

Global Support Services

SUPPORT

SonicWALL Support Services Reference Guide

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Overview

SonicWALL® Global Support is available whenever you need it—24 hours a day, seven days a week. We're here to give you the assistance and advice you need to help you make the most of your SonicWALL investment. This guide will provide you with the details on using all of our support resources—from the Customer Support Center to the KnowledgePortal to RMA fulfillment.

Getting Started

You must register your SonicWALL appliance or software solution at [www.MySonicWALL.com](#) prior to requesting support.

You'll first need to create a [MySonicWALL.com](#) user account.

Complete the online subscription form at [www.mysonicwall.com](#). Once you complete the form, you'll receive a subscription code via return email. This usually takes less than 30 minutes. After receiving the subscription code return to [www.mysonicwall.com](#), enter the subscription code and your account will be activated.

Registering Your SonicWALL Solution

You can register your SonicWALL hardware or software solution at [MySonicWALL.com](#) by following the instructions on the site. To register your solution you will need the following information:

- The 12-digit serial number of the solution to be registered.
- The 8-digit authentication code. For appliances, you will find the authentication code on the silver label on the back or bottom of the appliance.
- You can enter a "Friendly Name" for the SonicWALL solution you register. This name is for your use and may help you identify a specific user or location.
- You can choose to associate your new SonicWALL solution with other registered solutions by selecting a Product Group name from the drop-down menu provided.

If your SonicWALL appliance is not registered, the following message appears in the Security Services folder in the Status page: "Your SonicWALL is not registered. Click here to register your SonicWALL."

Type your [MySonicWALL.com](#) account username and password in the User Name and Password fields and click Submit. You can also enter a "Friendly Name" for the SonicWALL device you register.

You can also register your SonicWALL from the management interface of the appliance. To do so, you must first have created a [MySonicWALL.com](#) user account.

Click Submit. Your SonicWALL is now registered.



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Technical Resources

SonicWALL provides a wealth of online technical information. It's a good idea to review this information prior to requesting support.

Documentation

All of SonicWALL's product documentation is freely available online in Adobe Acrobat format at <http://www.sonicwall.com/us/support/6832.html>.

Knowledge Portal

SonicWALL's state-of-the-art knowledge base system is a simple-to-use system that gets you answers to installation, configuration and trouble-shooting questions. The KnowledgePortal is updated daily with the most current information about our network security, secure remote access, content security, backup and recovery, and policy and management solutions.

The Forum

Our online, moderated Forum is a great place to get technical assistance, ideas and suggestions from the SonicWALL user community. You'll find The Forum at <https://forum.sonicwall.com/>. Use your MySonicWALL.com account to log onto the Forum and post questions—and answers—to other SonicWALL users, customers and employees.

Software and Firmware Updates

Software and firmware downloads are available on the Download Center at MySonicWALL.com. You will be presented with the list of updates you are entitled to when you select the "Type." Updates are limited to customers with valid service contracts.

Support and RMA Policy

SonicWALL provides telephone and Web-based support, unlimited software/firmware updates and upgrades and hardware replacement (RMA) for appliances covered under an active E-Class Support 24x7 or Dynamic Support contract or warranty support. In addition to support for hardware, SonicWALL also provides telephone and Web-based support as well as unlimited software updates and upgrades for software solutions covered under an active E-Class Support 24x7 or Dynamic Support contract or warranty support. A matrix of the offerings and attributes follows. All SonicWALL hardware solutions include one year of Advance Exchange hardware warranty.¹

SonicWALL's support contracts and warranty support provide technical assistance during standard coverage hours, usually 8x5² or 24x7. A SonicWALL technical specialist will work with you remotely to diagnose and identify software and hardware not performing to documented specifications. Support also includes general assistance regarding use and implementation on a limited basis. SonicWALL support contracts and warranty support do not include installation or configuration assistance. If you need help installing or configuring your SonicWALL solution, SonicWALL will refer you to a certified value-added reseller or offer you one of our Professional Services.

SonicWALL support contracts and warranty support provide for replacement of failing hardware returned to SonicWALL's factory. The replacement product may be new, or like-new. In the event of product obsolescence, SonicWALL reserves the right to replace failing product with a product of like or better features and functionality.

Contact a SonicWALL Global Technical Assistance Center if you think you have a hardware problem. The support specialist will log your case and determine with you whether a replacement appliance is required. If so, you will be provided with a Returned Material Authorization (RMA) number for your reference. SonicWALL will ship you a replacement appliance via pre-paid, next-day airfreight to the address that you specify.

In EMEA routine RMA orders are filled on the day that they are received if the RMA is processed before 5:00 PM CET. This is the time at which the delivery details for the following day are passed to our RMA partner; the appliance must be diagnosed as needing RMA and all the required details



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collected and ready to pass to our RMA partner **before** 5.00pm CET. Customers will be asked to provide billing authorization either via a signed RMA-FAX Form, including relevant customer delivery information like the VAT, SR, and RMA numbers or by a credit card number to secure the return of the defective appliance towards SonicWALL. SonicWALL will automatically transfer the registration information and subscription services to the replacement appliance.

The replacement appliance will include instructions for returning the defective appliance to SonicWALL. Shipping is paid by SonicWALL. Please make sure that the RMA number is included with your shipment and that you return the defective appliance to SonicWALL within 30 days. After 30 days you will be billed the retail price of the new appliance if the defective appliance has not been returned to SonicWALL.

For more information on guidelines and policies related to SonicWALL support contracts and warranty support see <http://www.sonicwall.com/us/support/3003.html>.

SonicWALL Global Support Services

SonicWALL support services are designed not only to keep your security infrastructure current, but to also react swiftly to any problem that may occur. However that's not enough to keep your network safe these days. So our support services also include crucial updates and upgrades, the finest technical support, access to extensive electronic tools and timely hardware replacement.

E-Class Support 24x7

Designed for customers with SonicWALL E-Class solutions, SonicWALL E-Class Support 24x7¹ delivers the enterprise-class support features and quality of service that enterprise companies require to keep their networks running smoothly and efficiently.

| E-Class Support 24x7 | |
|-----------------------------|---|
| Telephone/Web-based Support | 24x7 direct access to a team of highly-trained Senior Support Engineers for telephone and Web-based technical support |
| Software/Firmware Updates | Software and firmware updates and upgrades |
| Hardware Replacement | Advance Exchange for replacement of defective hardware |
| Support Tools | Access to SonicWALL electronic support tools |

Dynamic Support

Designed for customers who need continued protection through ongoing firmware updates and advanced technical support, SonicWALL Dynamic Support is available during normal business hours, or 24X7, depending on your needs.

SonicWALL Dynamic Support 24x7

Customers with mission-critical network requirements cannot afford downtime. Available in one-, two- and three-year contracts, SonicWALL Dynamic Support 24x7 is an around-the-clock support service that includes:

| Dynamic Support 24x7 | |
|---|---|
| Telephone/Web-based Support | Telephone and Web-based support 24x7 for basic troubleshooting assistance |
| Software/Firmware Updates | Software and firmware updates and upgrades |
| Hardware Replacement (For appliances only) | Advance Exchange for replacement of defective hardware |
| Support Tools | Access to SonicWALL electronic support tools |



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SonicWALL Dynamic Support 8x5

Designed for customers who need advanced technical support and the additional benefits of on-going software and firmware updates, SonicWALL Dynamic Support 8X5 is available in one-, two- and three-year contracts that include:

| Dynamic Support 8x5 | |
|---|---|
| Telephone/Web-based Support | Telephone and Web-based support for basic troubleshooting assistance during local business hours (8:00 am-5:00 pm, local time Monday - Friday) ² |
| Software/Firmware Updates | All software and firmware updates and upgrades |
| Hardware Replacement (For appliances only) | Advance Exchange for replacement of defective hardware |
| Support Tools | Access to SonicWALL electronic support tools |

SonicWALL Software and Firmware Updates

For customers with their own SonicWALL-certified IT staff, there's SonicWALL Software and Firmware Updates³. This simplified offering includes an annual subscription to firmware updates and upgrades, along with Advance Exchange hardware replacement in the event of failure.

SonicWALL Support Services Matrix

| Service Offering | Phone and Web Support | Software and Firmware Updates | Hardware Warranty | RMA Fulfillment | Service Bulletin |
|--|-----------------------|-------------------------------|---------------------|------------------|------------------|
| E-Class Support 24x7 ¹ | ✓ | ✓ | 1 Year ¹ | Advance Exchange | ✓ |
| Dynamic Support 8x5 | ✓ | ✓ | 1 Year ¹ | Advance Exchange | ✓ |
| Dynamic Support 24x7 | ✓ | ✓ | 1 Year ¹ | Advance Exchange | ✓ |
| Software and Firmware Updates ³ | | ✓ | 1 Year ¹ | Advance Exchange | |
| Comprehensive GMS | 24x7 | ✓ | 1 Year ¹ | Advance Exchange | ✓ |

SonicWALL Warranty Support

In addition to being extremely reliable, SonicWALL products are recognized for being easy to install, configure and manage. SonicWALL Warranty Support enhances these features with:

For E-Class Appliances

SonicWALL E-Class appliances do not come with warranty support. All E-Class appliances and software products must be accompanied by an E-Class Support 24x7 contract at the time of purchase.

For SAVR 80 and TZ 150 Series

For 30 days from the warranty support start date,¹ customers are entitled to Dynamic Support 8x5 and software and firmware updates. If a replacement appliance is required during the first 30 days of the warranty, SonicWALL will provide an advance exchange replacement via next-day air shipment. Customers are required to return the defective appliance within 30 days or be liable for the full replacement cost of the appliance.

After 30 days from the warranty start date and for the duration of the hardware warranty, SonicWALL will provide a replacement appliance via ground shipment. Customers are required to return the defective appliance within 30 days or be liable for the full replacement cost of the appliance.

For Other SonicWALL non E-Class Appliances

For 90 days from the warranty start date,¹ customers are entitled to Dynamic Support 8x5 and software and firmware updates. If a replacement appliance is required during the first 90 days of the warranty, SonicWALL will provide an advance exchange replacement via next-day air shipment. Customers are required to return the defective appliance within 30 days or be liable for the full replacement cost of the appliance.



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After 90 days from the warranty start date and for the duration of the hardware warranty, SonicWALL will provide a replacement appliance via ground shipment. Customers are required to return the defective appliance with 30 days or be liable for the full replacement cost of the appliance.

SonicWALL Warranty Support Matrix

| Warranty Support | Phone and Web Support | Software and Firmware Updates | Hardware Warranty | RMA Fulfillment | Service Bulletin |
|------------------------------|-----------------------|-------------------------------|---------------------|-------------------------|------------------|
| SAVR 80/TZ 150 Series | 30 Days | 30 Days | 1 Year ¹ | 30-day Advance Exchange | ✓ |
| Other non E-Class Appliances | 90 Days ⁴ | 90 Days | 1 Year ¹ | 90-day Advance Exchange | ✓ |
| E-Class Appliances | N/A | N/A | N/A | N/A | N/A |

Note: E-Class appliances do not come with Warranty Support

SonicWALL Security Services

SonicWALL will provide telephone- and Web-based support for active security services regardless of the appliance the subscription is activated upon. Support for Security Services is limited to the subscription and does not include issues related to the operation of the appliance, firmware or software updates/upgrades or hardware replacement.

Support and updates/upgrades for SonicWALL Global Management System (GMS) require a valid GMS support agreement, regardless of the appliance(s) that GMS is used to manage.

SonicWALL Support Services Reinstatement

SonicWALL requires continuous coverage for support contracts. Generally, new contracts are retroactively applied to the expiration date of the most recent warranty or support agreement. SonicWALL Support Services Reinstatement enables customers with expired warranties or support to purchase a new support agreement and receive a full 12 months of support from date of activation. Also included in SonicWALL Support Services Reinstatement is a single software or firmware update, providing customers with access to the most current features. For information about purchasing support reinstatement, contact your local SonicWALL Reseller or SonicWALL Sales. SonicWALL Support Services Reinstatement is waived with the purchase of a two-year or three-year Dynamic Support or Comprehensive Gateway Security Suite contract.



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Contacting Support

To request support, contact the SonicWALL Global Technical Assistance Center for your country.

| Country | Toll Free Phone Number | Toll Phone Number |
|---|------------------------|---------------------|
| Calling from North America (Support available in English only) | | |
| United States | +1 888.777.1476 | +1 408.962.6725 |
| Canada | +1 888.777.1476 | +1 408.962.6725 |
| Calling from Europe, the Middle and Africa (Support available in English, French, German, Italian and Spanish) | | |
| Austria | | +43 (0) 820.400.105 |
| Belgium | | +44 193.257.3929 |
| Czech Republic | | +44 193.257.3929 |
| Denmark | | +44 193.257.3929 |
| Egypt | | +44 193.257.3929 |
| Finland | | +44 193.257.3929 |
| France | 0800.970.019 | +44 193.257.3927 |
| Germany | 0800.0003.688 | +44 193.257.3910 |
| Ireland | 00.800.7664.2925 | +44 193.257.3929 |
| Italy | 800.909.106 | +44 193.257.3928 |
| Jordan | | +44 193.257.3929 |
| Luxembourg | | +44 193.257.3929 |
| Netherlands | 0800.022.8185 | +44 193.257.3929 |
| Nigeria | | +44 193.257.3929 |
| Norway | 800.11560 | +44 193.257.3929 |
| Poland | | +44 193.257.3929 |
| Russia | | +44 193.257.3929 |
| Saudi Arabia | | +44 193.257.3929 |
| South Africa | | +44 193.257.3929 |
| Spain | 900.811.056 | +44 193.257.3921 |
| Switzerland | 0800.834.764 | +44 193.257.3929 |
| Sweden | 020.79.5750 | +44 193.257.3929 |
| Turkey | | +44 193.257.3929 |
| United Arab Emirates | 8000.4411.869 | +44 193.257.3929 |
| United Kingdom | 00.800.7664.2925 | +44 193.257.3929 |
| All Other Countries | | +44 193.257.3929 |
| Calling from Asia Pacific (Support available in English except for Japan where support is offered in Japanese) | | |
| Australia | +1 800.35.1642 | |
| Hong Kong | +1 800.93.0997 | |
| India | 000.800.100.3395 | |
| Japan | +81 (0) 3.3457.8971 | |
| New Zealand | 800.446489 | |
| Singapore | + 800.110.1441 | |
| Calling from Latin America (Support available in English only) | | |
| Argentina | 0800.333.0786 | |
| Brazil | 0800.891.4306 | |
| Mexico | | +1 888.777.1476 |

Telephone numbers and hours of operation are subject to change. For the most current information visit www.sonicwall.com/us/support/contact.html.

E-Class Support 24x7 for SonicWALL E-Class Products

An active E-Class Support 24x7 contract is required on all SonicWALL E-Class products. The following products are part of SonicWALL's E-Class Series:

SonicWALL E-Class NSA Series

- E5500
- E6500
- E7500



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SonicWALL Aventail Series

- EX-750
- EX-1500
- EX-1600
- EX-2500
- SRA EX6000
- SRA EX7000

SonicWALL Global Management System (GMS)

SonicWALL UMA EM5000

North America, Latin America and Asia Pacific

Please call our Toll-Free E-Class Support phone number at +1 866.360.1949 or contact us by sending an email to EClassSupport@SonicWALL.com.

- Your call will be transferred to SonicWALL's E-Class Technical Support team.
- Please have the serial number of the appliance available so that we can validate your contract and immediately begin resolving any issue you may have with your new SonicWALL solution.

Europe, Middle East and Africa

Please call the phone number for your country listed in the table above.

- Select the "E-Class Support" option when prompted and your call will be transferred to SonicWALL's E-Class Technical Support team.
- Please have the serial number of the appliance available so that we can validate your contract and immediately begin resolving any issue you may have with your new SonicWALL solution.

Email Support for Anti-Spam Desktop Product

For help with SonicWALL Anti-Spam Desktop, please review the product documentation where you'll find answers to many common questions. Additional information on the Anti-Spam Desktop product can be found by using the [Online Help](#) pages or reviewing the [Product FAQ](#). If you need further assistance, please contact SonicWALL Global Support at ASDSupport@sonicwall.com. Please allow up to two business days for a response to your inquiry and remember to include in the email the Virtual Serial Number you received when you purchased SonicWALL Anti-Spam Desktop product.

Creating a Support Case

You will need the following information in order to create a support case:

- The serial number of the appliance or software solution
- Your first and last name
- Your email address
- Your telephone number
- A description of the problem
- The severity of the problem

Customers calling the EMEA (Europe, Middle East & Africa) Technical Assistance Center will, (depending on the number dialed) either be offered support in the appropriate language for the country they are making the call from or be given the opportunity to select the language they would like to use (the options are English, French, German, Italian and Spanish). They can then select



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from CSSA Partner Support, Sales Support, Email Security Support, CDP Support and support for other SonicWALL products.


The CSSA Partner Support line is staffed by Escalation Level Engineers and support is only provided in English. Our Escalation Level Engineers are required to validate whether callers to the CSSA Partner line have the CSSA qualification required to contact Escalation Level Engineers directly.

In situations where all Level 3 Engineers are engaged incoming callers will get offered the option to wait for a Level 3 Engineer to become free, to have the call transferred to lower level agent who will take details and assist in resolving the call or escalating to a Level 3 Engineer, or to be transferred to a non-technical phone agent who will arrange for a callback.

Submitting an Electronic Service Request

SonicWALL's state of the art support management system allows you log, track, manage and update service requests easily and quickly online. To request support via the Web, see <https://www.customer.mysonicwall.com/ecustomer>. Links to the system are also posted through www.SonicWALL.com and www.MySonicWALL.com.

Please note that one cannot create high priority (Severity 1 and 2, see below) cases online. For any issue requiring immediate response, please contact SonicWALL Support by telephone.

Use your MySonicWALL.com account to log onto the system. To create a new service request, select "Create a Service Request." Enter the serial number of the appliance or software solution on which you need support. If you do not have the serial number of the appliance or software solution, click on the  icon for a list of solutions registered to your account. Enter the required information and click Submit.

You will be notified via electronic mail when there is an update to your case within 24 hours. To view the update, click on "Check My Service Requests."

To speed resolution of Web-based service requests, please provide as much information as possible including TSR reports, network diagrams and any other pertinent information. Web-based support is, by nature, delayed interaction and the duration of your case may be longer. If you have issues that need faster resolution or you need to escalate your case, please call us and ask to have your case escalated.

Service Request (SR) Status Information Update

SonicWALL Technical Support uses a worldwide customer support tracking system in which every customer Service Request (SR) will be logged under a unique Service Request number (e.g. 1-123456789). As part of its lifetime any SR can have one of the following case statuses:

Open: The Service Request has been created but is not assigned to a technical resource yet

In Process: The Service Request is actively being worked on by the SonicWALL Technical Assistance Center.

Waiting on Customer: The customer was either asked to post additional information required by the Support Technical Assistance Center in order to investigate the problem further, or the customer was supplied with information which may have already resolved it. In both situations a customer update is required to allow the Technical Assistance Center to continue working the Service Request.

Pending Closed: The Technical Assistance Center believes that the correct answer or solution was provided. If the customer feels that a correct answer or solution was not provided, the customer has five days to re-open a Service Request. The priority of a Service Request is not affected by this process. 'Pending Closed' is also used if there has been no contact with or response from the customer after multiple attempts.

Severity Levels

Severity 1



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Your production network is down, causing critical impact to business operations if service is not restored quickly. No work-around is available.
Response Time: 0-4 hours

Severity 2

Your production network is severely degraded, impacting significant aspects of business operations. No-work around is available.
Response Time: 4-8 hours

Severity 3

Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
Response Time: 24-48 hours

Severity 4

Information regarding product capabilities, installation or configuration, documentation issues and questions.
Response Time: 48+ hours

*Please note that opening a Service Request via the Web will allow addressing Severity 3 and 4 situations only. In all other situations it is highly recommended to contact the Technical Assistance Center directly via the phone.

Basic Service Level Agreement

SonicWALL uses an escalating three-tier support structure. Most issues are resolved at Level 1. In the event additional troubleshooting, testing or technical specialization is required, Level 2 and/or Level 3 support may be engaged according to these service levels.

Level 1 Support

Response: Direct to specialist telephone support, typically 5 minutes or less.

Definition: General product information, collection of relevant technical problem identification information, determination of non-technical problems vs. technical problems.

Escalation: After 30 minutes of interaction with Level 2 Support Specialist who determines that escalation is required.

Level 2 Support

Response: Direct to specialist telephone support following Level 1 support.

Definition: Problem isolation and product specification defect determination; lab simulation and interoperability testing; action plan definition; ability to analyze traces.

Escalation: After two hours of interaction with Level 3 Support Specialist who determines that escalation is required.

Level 3 Support

Response: Level 3 Support is scheduled and based on customer and specialist availability.

Definition: Fixing or generating workarounds to identified bugs and/or defects. Issues that require engineering resources are managed through Level 3 Technical Support.

Escalation: At the discretion of the Level 3 Support Engineer and with Support Services management approval.

Escalation Guidelines

Escalation within SonicWALL involves both defined and subjective decisions on the part of the Support Specialist. Once basic troubleshooting procedures have taken place without resolving the issue, the Support Specialist will make timely decisions about when to escalate and will identify the appropriate resources to resolve the issue. This decision can be based solely on time limits set by SonicWALL (30 minutes or two hours to the next escalation level) or on more subjective criteria. As a customer, you may always request to speak with a manager if you believe your case is not being handled properly.



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If an issue falls out of scope or contacts cannot be reached for escalation, the Support Specialist will notify the Escalation Manager, who will be one of a team of management and executive level staff members. The responsibility of the Escalation Manager is to gather the right resources to resolve the situation and communicate status to you.

Customer Satisfaction

SonicWALL's goal is to customer expectations. In order achieving that, SonicWALL manages customer satisfaction very closely. When you contact SonicWALL, please be aware that your telephone calls and Web cases may be monitored for quality assurance and customer satisfaction reasons. Additionally, SonicWALL uses an independent company to routinely measure customer satisfaction via survey. The telephone surveys take no more than five minutes to complete and provide us invaluable information about your experience. If you are contacted for a survey, please help us by giving us your feedback. You may also experience that SonicWALL sends out automatically created emails after the closure of a Service Request to gather direct customer feedback that way.

MySonicWALL.com User Policy

In order to maintain the security and privacy of our customers, SonicWALL has implemented the following MySonicWALL.com user policy.

Passwords

Customers have the ability to change their MySonicWALL.com passwords, including those you have forgotten. In order to do so, you must know your MySonicWALL.com username and email address. Follow the "Forgot Password" and "Forgot Username" links on the MySonicWALL home page to change the password.

If you do not have access to this information, you must contact registration@sonicwall.com. Customers must provide the Tech Support Report of the registered appliance or software solution and proof of ownership to have these passwords changed.

Transferring Appliances Between Accounts

Customers may transfer appliances between MySonicWALL.com accounts by following the "Transfer" link on the Service Management page of MySonicWALL.com. The transfer must be initiated by the user with the registered appliance. In cases where the appliance is registered under an account they do not control, customers should contact the owner of the account and request a transfer. There are situations where this is either impossible or impractical.

Intra-company Transfers

Situation: The MySonicWALL.com account owner leaves a company without transferring registration or communicating the account information to another employee.

Policy: SonicWALL will transfer the registered appliance(s) to another employee of the same company providing the following conditions are met:

- The transfer request is in writing and includes complete contact information: name, title, physical address, email address and telephone number.
- The email address of the new account has the same domain name as the original account.

All Other Transfers

Situation: A SonicWALL partner controls the registration of an appliance and is no longer in business or unwilling to make the transfer; the appliance is previously owned; appliances registered by consultants no longer available, etc.

Policy: SonicWALL will transfer the registered appliance to another account providing the following conditions are met:

- The transfer request is made in writing and includes the reason for the transfer request and complete contact information: name, title, physical address, email address and telephone number.



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- SonicWALL contacts the registered user by email or telephone requesting the transfer and the registered user gives written approval of the transfer.
- If SonicWALL is unable to contact the registered user or if the registered user does not give approval for the transfer, SonicWALL will make the transfer anyway if the requestor provides a Tech Support Report for the appliance and proof of ownership. Prior to making the transfer, SonicWALL will verify that the registration code in the TSR is correct for the appliance being transferred.

Exceptions

Policy exceptions must be approved in writing by the Director of Sales responsible for the region or the Vice President of Services.

Product Lifecycle Management

SonicWALL's approach to product lifecycle management includes four post-release phases: Last Time Buy (LTB), Active Retirement Mode (ARM), Limited Retirement Mode (LRM) and End of Support (EOS).

Last Time Buy

Last Time Buy (LTB) is advanced notification to SonicWALL customers and partners that SonicWALL intends to start the end of life process. The duration of this phase is variable and depends on numerous factors including material availability, SonicWALL and channel inventory and end user demand. Last Time Buy is informational only; products in this phase are active. SonicWALL continues to sell support contracts.

Active Retirement Mode

Active Retirement Mode (ARM) is a statement by SonicWALL that it is no longer actively manufacturing or selling the product. Products in ARM are removed from all price lists and marketing collateral. Support contracts for products in this phase will remain on price lists and will continue to be available. During this time SonicWALL will release a limited number of firmware updates, new features and bug fixes. The duration of this phase is typically two years.

Limited Retirement Mode

Limited Retirement Mode (LRM) is a statement by SonicWALL that it will no longer develop or release firmware updates or bug fixes for these products. Depending on inventory, technical capability and customer demand, SonicWALL will continue to offer support contracts on products in LRM, but support for products in LRM is limited to advisory technical support and hardware replacement only. LRM is a discretionary phase in the product lifecycle process.

End of Support

End of Support (EOS) is a statement that SonicWALL no longer offers support for the product, and all remaining unique inventory or materials will be removed.

Current product status is available at <http://www.sonicwall.com/us/support/3003.html>. Questions about specific products should be directed to: Products@sonicwall.com.

¹Hardware warranty and warranty support begin on the date of product registration. Hardware duration varies by country according to local laws and customs. Telephone fees may apply for phone assistance. Telephone numbers and hours of operation vary by geographic region and are subject to change. TZ 150 Series and SAVR 80 Series come standard with 30 days of warranty support. E-Class products do not come with Warranty Support. E-Class Support 24x7 is available on E-Class products only.

²8:00 am-5:00 pm local time is defined as follows: In North America: 8:00 am-5:00 pm Mountain Standard Time (MST); In Latin America: 8:00 am-5:00 pm Local Standard Time in the country where the product is deployed; In Europe, the Middle East and Africa: 9:00 am-6:00 pm GMT +1; In Asia Pacific: 8:00 am-5:00 pm Local Standard Time in the country where the product is deployed; In Japan: 5:00 pm-2:00 am UTC/GMT.

³Available only to CSSA certified customers and partners.

⁴May vary by geography.



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