

## Product Bulletin

# Juniper Networks Support Statement for Steel-Belted Radius

Juniper Networks will support customers who run Juniper Networks Steel-Belted Radius® on supported operating systems, irrespective of whether or not they are running in VMware environments. Juniper Networks supports operating systems, not specific hardware configurations. Accordingly, VMware operates as a hardware abstraction layer that will not change how the application interacts with the operating system.

VMware supports a set of certified operating systems and hardware, and the customer and VMware will be responsible for any interactions or issues that arise at the hardware or operating system layer as a result of their use of VMware.

Juniper Networks will not require clients to recreate and troubleshoot every issue in a non-VMware environment; however, Juniper Networks does reserve the right to request that our customers diagnose certain issues in a native certified operating system environment, operating without the virtual environment. Juniper Networks will only make this request when there is reason to believe that the virtual environment is a contributing factor to the issue.

Any time spent on investigation of problems that may, in the sole opinion of Juniper Networks, be related to VMware, will be handled in the following fashion:

- 1) Juniper Networks will provide standard support to all customers running Juniper Networks Steel-Belted Radius according to their support contract terms and conditions.
- 2) If a problem is encountered while Juniper Networks Steel-Belted Radius is running in a VMware environment, the client may be required to recreate the problem on a non-VMware server unit, at which time Juniper Networks will provide regular support.
- 3) The client can authorize Juniper Networks to investigate the VMware-related items at normal time and materials rates. If such investigation shows that the problem is VMware-related, the client may contract Juniper Networks to provide a software change to resolve the issue, if such a resolution is possible.
- 4) Regardless of the problem type or source, if the problem is determined to be a non VMware-related issue—time spent on investigation and resolution will be covered as part of regular maintenance, and support will be provided as usual.



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

EUROPE, MIDDLE EAST, AFRICA  
REGIONAL SALES HEADQUARTERS  
Juniper Networks (UK) Limited  
Building 1  
Aviator Park  
Station Road  
Aldershot  
Surrey, KT15 2PG, U.K.  
Phone: 44.(0).1372.385500  
Fax: 44.(0).1372.385501

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

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