

Read This First



BEFORE YOU BEGIN

This document describes how to register your new hardware configuration with Juniper Networks Customer Service.

WARNING: Failure to register your new hardware configuration affects your access profile for <http://www.juniper.net/customers/support/>. Your current access profile is based on your initial product registration. Not registering the new hardware configuration affects your access to Customer Support Center (CSC) tools, software downloads, and hardware replacement entitlement. Any hardware Return Material Authorization (RMA) replacement also defaults to the original hardware configuration.

You can register the new hardware configuration only once. Make sure that you have thoroughly tested the final OS conversion and want to make it permanent before you register the new hardware configuration.

The following OS conversion kits are available:

- SSG-320M-J-CONV-S, SSG 320M to J2320 Conversion Kit
- SSG-350M-J-CONV-S, SSG 350M to J2350 Conversion Kit
- J2320-SSG-CONV-S, J2320 to SSG 320M Conversion Kit
- J2350-SSG-CONV-S, J2350 to SSG 350M Conversion Kit

Having an active Juniper Networks service contract allows you to open a case with Juniper Networks Customer Service if you need assistance while performing the OS conversion.

After you have completed and tested the OS conversion, perform the following steps to ensure that you receive the proper support:

1. After successfully performing the OS conversion and testing it on your device, you must register the new hardware configuration.
2. After registering the new hardware configuration, allow up to 45 days for restocking of the new hardware configuration to support any Next Day or Same Day contracts. Juniper Networks Customer Service will provide best-effort support until restocking of the converted product is complete.
3. After the registration process is completed, your Customer Support Center access profile is updated so that you can access the software and tools that support your new hardware configuration.

Registering an SSG 300M-series security device that was converted to a J-series Services Router running JUNOS software (legacy services)

To register your converted SSG 300M-series security device:

1. Enter the following JUNOS software operational commands in the CLI, and capture the output in a screen shot or save it to a log file:

show chassis hardware
show version
2. Go to <http://www.juniper.net/customers/support/> to open a Customer Care case, then select the following:

Case Management: **Create a Case**
Case Type: **Customer Care Case**



3. Select or enter the following information:

Synopsis: SSG security device to J-series router conversion

Problem Description: Enter the CLI output that was captured in step 1

Issue Type: Account Administration (selected)

Issue Sub-type: SSG-J Platform Conversion (selected)

System Serial Number: Enter the serial number of your device (use serial number from output in step 1)

Additional Mail Recipients: (Optional) Add e-mail addresses to which you want case updates sent

Follow up Method: (select one of the two displayed options)

4. Click **Create Case** to submit the case.

Registering a J-series Services Router that was converted to an SSG 300M-series security device running ScreenOS software

To register your converted J-series Services Router:

1. Enter the **get system** ScreenOS CLI command, and capture the output in a screen shot or save it to a log file.
2. Go to <http://www.juniper.net/customers/support/> to open a Customer Care case, then select the following:

Case Management: **Create a Case**

Case Type: **Customer Care Case**

3. Select or enter the following information:

Synopsis: J-series router to SSG security device conversion

Problem Description: Enter the CLI output that was captured in step 1

Issue Type: Account Administration (selected)

Issue Sub-type: J-SSG Platform Conversion (selected)

System Serial Number: Enter the serial number of your device (use serial number from output in step 1)

Additional Mail Recipients: (Optional) Add e-mail addresses to which you want case updates sent

Follow up Method: (select one of the two displayed options)

4. Click **Create Case** to submit the case.

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