

JTAC User Guide

Juniper Networks Technical Assistance Center (JTAC)

What You Need to Know

March 2008

To guarantee you receive the best-of-breed customer experience, Juniper Networks has developed this everyday tool – “What You Need To Know: JTAC User Guide” – to arm you with the information you need to ensure a satisfactory service experience and that your needs are met. This document is to be used as a guideline only and is subject to change. Please consult the Juniper Networks web site at <http://www.juniper.net/customers/support/downloads/710059.pdf>.

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Quick Reference Guide for Opening a Case and Escalation

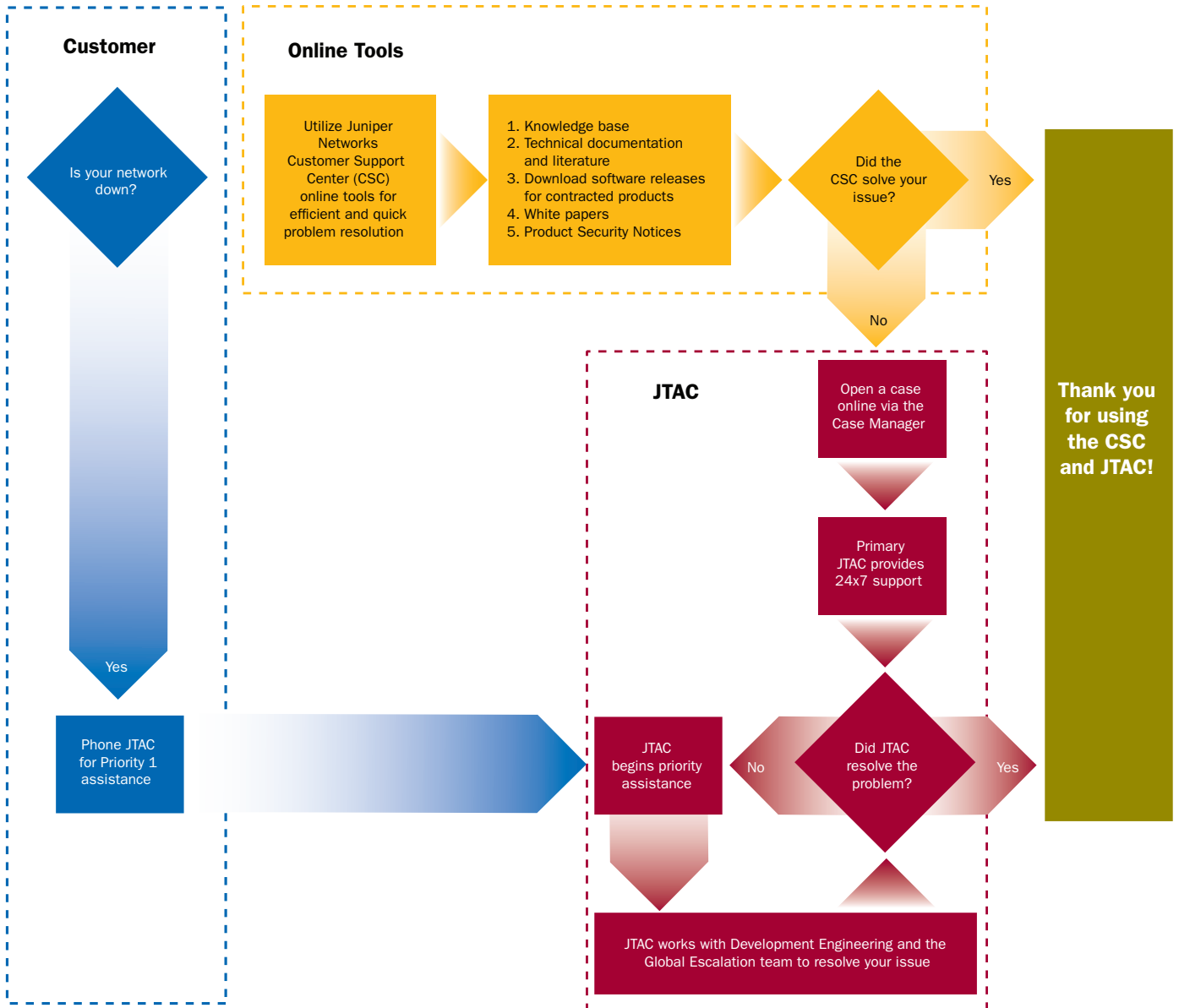


Table 1: Priority Guidelines for Cases

The priority rankings assigned to open Cases follow:

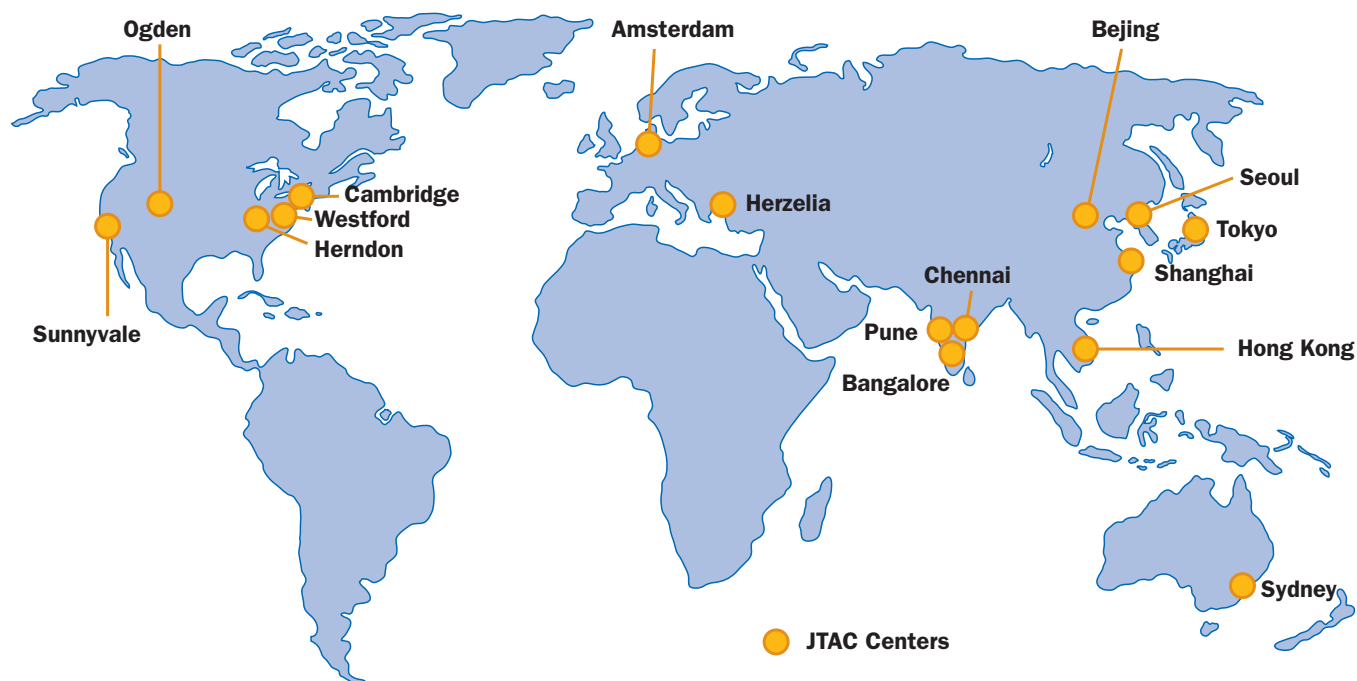
Priority	Juniper Responsibilities	Customer Responsibilities	Examples
P1: Critical	Resources dedicated 24 x 7 x 365 until resolution or workaround in place.	Designated resources that are available 24 x 7 x 365*.	Total loss or continuous instability of mission critical functionality.
		Ability to provide necessary diagnostic information.	Network or system is down causing users to experience a total loss of service.
		*If the assigned JTAC engineer cannot reach the customer within 1 hour, the priority will be lowered.	Inability to use a feature or functionality that is currently relied upon for mission critical functionality.
P2: High	Resources available Monday through Friday during local business hours until resolution or workaround in place.	Resources available Monday through Friday during local business hours until resolution or workaround in place.	Issues that are impairing, but not a total loss of mission critical functionality.
		Ability to provide necessary diagnostic information.	Intermittent issues that affect mission critical functionality.
			Inability to deploy a feature that is not currently relied upon for mission critical functionality.
			Loss of redundancy of critical hardware component.
P3: Medium	Resources available Monday through Friday during local business hours until resolution or workaround in place.		Issues in the network or on the system that are not causing impact to mission critical functionality.
			Non-repeated issues that have impacted mission critical functionality but have since recovered.
			Issues seen in a test or pre-production environment that would normally cause adverse impact to a production network.
			Time sensitive questions or information requests.
			Workaround in place for Priority 1 and Priority 2 issues.
P4: Low	Resources available Monday through Friday during local business hours until resolution or workaround in place.		Information requests.
			Standard questions on configuration or functionality of equipment.
			Non-urgent RMA requests.
			Cosmetic defects.

NOTE:

If you are experiencing a Priority 1 Network Down situation, please telephone the JTAC at + 1-888-314-JTAC (+ 1-888-314-5822 or + 1-408-745-9500). For international or direct dial options in countries without toll free numbers, please visit us at <http://www.juniper.net/support/requesting-support.html>

Juniper Networks Global Technical Assistance Centers

Juniper Networks Technical Assistance Centers (JTAC) are your focal point of contact for post-sales technical- and network-related questions and issues. The JTAC will create a Case number and will manage all aspects of your Case 24 x 7 x 365 until it is resolved. Juniper Networks has 16 JTACs located around the world:



Self-Help Online Tools/Resources

For quick and easy problem resolution, Juniper Networks has designed a state-of-the-art online self-service portal called the Customer Support Center – (CSC) that provides you with the following features:

- Search for known bugs: <http://www.juniper.net/kb>
- Find Product Documentation <http://www.juniper.net/techpubs/>
- Find solutions and answer questions using our Knowledge Base: <http://kb.juniper.net/>
- Download the latest versions of software and review your release notes: <http://www.juniper.net/customers/csc/software/>
- Search Technical Bulletins for relevant hardware and software notifications: <https://www.juniper.net/alerts/>
- Join and participate in the Juniper Networks Community Forum: <http://www.juniper.net/company/communities/>
- Open a Case online in the CSC Case Manager: <http://www.juniper.net/cm/>

NOTE: To verify service entitlement by product serial number, please use our Serial Number Entitlement (SNE) Tool located at: <https://tools.juniper.net/SerialNumberEntitlementSearch/>

Opening a Case with JTAC

You can open a Case with JTAC via web or telephone.

- Case Manager via CSC: <http://www.juniper.net/cm/>
- Telephone: + 1-888-314-JTAC (U.S., Canada, and Mexico)
- Telephone: + 1-408-745-9500 (International Outside of U.S., Canada, and Mexico)
- Specific International Regional TAC phone numbers and contact numbers for International support on all products can be found at: http://www.juniper.net/support/support_contacts.html

JTAC Hours of Operation

The JTAC centers have resources available on a 24 x 7 x 365 basis.

Juniper Networks Technical Support Team

The Juniper Networks Technical Support Team consists of a number of engineering groups within Juniper, all working together to quickly answer questions and resolve network issues.

There are three primary groups that make up the Technical Support Team:

- Customer Care
- Juniper Technical Assistance Center (Global JTAC)
- Global Logistics

Two additional groups that work closely with the JTAC to serve you better are:

- System Engineers (SE)
- Development Engineering

Customer Care

The Juniper Networks Customer Care Center is available on a 24 x 7 x 365 basis to anyone who needs non-technical assistance for the following types of issues:

- CSC Account Registration
- Product Registration in CSC
- Support Certificate issues and questions
- Downloading software within the CSC
- License Key management (VYSYS, SSL)
- Warranty and Contract questions and issues
- SMART Tool

Customer Care Contact Information

- Open a Customer Care Case via Case Manager located at <http://www.juniper.net/cm/>
- Call +1-888-314-JTAC (U.S. and Canada and Mexico) or call +1-408-745-9500 outside of the United States or visit us at http://www.juniper.net/support/support_contacts.html for a listing of our local phone numbers.

Global Juniper Technical Assistance Center (Global JTAC)

JTAC is the primary owner of problem resolution for Juniper Networks customer and partners. The JTAC is made up of four (4) main groups:

Primary JTAC

Primary JTAC consists of certified technical support engineers (TSE) who provide the initial support for Juniper products. This includes standard questions and assistance along with detailed troubleshooting of network and product problems.

Regional JTAC

Regional JTAC provides EMEA, APAC, and North America with resources who can provide assistance with critical account situations and local language support during local business hours where available.

Advanced JTAC

Advanced JTAC consists of senior technical support engineers who provide technical assistance on complex network and product issues escalated from the Primary JTAC.

Escalation JTAC

Escalation engineers consult on the most critical and complex issues and help triage and prioritize any issue that needs escalation into the Engineering organization.

Global Logistics

If JTAC determines that your product is defective, a Return Material Authorization (RMA) will be issued. The RMA will then be dispatched to a Customer Service Representative (CSR) within the Global Service Operations Team (GSO). You will receive instructions and status on your RMA via e-mail from the regional CSR.

System Engineers (SEs)

The primary responsibility of the system engineer is to provide pre-sales networking support to the sales managers.

Development Engineering

This group consists of development, sustaining, and systems quality assurance engineers for hardware and software. If JTAC determines that your issue is related to a product defect, JTAC will work closely with this group to resolve the issue. If this group finds a problem, they will recommend a solution to JTAC and JTAC will then work with you to resolve the problem. JTAC will always remain your main point of contact for problem resolution.

Non-Technical Cases – Customer Care

Non-technical Cases can be opened on the Web using the Case Manager tool within the CSC at <http://www.juniper.net/cm/>. After entering the appropriate information, select Create a Case to open up a Case with Customer Care. The Case will be routed directly to a Customer Service Representative (CSR).

The Juniper Networks Customer Care Center is available 24 x 7 x 365 to anyone who needs non-technical assistance for the following types of issues:

- CSC Account Registration
- Product Registration in CSC
- Support Certificate issues/questions
- Downloading software within the CSC
- License Key management (VYSYS, SSL)
- Warranty & Contract related issues
- SMART Tool

You will need to enter some information regarding your product and the problem you are reporting.

Feature Enhancement Requests

All feature enhancement requests should be directed to the Juniper Networks Sales Engineer directly or through your J-Partner. These requests are forwarded to the Juniper Networks Product Management team. The Product Management team will provide an Enhancement Request number to the SE for tracking purposes. An issue that is reported to the JTAC as a possible bug will have a product report number assigned to it by the JTAC. If it is later determined to be an enhancement request, JTAC will notify the SE and Product Management team.

All feature enhancement requests are managed and prioritized by the local Account Managers and SEs. If an issue is reported to JTAC that results in a feature request, JTAC will notify the appropriate account team to engage with you.

The exception to this would be any product supportability issue such as diagnostics or usability improvements. JTAC will capture those requests and prioritize directly with Engineering and PLM.

Technical Support Entitlements

Any end-user or J-Partner who has a product covered under the Product Warranty or who has purchased a Juniper Networks support/maintenance contract is entitled to use the JTAC.

To verify support entitlements for your product(s), you should use our Serial Number Entitlement Tool located at: <https://tools.juniper.net/SerialNumberEntitlementSearch/>

The Serial Number Entitlement Tool enables you to get complete service entitlement information by entering the product Serial Number information. The Serial Number Entitlement Tool is located in the Juniper Networks Customer Support Center under the Contract and Product Management suite of tools. This tool can also be found at:

<https://tools.juniper.net/SerialNumberEntitlementSearch/>

If your Juniper Networks product is not currently covered under a support contract and you would like to learn about our services and how they might benefit you, please contact your Juniper Networks J-Partner or your Juniper Networks Inside Sales team at: insidesales-all@juniper.net or +1-866-298-6428.

JTAC Technical Problem Reporting Procedures

JTAC technical problem reports fall into one of two categories:

- General question and problem reporting
- Priority problem reporting (Network down or impaired)

General Question and Problem Reporting

If you have a network issue you cannot resolve yourself and it is not of a time-sensitive nature, please follow these guidelines in order to receive a quick and reliable solution.

Juniper Networks has designed a state-of-the-art online self-service portal called the Customer Support Center (CSC) that provides you with the following features:

- Search for known bugs: <http://www.juniper.net/kb>
- Find Product Documentation <http://www.juniper.net/techpubs/>
- Find solutions and answer questions using our Knowledge Base: <http://kb.juniper.net/>
- Download the latest versions of software and review your release notes: <http://www.juniper.net/customers/csc/software/>
- Search Technical Bulletins for relevant hardware and software notifications: <https://www.juniper.net/alerts/>
- Join and participate in the Juniper Networks Community Forum: <http://www.juniper.net/company/communities/>
- Open a Case online in the CSC Case Manager: <http://www.juniper.net/cm/>

NOTE: To verify service entitlement by product serial number, please use our Serial Number Entitlement (SNE) Tool located at: <https://tools.juniper.net/SerialNumberEntitlementSearch/>

Product Defect (Bug) Reporting Process

Any product defects (bugs) found in the field should be reported to JTAC using the Problem Reporting Procedure described above. The JTAC will verify all issues before they are escalated to Development Engineering and all known product defects will be documented.

Non-Urgent Technical Casess

Cases can be opened up on the web using the Case Manager tool under the CSC. <http://www.juniper.net/cm/>

This option should be used for any technical inquiry or product problem, including all RMAs. You will need to enter some information regarding your product and the problem you are reporting. After entering the appropriate information, select Create a Case to open up a Case with JTAC. The Case will be routed directly to a Technical Support Engineer.

- Defect (Bug) Reporting Case
- RMA Processing
- Configuration Assistance
- Network Troubleshooting

Opening a Case in Case Manager

Before opening a Case, you should have the following information available:

- Serial number
- Definition of the problem in detail
- Priority level and impact of the problem (see “Priority Management” section below for complete priority level definitions)
- Software version
- Appropriate configuration, log, and/or debug data
- Current network topology (not required but highly recommended for speeding up the troubleshooting process for P1/P2 Cases)
- The remote access (i.e. modem) for Juniper Networks engineers to log into the hardware, if required.

Please refer to the following procedure for reporting a problem via CSC Case Manager.

1. Log into the password-protected CSC on the Juniper Networks web site by entering your login and password.
2. Select Case Management – Create A Case. <http://www.juniper.net/cm/>
3. Fill in the appropriate fields. When you are finished, select Create Case and a Case number will be provided.
4. A TSE will contact you per the Response and Communication Guidelines Table 1.

Tracking Cases or RMAs via Case Manager

If you have purchased a Juniper Networks support contract, you may track your Cases and RMAs via the CSC by following the procedure below.

Within the Case Manager (<http://www.juniper.net/cm/>) home page, use the following criteria:

- Search by Case Number using format YYYY-MMDD-NNNN where RNNNN is the number of the Case. (Example: 2008-0101-0123).
- Search by RMA Number using format RNNNNN or RNNNNN-n where NNNNN is the number of the RMA itself, and -n is the number of the RMA line item. You can search by the RMA number (example R12345) or by the RMA line item number (examples R12345-1).
- Search by Customer Tracking Number using a keyword search that matches your company’s internal Case Number. These options appear as radio buttons below the query text field on the Case Manager home page.

The Case or RMA search results page provides the following details (from left to right):

- Status (Open or Closed)
- Case or RMA ID Number (with a hyperlink to the Case itself)
- Site Name and Site ID Number
- Contact Name (whoever opened the Case, with hyperlinked contact details)
- Last Modified (date and time, listed as United States Pacific Time Zone)
- Platform (hardware type)
- Priority (as set when created)

NOTE: The column names are sortable. By clicking a column name, you can sort the search results by that column’s criteria, for example sort by Case ID Number, Platform, or Status.

Priority Problem Reporting

The second level of problem reporting into JTAC is Priority Problem Reporting. Use this process if you have a network-down or network-impaired situation.

- Telephone: + 1-888-314-JTAC (U.S., Canada, and Mexico)
- Telephone: + 1-408-745-9500 (International Outside of U.S., Canada, and Mexico)
- Specific International Regional TAC phone numbers and contact numbers for International support on all products can be found at: http://www.juniper.net/support/support_contacts.html

NOTE:

If you are experiencing a Priority 1 Network Down situation, please telephone JTAC at + 1-888-314-JTAC (+ 1-408-745-9500). For international or direct dial options in countries without toll free numbers, please visit us at: <http://www.juniper.net/support/requesting-support.html>

New Cases

1. Telephone your local JTAC.
2. Press the * key. You will be routed to a general queue and your call will be answered by the next available engineer.
3. The JTAC engineer will require the following information:
 - Serial number
 - Definition of the problem in detail
 - Priority level and impact of the problem (see "Priority Management" section below for complete priority level definitions)
 - Software version
 - Appropriate configuration and/or debug data
 - Current network topology (not required but highly recommended for speeding up the troubleshooting process for P1/P2 Cases)
 - Remote access (i.e. modem) for Juniper Networks engineers to log into the switches, if required.

For existing Cases

1. Telephone your local JTAC.
2. Enter your 12 (twelve)-digit Case Number followed by the pound or hash (#) sign. Please do not include the dashes (e.g. 2006-0811-0120 = 200608110120#)
3. If the engineer assigned to your Case is not available, your call will be routed to the general queue and your call will be answered by the next available engineer.

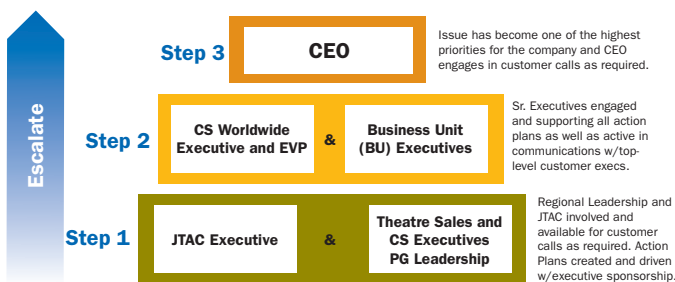
JTAC Escalation Procedures

Response and Resolution Guidelines

Our systematic escalation process is intended to notify and brief various levels of management throughout the life cycle of a Case. Escalation timeframes are measured on a 24 x 7 x 365 basis.

Owner	Priority 1 Critical	Priority 2 High	Priority 3 Medium	Priority 4 Low
Manager, Technical Support	1 hour	12 hours	15 days	30 days
Director, Customer Service	2 hours	24 hours		
Vice President, Customer Service	4 hours	96 hours		
Vice President, Engineering and Sales	4 hours			
Executive Vice President, Operations and Field Operations	24 hours			

What is Executive Management Escalation?



How to escalate an existing JTAC Case

There may be times when you wish to escalate a Case to help expedite the resolution.

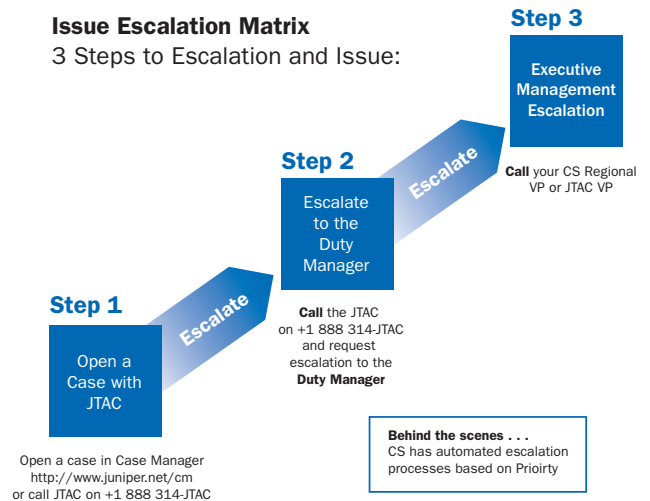
Requesting an Escalation Case to the next technical level within Juniper Networks JTAC

If you feel that a Case needs to be escalated to the next technical level within the JTAC organization, you can submit a request, using Case Manager or phone, asking the JTAC engineer currently handling your case to escalate it to the next technical level.

The most efficient method to ensure this action is taken is to telephone the JTAC, provide your case number, and make the request directly.

Issue Escalation Matrix

3 Steps to Escalation and Issue:



Requesting an Escalation Case to Juniper Networks JTAC Duty Manager

If you feel that your Case needs to be escalated to JTAC management because of a concern regarding progress or overall Case handling, you can phone the JTAC and ask that the case be escalated to management and request a response from the JTAC Duty Manager. Please be prepared to provide a clear reason for the management escalation when making this request.

Case Work Flow within JTAC

Once a Case is opened with the JTAC, a Technical Support Engineer (TSE) from the Primary TAC will be assigned and will resolve the issue as quickly as possible. The TSE will update you via telephone or e-mail as well as update the Case notes so that they are viewable by you over the web.

If escalation is required, the Case will be handed off to a TSE from the Advanced JTAC who will work the Case to completion. The Advanced JTAC TSE may engage other resources such as Escalation JTAC and Engineering to help resolve the issue. But the Advanced JTAC TSE will remain the Case owner and act as the primary interface for you for the duration of your case.

JTAC Engineer Responsibilities

Once you have initiated a Case with Juniper Networks, the JTAC engineer will take the following actions:

- Open a Case and assign a number.
- Begin troubleshooting, diagnostics, and problem replication as appropriate.
- Provide you with periodic updates on problem status and escalates the problem as required according to escalation management guidelines, or at your request.
- Generate an RMA when the JTAC engineer determines that your product is defective. In these cases, RMA information such as the number and the type of replacement will be provided to you and noted in the CSC.
- Close the Case when you agree the problem has been resolved.

You can monitor the Case progress by logging into Case Manager located in the password-protected CSC self-service portal. Please note, you only have access to those cases you initiate within the Case Manager portal <http://www.juniper.net/cm/>

Resolution Process

The assigned TSE will utilize all required resources to provide a resolution to the reported problem. Where a resolution is not readily available, the TSE will look for ways to work around or mitigate the impact of the problem until a resolution is available.

In order to keep you informed of the progress on all open issues, the TSE will update the online Case notes. You can login into the Case Manager (<http://www.juniper.net/cm/>) tool located in the CSC Web site and obtain updated status information on your Case.

As part of the resolution process, the TSE may take any of the following steps:

- Review configuration/debug information to identify resolution of issue.
- Replicate the scenario/issue in the JTAC lab (where possible).
- Troubleshoot live on the affected equipment.
- Create an RMA where the cause of a problem is related to failed hardware.
- Create an Engineering Defect (Problem Report or bug) where the cause appears to be a software defect.

RMA Process

If a hardware failure is determined to be the cause of the problem, or if a hardware repair/replacement is needed for any other reason, the TSE will create a RMA.

The RMA Number will be communicated to you and linked to your case so that you can view the status of the RMA online via Case Manager.

The RMA is dispatched to the Global Logistics department to validate entitlement and then process the RMA accordingly. Once the RMA has been confirmed, you will receive an e-mail with details of delivery status and/or return instructions.

Please see the RMA procedures section of this document for additional information.

Defect Resolution Process

Any software product defects (bugs) found in the field should be reported to the JTAC using the JTAC Technical Problem Reporting Procedures described above.

Once verified to be a software defect, the TSE will open a Problem Report with the appropriate Engineering group. At this point, a Problem Report Number will be assigned and communicated back to you. The defect will be noted in your Case so that you can view the status of the defect online (where possible).

The TSE will further work with you to determine if a workaround is required until a resolution can be provided in the software.

Once the Problem Report is resolved, you can typically find it in the next software maintenance release. The TSE will provide details of the planned release to you. If a fix is needed in a shorter timeframe, the TSE can work with you and JTAC Escalation to determine if an interim release can be provided.

JTAC Status Request Definitions

Status	Definition
Initial Contact	The Case has been opened recently and is pending assignment.
Account Team Follow up	Your local sales person or SE has been contacted and asked to call you.
Awaiting Customer Verification	JTAC has provided you a workaround or software fix and is awaiting your results.
CS-Escalate	Primary JTAC has exhausted its ability to resolve the issue and has re-queued it to the Advanced JTAC. The Case is pending assignment within the Advanced JTAC.
Customer Action Required	JTAC has asked for some additional information or testing results from you. Also, this status may mean that JTAC could not reach you and has left a message and Case note. The next action is required from you.
Customer Care Escalation	JTAC has determined that Customer Care assistance is required and has re-queued the Case. The Case is pending assignment within Customer Care.
Customer Notes Added	You have added a note to the Case. JTAC has the next action.
Defect Pending	A product defect (Problem Report or bug) has been identified and JTAC is awaiting further information or a fix from Engineering.
Engineering Escalation	Advanced JTAC has exhausted its ability to resolve the issue and has opened a request for assistance from Engineering.
Enhancement Pending	It has been determined that product is working as designed and an Enhancement Request has been submitted.
Initial Contact after File Upload	You have opened the Case by contacting JTAC via the telephone. The case is not yet assigned to a Technical Support Engineer.
File Uploaded	You have uploaded some data to the Case. Typically JTAC will have the next action.
Initial Customer Contact	You have opened the Case on the web using Case Manager. The Case is not yet assigned to a Technical Support Engineer.
JTAC Action Required	The case is assigned to a JTAC Technical Support Engineer who has the next action item toward resolution.
RMA Open	JTAC has determined that the device is defective and has opened an RMA request with Global Logistics. Global Logistics will contact you with instructions and status via e-mail or telephone.
Monitoring	A workaround or resolution has been provided. JTAC will monitor any status changes to the Case to ensure that the problem is indeed resolved.
Release Pending	The issue will be resolved in a future release.
Researching	JTAC is researching some aspect of the Case and will follow-up with you regarding its findings.
Request Case Close	Either JTAC or you has requested to close the Case.

Customer Communications Guidelines

The chart below provides JTAC targets for providing response and communication to customer issues. These targets are based on the Priority assignment of the Case.

Table 1: Response and Communication Guidelines

Case Priority	Initial Response Target	Update Frequency*
P1	within 1 hour	Updated every 4 hours
P2	within 1 hour	Updated every business day
P3	within 8 hours	Updated every 3 business days
P4	within 24 hours	Updated once per week

*or as otherwise negotiated with you. Each issue is unique and carries a different set of complexities and challenges. Juniper Networks will make all reasonable efforts to provide a response within the target.

NOTE:

If you are experiencing a Priority 1 Network Down situation, please phone the JTAC at +1-888-314-JTAC (+1-408-745-9500). For international or direct dial options in countries without toll free numbers, please visit us at <http://www.juniper.net/support/requesting-support.html>

Return Materials Authorization (RMA) Procedures

Additional details may be found at <http://www.juniper.net/support/rma-procedure.html>

Requesting an RMA

To request an RMA, please submit an RMA request via the Juniper Networks password-protected CSC Web site. You may also request an RMA by contacting your local JTAC via phone.

If no active support contract exists, you may purchase Time & Materials service via JTAC.

If any equipment arrives at Juniper Networks' shipping and receiving dock with an unnumbered RMA and the equipment serial number cannot be verified against an existing RMA, the equipment will NOT be accepted and will be returned to sender.

RMA Troubleshooting

In most Cases, troubleshooting of the unit is conducted before an RMA is issued in order to confirm that the unit is defective. The following process typically takes place:

1. Customer contacts the JTAC.
2. Problem is described to the TSE.
3. TSE opens a Case and conducts diagnosis.
4. If the product is determined to be defective, the TSE creates an RMA and dispatches it to the appropriate Global Logistics RMA queue.
5. After the RMA is dispatched to the queue, a Global Logistics Customer Service Representative (CSR) processes the RMA according to warranty or service contract and updates customer with the RMA Number.
6. Customer receives equipment with instructions on how to return defective unit.

Handling of Returned Goods

Whenever a product is determined to be defective, an RMA will be generated. All returns must be processed using your RMA number, and addressed following these templates.

IMPORTANT: Label the outside of the box with the RMA number to ensure proper tracking and handling.

Please refer to <http://www.juniper.net/support/rma-procedure.html> for specific addresses as returns vary by Contract Manufacturer.

Tracking RMAs via Case Manager

The RMA search page in Case Manager provides the following details from left to right:

- Status (Open or Closed)
- RMA ID Number (with a hyperlink to the RMA itself)
- Part Number (of the RMA'd part)
- Serial Number (of the RMA'd part)
- Case ID Number (with a hyperlink to the Case itself)
- Create Date (date and time RMA was created with the time listed as United States Pacific Time Zone)

NOTE: The column names can be sorted by clicking a column name, you can sort the search results by that column's criteria, for example sort by RMA ID, Platform, or Status.

RMA Failure Analysis (FA) and Repair Analysis (RA) Reports

As part of our ongoing effort to provide world-class support, we have added a service feature to our Advanced Hardware Replacement (AHR) entitlement and Return and Repair process. You or JTAC can request Repair Analysis (RA) or Failure Analysis (FA) for any particular RMA by flagging either RA or FA in the Case. The definitions of RA and FA are as follows:

- Repair Analysis = Routine repair correcting the cause of a failure and verification of functionality.

Repair Analysis involves repair, test, and verification of reported failure, and repair data upload into Juniper Networks case tracking system..

In the event an RA is not sufficient, we also have FA.

- Failure Analysis = Systematic analysis of a failure symptom to identify the underlying root cause facilitating corrective action.

FA involves simulation of symptom and reported environment, root cause analysis of failure, and corrective action implementation. Root cause analysis involves destructive testing of the hardware.

Timeframes for analysis posting from date of receipt at Juniper Repair Centers:

- RA flagged = 30 calendar days
- OEM unit with RA flagged = 50 calendar days
- All DOAs = 30 calendar days
- FA interim results = 15 calendar days (with further FA timelines to be determined thereafter)

Returns Not Received

You have 10 business days to return the defective part under an RMA. After 10 business days, Juniper Networks has the discretion to charge you at full list price for the non-return of a defective part. This notice will be included in the confirmation of the RMA that is sent to you on the date of issuance. Unreceived RMAs can occur in one of the following ways:

- The return is received later and processed in the normal manner by the Juniper Networks RMA repair and return department.
- You decide not to return the equipment and the RMA is canceled when you issue a purchase order for the specified equipment.
- You claim the return was made and submit a proof of delivery to the Juniper Networks RMA repair and return department.

RMA Definitions

Returned Material Authorization (RMA) – The tracking number and associated documentation prepared by Juniper Networks to authorize the return of any material to a Juniper Networks RMA location. The document will be numbered automatically by the tracking system upon generation by Juniper Networks personnel.

Unnumbered Receipt – Any item received at a Juniper Networks receiving dock that is not tagged with a RMA number and cannot be matched to an assigned RMA number. Unnumbered receipts will be returned to the sender or placed on our Receiving Discrepancy shelf for further disposition.

New Purchase RMA – This entitlement includes a 90-day access to technical support and 1-year repair and return service at no cost. Customer pays for shipping the unit back to Juniper Networks and Juniper pays for shipping back to the customer after repair.

Service RMA – All returned items processed through the Juniper Networks service organization that have been replaced with advanced replacement equipment and/or are under warranty for repair and return service.

Dead On Arrival (DOA) – If a unit fails within 24 hours of operation and has a serial number with a date code that falls within 30 days from the date that the unit was shipped from Juniper Networks, the unit will be replaced with a new unit from Manufacturing. A service contract is not required in this RMA.

Non-Contracted/Out of Warranty – Additional requirements for units that are not currently under a maintenance contract or no longer under warranty: JTAC will confirm the hardware failure and inform the customer that a Logistics Customer Service Representative (CSR) will be contacting them. The CSR will provide a quote to the customer for the repair or replacement of the hardware. The customer is required to provide a P.O. for the repair or replacement costs associated with the hardware failure. Once the P.O. is received, via fax or email, the CSR will process the RMA and send further instructions to the customer or shipment details.

Appendix A: Juniper Networks Product Warranty – Business Summary

All information contained in this document is meant as a summary only and the formal warranty statements will always supersede any information provided in this document. All Juniper Warranty statements can be found at <http://www.juniper.net/support/warranty/>

Product Warranty Summary

Warranty Start Date for all products

“Start Date” is (i) the date the product is shipped from the manufacturing facilities of Juniper Networks, Inc. (“Juniper Networks”), or (ii) in the case of resale by an authorized Juniper Networks reseller, the date not more than ninety (90) days after original shipment of this product by Juniper Networks.

Entitlement Details

JTAC Warranty Assistance

The Juniper Technical Assistance Center (JTAC) provides online RMA processing assistance to warranty customers but does not provide phone support, installation/configuration assistance, troubleshooting assistance, or priority response times.

Software Releases

Software is provided online via the Juniper CSC online tools.

Hardware Support

Juniper provides a 20 day return-to-factory hardware repair or replacement RMA. Customers are responsible for all shipping costs under the warranty. Juniper has 20 business days from receipt of the defective product to repair or replace the defective unit under the warranty RMA.

General Warranty Business Rules

All FWL/VPN, AV, SSL, IDP, and Remote products must be registered in CSC in order to activate the warranty. For details on how to register your products, please visit us at: http://www.juniper.net/support/warranty/register_ra500.html

For details on how to activate your AV product features, please visit us at: <http://www.juniper.net/support/warranty/register.html>

Juniper Networks Product Warranty

For those products that do not have an active support contract and are within the first 12 months of purchase, your product may fall under the Product Warranty entitlement guidelines.

For complete details and terms of the warranty, please visit us at: <http://www.juniper.net/support/warranty/>

Products Covered	JTAC	Hardware	Software
All Juniper Networks E-, M-, MX-, T-, and J-series	1 year of online RMA processing	1 year 20-day return-to-factory (RTF) repair/replace	90 days software media
SDX and JUNOS	Not Applicable	Not Applicable	90 days software media
FWL/VPN, Secure Access, DX and WX Products, Steel Belted Radius, VF Series, EX-series	1 year of online RMA processing	1 year 20-day return-to-factory (RTF) repair/replace	1 time software release within 15 days of customer receipt of product ¹
IDP products, NSM, Remote Products, CMS, Odyssey Access Client	Not Applicable	Not Applicable	1 time software release within 15 days of customer receipt of product ¹

Appendix B: J-Care Technical Support

Juniper Networks offers six standard support offerings that complement the end-user’s network to ensure maximum uptime.

J-Care Technical Support Offerings

	Core	Core Plus	Next-Day	Next-Day Onsite	Same-Day	Same-Day Onsite
JTAC Access	✓	✓	✓	✓	✓	✓
Software Releases	✓	✓	✓	✓	✓	✓
Online Tools	✓	✓	✓	✓	✓	✓
Return-to-factory		✓				
Next-Day Advanced Replacement			✓	✓		
Same-Day Advanced Replacement					✓	
Onsite Technician				✓		✓

JTAC Access	With JTAC support, you have unlimited access to JTAC engineers by phone and online 24x7x365. As a single point of contact for all your support needs, our JTAC engineers have extensive experience in supporting large-scale networks and can help you diagnose system problems, providing solutions and workarounds where necessary. To ensure that we respond as quickly as possible, automatic escalation alerts to senior management are triggered on all priority issues.
Software Releases	Juniper Networks will provide you with access to all new releases for software you have licensed when they are ready for general public release.
Online Tools	Self-service access to Juniper's award winning online portal for the information, answers, tools and service options you need to support your network investment.
Return-to-factory	10 business day hardware repair or replacement. When you return product to Juniper, Juniper has to the option to repair or replace the defective part. The 10 business days begins upon receipt of the defective unit by Juniper at a Juniper repair facility.
Next-Day	Next business day is defined as 12 hours a day, 5 days a week delivery of advance Hardware replacements. "Next-day delivery" means that Juniper Networks will deliver advance replacements for defective Hardware on the next business day for replacement requests placed by 3:00 p.m. (local JTAC time), Monday through Friday, except Juniper Networks' holidays. For countries where Juniper Networks does not have an in-country depot and next business day delivery is unavailable, Juniper will ship the replacement part within 24 hours of the RMA origination. Actual delivery will be subject to local customs and importation restrictions and transportation delays.
Same-Day	Same-day delivery of advance Hardware replacements, 7 days per week including holidays. "Same-day delivery" means that Juniper Networks will deliver advance replacements for defective Hardware, 24 hours a day, 7 days a week, within 4 hours of final diagnosis and RMA issuance of a part failure by Juniper, to Sites located within 50 miles of an authorized Juniper Networks' parts depot.
Next-Day Onsite	A Juniper Networks trained service technician will be dispatched to arrive onsite upon final diagnosis and RMA issuance of a part failure by Juniper Networks. Once the service technician and replacement part arrives onsite, the service technician will coordinate with JTAC and the Customer for final resolution of the problem, and return the defective product to Juniper Networks on behalf of the customer.

Juniper Networks may add, delete and modify support programs available for purchase at its discretion.

Certain Juniper Networks antivirus products have special support offerings available only for such products. For a list of available antivirus support plans, please refer to the End-User Antivirus Addendum that is made available by Juniper Networks.

Next-Day, Same-Day, and Same-Day Onsite services need to be pre-approval by Juniper Networks prior to commitment of delivery of service.

Appendix C: Obtaining a CSC Login and Password

Creating a Juniper Networks online account will enable you to access secured resources like the Customer Support Center (CSC) and the Partner Center. To create an online account, please complete the four (4) easy steps outlined below on the Web form located at:

<https://www.juniper.net/entitlement/setupAccountInfo.do>

You will be required to use your company email domain for your CSC account UserID. This will allow Juniper Networks to properly identify you, link you account to the appropriate company profile, and ensure proper entitlement. Individual account email addresses must match the company's email domain listed within the service contract in order for the account to be set up.

Step 1: Enter your valid partner company e-mail address, country, and product serial number information.

Step 2: Enter your name, company name, job title, job function, address and local time zone information.

Step 3: Accept the Compliance Agreement in order to download software.

NOTE: The Compliance Agreement is a legal document that Juniper is required to obtain in order to comply with U.S. Federal law before access to download encrypted versions of software can be granted. You can still obtain an account without accepting the encryption agreement but will not have access to the software download tools.

Step 4: You will receive an e-mail in about 15 minutes confirming your request for an account which will include additional instructions to activate your Juniper Networks online account.

NOTE: All Juniper Networks indirect resellers who purchase product from a distributor only and do not have a financial relationship with Juniper will have access to:

- Knowledge Base
- White Papers
- Support Documentation

All Juniper Networks direct JNASC partners will have access to the full suite of features and benefits as listed above.

About Juniper Networks

Juniper Networks, Inc. is the leader in high-performance networking. Juniper offers a high-performance network infrastructure that creates a responsive and trusted environment

for accelerating the deployment of services and applications over a single network. This fuels high-performance businesses. Additional information can be found at www.juniper.net.

Juniper your Net™



CORPORATE HEADQUARTERS
AND SALES HEADQUARTERS
FOR NORTH AND SOUTH AMERICA

Juniper Networks, Inc.
1194 North Mathilda Avenue
Sunnyvale, CA 94089 USA
Phone: 888.JUNIPER (888.586.4737)
or 408.745.2000
Fax: 408.745.2100
www.juniper.net

EAST COAST OFFICE

Juniper Networks, Inc.
10 Technology Park Drive
Westford, MA 01886-3146 USA
Phone: 978.589.5800
Fax: 978.589.0800

ASIA PACIFIC REGIONAL
SALES HEADQUARTERS

Juniper Networks (Hong Kong) Ltd.
26/F, Cityplaza One
1111 King's Road
Taikoo Shing, Hong Kong
Phone: 852.2332.3636
Fax: 852.2574.7803

EUROPE, MIDDLE EAST, AFRICA
REGIONAL SALES HEADQUARTERS

Juniper Networks (UK) Limited
Building 1
Aviator Park
Station Road
Addlestone
Surrey, KT15 2PG, U.K.
Phone: 44.(0).1372.385500
Fax: 44.(0).1372.385501

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