

## **Juniper Networks SSG 550M and SSG 520M Frequently Asked Questions**

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**Q: What is an SSG 520M and SSG 550M?**

A: The SSG 520M and SSG 550M are slightly modified variants of the SSG 550 and SSG 520. The SSG 520M and SSG 550M utilize the exact same hardware as the new J4350 and J6350 Routers. We saw a significant opportunity to leverage development efforts by using the same hardware for the SSG 520M, SSG 550M and the new J4350 and J6350. Note that with ScreenOS 5.4r2 installed, the features, functionality, and performance of the SSG 520, SSG 550 and SSG 520M and SSG 550M are exactly the same.

**Q: What are the differences between the SSG 550/SSG 520 and the SSG 550M/SSG 520M?**

A: Two areas were changed to bring about the SSG 520M and SSG 550M:

1. The most significant change was that the backplane has been voice-enabled to accept the Avaya Telephony Gateway and Interface modules (expected to be available in 1<sup>st</sup> half 2007) when running JUNOS 8.0. The Avaya enabled backplane will not be accessible (or compatible) with ScreenOS.
2. Some minor internal modifications were made so that either ScreenOS 5.4r2 or JUNOS 8.0 could be supported.

It is important to note that when using ScreenOS 5.4r2, there are absolutely no differences in functionality or performance between an SSG 550M/SSG 520M and the previously announced SSG 550/SSG 520.

**Q: Are there functionality differences between the SSG 550/SSG 520 and SSG 550M/SSG 520M?**

A: No, when running ScreenOS 5.4r2, there are no differences in functionality or performance. The table below shows the extent of the similarities.

	SSG 520	SSG 550	SSG 520M	SSG 550M
ScreenOS 5.1	Yes	Yes	No	No
ScreenOS 5.4	Yes	Yes	Yes	Yes
Convertible to JUNOS 8.0	No	No	Yes (fee applies)	Yes (fee applies)
ScreenOS 6.0	Yes	Yes	Yes	Yes
Support current PIMs/EPIMS	Yes	Yes	Yes	Yes
Support future PIMs/EPIMS	Yes	Yes	Yes	Yes
Support Avaya	No	No	No	No
FW Performance	650+ Mbps	1+Gbps	650+ Mbps	1+Gbps
VPN Performance	300 Mbps	500 Mbps	300 Mbps	500 Mbps
PPS	300K	600K	300K	600K
Support UTM (AV, AS, WF, IPS)	Yes	Yes	Yes	Yes

**Q: What does M stand for?**

A: M stands for the ability to run Multiple Operating Systems – JUNOS 8.0 or ScreenOS 5.4r2.

**Q: When will the SSG 520M and SSG 550M be available?**

A: The SSG 520M and SSG 550M will be available for ordering on Nov. 2<sup>nd</sup>.

**Q: Are the new J4350, J6350 and SSG 550M, SSG 520M the same platform?**

A: Yes. During the development of the next generation J Series platform, we chose to leverage the SSG 520 and SSG 550 rather than develop a new platform from the ground up. During the process, we enhanced the backplane to support Avaya Voice cards and we made some minor internal changes to enable the same platform to run either JUNOS or ScreenOS. This allows us to leverage hardware development efforts across two markets for greater operational efficiencies. Additional benefits include:

- We are providing the customers with the ability to move from one platform (Security on the SSG 500 Series) to another (Access router on J-Series) now and into the future.
- We were able to quickly bring the J Series to the next level in terms of performance and flexibility.
- We were able to bring Avaya Telephony Module support to the J Series in a partnership with Avaya

**Q: Why are they the same platform – aren't routing and security performance requirements different?**

A: Security and routing both require high performance and the SSG 500 Series currently delivers high performance security using ScreenOS. As we developed the next generation J Series, we chose the SSG 500 Series as the ideal platform, with some minor modifications, to deliver the performance and flexibility and VoIP capabilities our customers required. There are absolutely no differences in functionality or performance between an SSG 550M/SSG 520M and the SSG 550/SSG 520 when using ScreenOS 5.4r2. By making the new J Series and SSG 550M/SSG 520M the same platform, we can leverage hardware development efforts and operational efficiencies.

**Q: Will the SSG 520M or SSG 550M ever support the Avaya Voice Cards?**

A: No, there are no plans to support the Avaya card with ScreenOS on any of the SSG 500 Series platforms.

**Q: Will ScreenOS support Avaya Telephony modules?**

A: No, there are no plans to bring the Avaya Telephony module support to ScreenOS.

**Q: Why is Juniper releasing the SSG 550M/SSG 520M?**

A: The SSG 550M/SSG 520M allows us to leverage hardware development efforts across two markets for greater operational efficiencies. When using ScreenOS 5.4r2, there are absolutely no differences in functionality or performance between an SSG 550M/SSG 520M and an SSG 550/SSG 520. An additional benefit includes the ability for customers to move from one platform (Security, ScreenOS, SSG 550M/SSG 520M) to another (Access router, JUNOS, J Series) now and into the future.

**Q: What OS will the SSG 520M and SSG 550M use?**

A: All SSG Family platforms run ScreenOS only. Specifically, the SSG 550M/SSG 520M will run ScreenOS 5.4r2 or greater. The previously announced SSG 550/SSG 520 can run ScreenOS 5.1, or ScreenOS 5.4 and above. When using ScreenOS 5.4r2, there are absolutely no differences in functionality or performance between an SSG 550M/SSG 520M and an earlier SSG 550/SSG 520.

**Q: When will the SSG 520M and SSG 550M be available?**

A: The SSG 520M and SSG 550M will be on the November Price list. Shipping is expected to begin sometime in November.

**Q: Why not call the J4350 and J6350 routers SSGs?**

A: The only commonality is the hardware. The feature set remains significantly different. When using ScreenOS 5.4r2, they are security platforms (SSG 550M/SSG 520M). When using JUNOS 8.0, they are enterprise routers (J4350 and J6350).

**Q: Can the SSG 550M or SSG 520M be converted to a J6350 or J4350?**

A: Yes, if a customer chooses, they can convert the SSG 520M or SSG 550M to a J4350/J6350 running JUNOS for a \$1000 fee. At that point, the platform becomes a J Series router with no access to previously installed functionality.

SSG-520M-J-CONV-S	SSG 520M to J4350 Conversion Kit
SSG-550M-J-CONV-S	SSG 550M to J6350 Conversion Kit

**Q: Can the J4350 or J6350 be converted to an SSG 520M or SSG 550M?**

A: Yes, if a customer chooses, they can convert the J4350/J6350 to an SSG 520M or SSG 550M running ScreenOS for a \$1000 fee. At that point, the platform becomes a J Series router with no access to previously installed functionality.

J4350-SSG-CONV-S	J4350 to SSG 520M Conversion Kit
J6350-SSG-CONV-S	J6350 to SSG 550M Conversion Kit

**Q: How much does an OS conversion cost?**

A: A JUNOS to ScreenOS or ScreenOS to JUNOS conversion kit is \$1000.

**Q: What does the OS conversion fee include?**

- The JUNOS to ScreenOS conversion kit gives the customer ScreenOS on a compact flash card. The flash needs to be installed, replacing the existing flash.
- The ScreenOS to JUNOS conversion kit gives the customer JUNOS on a compact flash card. The flash needs to be installed, replacing the existing flash.

**Q: What does the conversion fee entitle the customer to?**

A: The conversion fee gives the customer the right to install the either JUNOS (replacing ScreenOS) or ScreenOS (replacing JUNOS).

**Q: Can my customer swap back and forth between JUNOS and ScreenOS?**

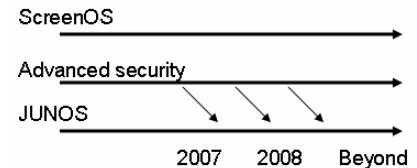
A: No. The conversion is a one time use.

**Q: Can any of the ScreenOS or JUNOS licenses be transferred?**

A: Both platforms support Firewall, IPSec VPN and routing as standard features. None of the licensable ScreenOS features (AV, Anti-Spam, IPS, Web Filtering) are transferable to JUNOS. Of the licensable JUNOS features such as Route Reflector, J-Flow and DLSw, none are transferable to ScreenOS.

**Q: What are the long term plans for JUNOS and ScreenOS?**

A: We believe there is a market for dedicated routing, dedicated security and converged security and routing devices. Our plans are to continue development on JUNOS and ScreenOS for those markets where dedicated routing and security devices are required.



For those markets where converged (security and routing) devices are required, we plan to add key security capabilities to JUNOS while maintaining development and enhancement efforts on both ScreenOS and JUNOS. Both ScreenOS and JUNOS have long term development plans to enhance key security and routing features.

**Q: Does the addition of Advanced security into JUNOS mean ScreenOS is going away?**

A: No. ScreenOS has a long term development plan for new features. The entire SSG Family, including the existing SSG 520 and SSG 550 as well as the new SSG 520M and SSG 550M will support new ScreenOS releases.

	ScreenOS 5.1	ScreenOS 5.4r2	ScreenOS 6.0 (2007)	ScreenOS 6.X (Future)
<b>SSG 520</b>	Yes	Yes	Yes	Yes
<b>SSG 550</b>	Yes	Yes	Yes	Yes
<b>SSG 520M</b>	No	Yes	Yes	Yes
<b>SSG 550M</b>	No	Yes	Yes	Yes

**Q: Will the SSG 550/SSG 520 continue to receive and support ScreenOS feature enhancements?**

A: Yes. The SSG 520, SSG 550, SSG520M and SSG 550M will continue to receive future ScreenOS enhancements. There are no differences in functionality or performance on any of the platforms when running ScreenOS 5.4r2.

**Q: Are the SSG 550/SSG 520 being End-of-Lifed?**

A: No. End-of-life implies that the product is no longer for sale and no longer receiving updates. We will continue to sell both platforms, however we expect sales to migrate to the SSG 550M/SSG 520M. The SSG 500 Series (SSG 550M/SSG 520M, SSG 550/SSG 520) continue to receive new ScreenOS releases, provided that the customer is under a support contract.

**Q: Is there any reason to continue purchasing the SSG 550/SSG 520?**

A: Since the prices, functionality and performance are all exactly the same, customers that are in the midst of an SSG 550/SSG 520 deployment using ScreenOS 5.1 can and should continue buying these platforms with the assurance that we will support them and we will continue to enhance ScreenOS for those platforms. New business customers should be directed to the SSG 550M/SSG 520M running ScreenOS 5.4r2.

**Q: Will an SSG 550M/SSG 520M that has been converted to JUNOS require a new support contract?**

A: No, the support contract is attached to the hardware platform serial number and it does not change.

**Q: Is the SSG 550M/SSG 520M a “dual boot” solution?**

A: No. Dual boot implies that there are two OS images from which an admin can choose. This is not the case with the SSG 520M/SSG 550M. To switch operating systems, the platforms will need to be re-imaged.

**Q: Is HA supported between an SSG 550M/SSG 520M and an SSG 550/SSG 520?**

A: Yes, assuming the ScreenOS configurations are exactly the same.

**Q: If the converted box is RMAed, what does the customer receive back?**

A: There are two possible RMA scenarios:

- 1) RMA of a J Series or SSG 550M/SSG 520M that has NOT been converted. In this case, the customer will receive the ORIGINAL platform.
- 2) RMA a J Series or SSG 550M/SSG 520M that has been converted. In this case, the customer will receive the system they upgraded to.

**Q: If an existing SSG 520 or SSG 550 is RMAed, what will the customer receive back?**

A: Customer will receive an SSG 520 or SSG 550.

**Q: Are the SSG 550M/SSG 520M the same price as the SSG 550/SSG 520?**

A: Yes, they are the exact same price.

Platform	Price
SSG 520 (high memory)	\$6,500
SSG 520M (high memory)	\$6,500
SSG 550 (high memory)	\$10,500
SSG 550M (high memory)	\$10,500

**Q: Are the list prices for the J4350, SSG 520M and J6350, SSG 550M the same?**

A: Yes, with one exception. There is no SSG 520M equivalent to the J4350 without hardware Crypto.

Platform	Price
SSG 520M	\$6,500
SSG 550M	\$10,500
J4350 without HW Crypto	\$4,000
J4350 with HW Crypto	\$6,500
J6350 with HW Crypto	\$10,500

**Q: Can the J4350 without hardware Crypto be upgraded to the SSG 520M?**

A: Yes, but in our view, it is not economically feasible. The customer will need to purchase the crypto card (\$2000), a memory conversion (\$2000) and the ScreenOS to JUNOS 8.0 conversion kit (\$1000).

**Q: Are there any other changes being made to the SSG 520, SSG 550 or SSG 520M, SSG 550M?**

A: Two other minor changes are being made:

- 1) Based upon customer and partner feedback, we will not have a low memory option for the SSG 520M and SSG 550M – they will come standard with 1Gbps DRAM. The price will remain \$6500 and \$10500 respectively. The SSG 5, SSG 20, SSG 140 will maintain low and high memory options to give customers additional pricing options.
- 2) The DC and NEBS options for the SSG 550M have been combined into a single SKU.
- 3) Both the SSG 520 and SSG 550 are now NEBS level 3 certified.

**Q: Are the interfaces for the J4350 and J6350 the same as those on the SSG 550M/SSG 520M?**

A: The interfaces supported on the SSG 550M/SSG 520M are a subset of those that are supported on the J Series.

Description	Minimum JUNOS		Minimum ScreenOS	
	J4350	J6350	SSG 520/550	SSG 520M/550M
1xGigabit Copper EPIM	JUNOS 8.0	JUNOS 8.0	ScreenOS 5.1	ScreenOS 5.4r2
1xGigabit SFP EPIM	JUNOS 8.0	JUNOS 8.0	ScreenOS 5.1	ScreenOS 5.4r2
4xFE EPIM	JUNOS 8.0	JUNOS 8.0	ScreenOS 5.1	ScreenOS 5.4r2
2xFE PIM	JUNOS 8.0	JUNOS 8.0	--	--
2xT1 PIM	JUNOS 8.0	JUNOS 8.0	ScreenOS 5.1	ScreenOS 5.4r2
2xE1 PIM	JUNOS 8.0	JUNOS 8.0	ScreenOS 5.1	ScreenOS 5.4r2
2xSerial PIM	JUNOS 8.0	JUNOS 8.0	ScreenOS 5.1	ScreenOS 5.4r2
1xDS3 PIM	JUNOS 8.0	JUNOS 8.0	ScreenOS 5.1	ScreenOS 5.4r2
1xADSL Annex A PIM	JUNOS 8.0	JUNOS 8.0	Future	Future
1xADSL Annex B PIM	JUNOS 8.0	JUNOS 8.0	Future	Future
1xE3 PIM	JUNOS 8.0	JUNOS 8.0	Future	Future
4xISDN BRI - S Interface	JUNOS 8.0	JUNOS 8.0	--	--
4xISDN BRI - U Interface	JUNOS 8.0	JUNOS 8.0	--	--
1xISDN BRI - S Interface	--	--	--	--
2x2-wire/1x4-wire G.SHDSL	JUNOS 8.0	JUNOS 8.0	Future	Future

**Q: Will there be new hardware versions of the SSG 5, SSG 20 and SSG 140 platforms?**

A: No, These platforms were designed specifically for ScreenOS and are unable to run JUNOS.

	ScreenOS 5.1	ScreenOS 5.2 ScreenOS 5.3	ScreenOS 5.4r2	JUNOS 8.0
SSG 520	Yes	--	Yes	No
SSG 550	Yes	--	Yes	No
SSG 520M	--	--	Yes	Yes (upgrade fee applies)
SSG 550M	--	--	Yes	Yes (upgrade fee applies)
SSG 140	--	--	Yes	No
SSG 20	--	--	Yes	No
SSG 5	--	--	Yes	No
J4350 low memory/No crypto	--	--	Yes (memory, crypto and OS upgrade fees apply)	Yes
J4350 high memory/HW crypto	--	--	Yes (upgrade fee applies)	Yes
J6350	--	--	Yes (upgrade fee applies)	Yes

**Q: What value does the ability to migrate from one operating system to another bring to the customer?**

A: We feel that very few customers will actually use the upgrade kit. JUNOS and ScreenOS are very different and as such, the customer environment and requirements will need to change significantly in order to justify the change. Customers that move to JUNOS from ScreenOS will continue to receive software updates as long as they are on a support contract. JUNOS customers that migrate to JUNOS will continue to receive software updates as long as they are on a support contract.

**Q: What value does the ability to migrate from one operating system to another bring to the channel partners?**

A: For demonstration purposes, channel partners will be able to move from one to another freely, thereby lowering their investment in demo pool equipment. Outside of that scenario, we believe that few partners will use the upgrade kit due to the significant differences between JUNOS and ScreenOS.