customers upgrade to v6.1 or higher
  - Optional hardware module for SA 4500; hardware module included with SA 6500
- VLAN support will now also be included as part of the baseline license—it is no longer necessary to order the IVS license option to get VLAN support.
- These feature licenses are still available:
  - Secure Meeting license for SA 2500, SA 4500 and SA 6500
  - Instant Virtual System license for SA 4500 and SA 6500
  - ICE (In Case of Emergency) license for the SA 4500 and SA 6500
  - Advanced Endpoint Defense (AED) license for the SA 2500, SA 4500 and SA 6500
  - Lab licenses
  - Evaluation licenses

These same licensing changes also apply to the older generation hardware (SA 2000, SA 4000, SA 6000), provided the customer upgrades to v6.1 or later. There will be no exceptions to this rule—all customers must upgrade to v6.1 or later in order to get the SAMNC, Advanced and VLAN support free of charge.

Please contact Juniper Networks and its global network of reseller partners for pricing details on the licenses.

## Q. What types of licenses are now available?

There are five groups of licenses available in addition to the hardware base system itself. The base hardware system will have minimal functionality, allowing you to complete the basic network configuration and troubleshoot before you can install the licenses.

### Concurrent User Licenses

Concurrent user licenses allow remote users to actually gain access to the network. These licenses enable customers to support as many users as specified in the license, and user licenses are additive. For example, if you buy a 100-user license for the SA 4500 and then buy another 100-user license, you will have 200 concurrent users on the SA 4500.

### Clustering Licenses

Cluster licenses allow you to share licenses from one Secure Access appliance with one or more additional Secure Access appliances (depending on the platform in question). Cluster licenses are NOT additive to the concurrent user licenses. For example, if a customer has a 100-user license for the SA 4500, and then purchases another SA 4500 and a 100-user cluster license, this will provide a total of 100 users that are shared across both appliances, not per appliance. The simple rule of thumb for a clustering license is you need one for every Secure Access appliance you have in the cluster, with the exception of the primary unit, which would have a standard concurrent user license.

### Feature Licenses

Feature licenses enable functionality not available with the standard concurrent user licenses alone. A single feature license applies across all devices in a cluster. Feature license options are Secure Meeting, IVS, ICE and AED.

- Secure Meeting – Enables secure anytime, anywhere, cost-effective online Web conferencing and remote control PC access
- Instant Virtual System (IVS) – Provides the ability to provision up to 255 logically separate SSL VPN gateways from a single device via virtualization
- ICE – Meets the increase in remote access demand for emergency situations in which a large number of users must log in for a short period of time, such as a snowstorm or virus outbreak
- AED – Integrates with Host Checker and provides protection from unwanted malware, such as trojan horses and key loggers residing on an endpoint

### Lab Licenses

Lab licenses are designed to allow customers to deploy new SSL VPN functionality in a “test,” “lab” or “pilot” environment before deciding to roll it out to their production environment. Lab licenses are valid for 52 weeks and will support all SSL VPN features for up to 10 concurrent users (on the SA 2500 and SA 4500) or 25 concurrent users (on the SA 6500). After 52 weeks customers will need to renew their lab licenses, which are free if they are covered by a support contract. Note that these SKUs do not include the base hardware system.

### Evaluation Licenses

Evaluation licenses are designed for presale evaluations. Juniper’s sales and partners can provide these licenses to prospective customers for a limited time so they can evaluate the platform before they make a purchasing decision. Note that these SKUs do not include the base hardware system.

### Q. Can you show an example of ordering an SA appliance with licenses that has improved from the previous model?

Here’s an ordering example of a two-unit SA 4000 cluster that needs to support up to 500 concurrent users and that has SAMNC license features, Advanced license features, Secure Meeting, VLAN support and SSL acceleration.

Old Licensing Model	New Licensing Model
SA4000 x 2	SA4000 x 2
SA4000-ADD-500U	SA4000-ADD-500U
SA4000-CL-500U	SA4000-CL-500U
SA4000-ADV	SA4000-MTG
SA4000-SAMNC	
SA4000-MTG	
SA4000-IVS	
SA4000-SSL	

With the new licensing model, the number of SKUs to order in this example has been reduced from eight SKUs to four SKUs to improve ease of ordering for customers.

**Q. Can you provide an example of how prices are reduced with the new licensing scheme?**

Here's a comparison of how pricing works for the SA 6000 with the old licensing model versus the new SA 6500 with the new licensing model being announced.

<b>SA 6000 – Old Licensing</b>	<b>Price (U.S. List)</b>	<b>SA 6500 – New Licensing</b>	<b>Price (U.S. List)</b>
SA6000	\$17,000	SA6500	\$27,000
SA6000-ADD-500U	\$49,995	SA6500-ADD-500U	\$44,995
SA6000-SAMNC	\$6,995	SA6500-MTG	\$11,995
SA6000-ADV	\$8,995	SA4000-MTG	
SA6000-MTG	\$11,995		
	<b>Total: \$94,980</b>		<b>Total: \$83,990</b>

With the new licensing model, customers receive a lower price with fewer SKUs to order.

**Q. Can customers use the SA 2500, SA 4500 and SA 6500 in the same cluster with the SA 2000, SA 4000 and SA 6000?**

Mixed clusters are not supported.

**Q. What will happen when customers upgrade their SA 2000, SA 4000 and SA 6000 to IVE v6.1 software?**

Upon upgrading, the IVE software detects the licenses that were installed on the system and converts them automatically to the new licensing model. No functionality will be lost and no human intervention is needed.

**Q. Can customers use the new licensing model for the SA 2000, SA 4000 and SA 6000?**

If customers use IVE v6.1 and later for the SA 2000, SA 4000 and SA 6000, they should use the new licensing model and SKUs. If they use IVE v6.0 and earlier, they should use the old licensing model and SKUs.

**Q. Can customers use the new licensing model for the SA 1000, SA 3000 and SA 5000?**

No. Customers cannot use IVE v6.1 and beyond for the SA 1000, SA 3000 and SA 5000. These models do not have the necessary hardware needed to run v6.1 and later software.

**Q. Are there any benefits for existing customers?**

Yes. The new licensing model makes it easier for existing customers to add more features to the Secure Access platform by ordering fewer SKUs for greater functionality.

**Q. Is there any reason a customer would buy the legacy hardware instead of the new one?**

Juniper's executives believe that the overwhelming majority of the company's customers will buy the new hardware. The only reasons to still buy the legacy hardware are:

- The customer has only qualified for a pre-6.1 software release. The new hardware is supported by IVE v6.1 and later. Juniper encourages its customers to qualify for v6.1 so they can take advantage of the new hardware going forward.
- The customer wants to add an appliance to an existing cluster. The new hardware was not qualified to work at the same cluster with Juniper's legacy hardware.

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**Q. Did you announce the End of Sale (EOS)/End of Life (EOL) for the SA 2000, SA 4000 and SA 6000?**

No. EOS/EOL plans for the legacy hardware have not been announced at this point. Customers can still purchase the SA 2000, SA 4000 and SA 6000 products. When the EOS/EOL announcement does go out, customers and partners will have six more months to order the SA 2000, SA 4000 and SA 6000. In addition, they will be supported by service for five years. The details will be covered in the EOS/EOL announcement.

Juniper strongly encourages customers to use the new hardware for new deployments.

**Q. Can customers trade in their SA 2000, SA 4000 and SA 6000 for the new hardware?**

No. The SA 2000, SA 4000 and SA 6000 are still shipping products, and only products that have been announced as EOL are eligible for the trade-in program. When they are announced as EOS, the products will become part of the program.

**Q. Are there any changes to the SA 700?**

No. The SA 700 remains the same and there are no changes to its license options.

**Q. Are there new platforms for FIPS products?**

No. The SA 4000 FIPS and SA 6000 FIPS are Juniper's SSL VPN FIPS platforms. They feature best-in-class SSL VPN functionality with a dedicated FIPS-certified hardware security module. In addition, Juniper is the only SSL VPN vendor to achieve Common Criteria certification and therefore has the leading SSL VPN solution for federal and state customers.

**Q. Are there any new support SKUs associated with the new hardware?**

Yes. There will be new service SKUs to match the new product SKUs. There will be service SKUs depending on user license size for all the new hardware platforms as well as specific service SKUs for clustering options. Feature license support SKUs will be consolidated in the same fashion as with product SKUs.

**Q. What is the product warranty?**

Juniper Networks provides a product warranty of one year for return and repair on the hardware, 90 days JTAC and 90 days software access from date of product shipment from Juniper. Please visit <http://www.juniper.net/support/warranty/> for the complete details of your warranty entitlement.

**Q. What level of support can customers purchase?**

Juniper provides a suite of services from its J-Care portfolio that offers entitlements from return-to-factory to same-day onsite advanced replacement options. All the support options include 24x7 JTAC, software access and online tools. Customers are encouraged to work with their J-Partner to determine the best support option to meet their needs.