

# JTAC USER GUIDE

Juniper Networks Technical  
Assistance Center (JTAC):  
What You Need to Know

## Table of Contents

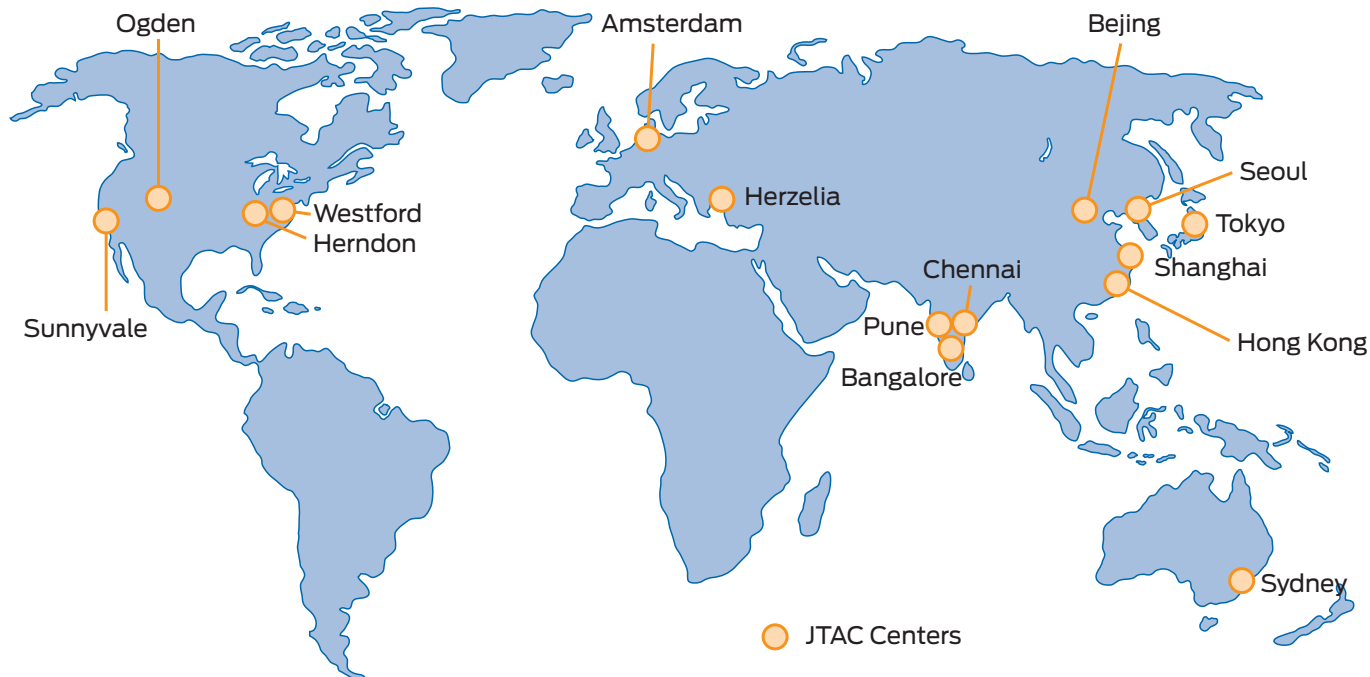
1 JTAC Quick Reference Guide .....	4
1.1 Opening a Case with JTAC .....	4
1.2 Self-Help Online Tools/Resources .....	4
Graphic: JTAC Support Flow .....	5
2 Juniper Networks Customer Service Team .....	6
2.1 Customer Care .....	6
2.2 Global Logistics .....	6
3 Reporting and Resolving Problems with JTAC .....	6
3.1 Technical Support Entitlements .....	6
3.2 General Questions and Problems .....	6
3.3 Nonurgent Technical Cases .....	8
3.4 Urgent Problem Reporting .....	8
3.5 Escalation of JTAC Cases .....	8
3.6 Product Defect (Bug) Reporting Process .....	9
3.7 Feature Enhancement Requests .....	9
3.8 RMA Process .....	9
4 Using JTAC Systems .....	10
4.1 Opening a Case in Case Manager .....	10
4.2 Tracking Cases or RMAs via Case Manager .....	10
4.3 Using JTAC Phone System .....	10
4.4 Junos Space Service Now Cases .....	10
5 Case Work Flow Within JTAC .....	11
5.1 JTAC Engineer Responsibilities .....	11
5.2 Resolution Process .....	11
5.3 Defect Resolution Process .....	11
5.4 Customer Communications Guidelines .....	11
6 Reporting Security Vulnerabilities with SIRT .....	12
7 Return Materials Authorization (RMA) Procedures .....	13
7.1 Requesting an RMA .....	13
7.2 RMA Troubleshooting .....	13
7.3 Tracking RMAs via Case Manager .....	13
7.4 Returns Not Received .....	13
8 Appendix A: Juniper Networks Product Warranty—Business Summary .....	14
8.1 Product Warranty Summary .....	14
8.2 Entitlement Details .....	14
8.2.1 JTAC Warranty Assistance .....	14
8.2.2 Software Releases .....	14
8.2.3 Hardware Support .....	14
8.2.4 General Warranty Business Rules .....	14
8.3 Juniper Networks Product Warranty .....	14

---

9	Appendix B: Juniper Technical Services	15
9.1	Overview	15
9.2	Juniper Care Services	15
9.3	Juniper Care Plus Services	15
9.4	Service Now Solutions—Innovative and Powerful Support Technology that Enables Juniper Care Technical Services	15
9.5	Upgrading Your Juniper Care Technical Services Contract	15
10	Appendix C: Obtaining a CSC Login and Password	16
11	Industry Recognition	17
12	About Juniper Networks	18

## 1 JTAC Quick Reference Guide

Juniper Networks Technical Assistance Center (JTAC) is your focal point of contact for post sales technical and network-related questions and issues on Juniper products 24x7x365.



### 1.1 Opening a Case with JTAC

You can open a case with JTAC via the Web (noncritical) or telephone:

- Case Manager via Customer Support Center (CSC): [www.juniper.net/cm](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 at: [www.juniper.net/support/requesting-support.html](http://www.juniper.net/support/requesting-support.html)

Cases can also be created using Juniper Networks® Junos® Space Service Now (details will be provided later in this guide).

To ensure a quality response, Juniper does not accept new case requests via e-mail. However, e-mail can be used to update and track the status of a case once it is opened.

### 1.2 Self-Help Online Tools/Resources

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

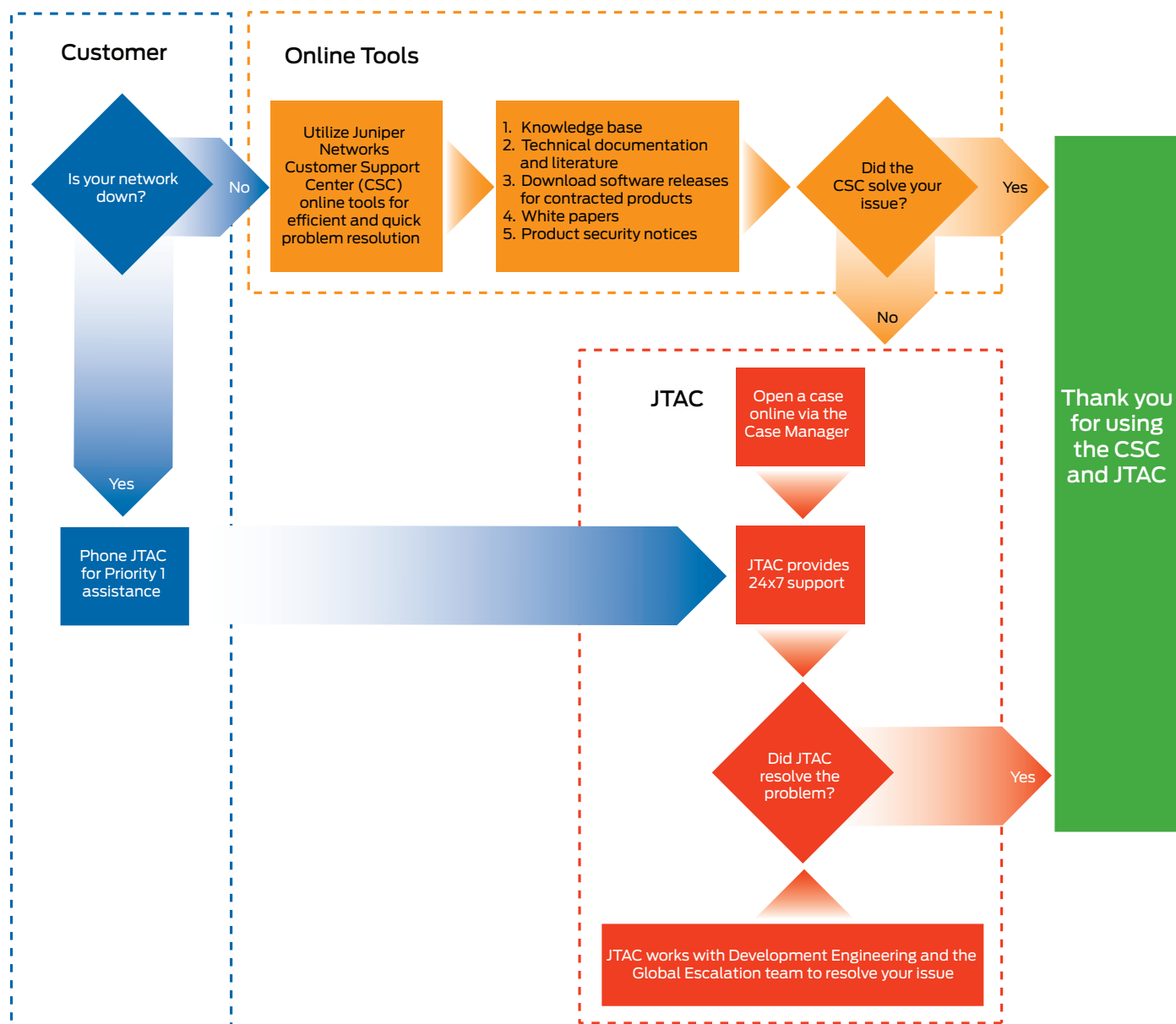
- A best-in-class Knowledge Base (KB) (<http://kb.juniper.net>): Search thousands of articles, including configuration assistance, known issues, interoperability, and compatibility information. The KB also searches Juniper's product documentation and the J-Net user forums.

- J-Net forums: Join a community of network professionals and discuss issues, ideas, and tips. J-Net is also home to popular technical blogs that detail the latest Juniper technology. Please see <http://forums.juniper.net/jnet>.
- Junos PR Search: For the most complete and up-to-date information about known Juniper Networks Junos operating system defects, customers can access our PR Search Tool (<http://www.juniper.net/prsearch>). This enhanced tool allows users to search for defects by PR number, Junos OS release version, and keyword, and it provides upgrade analysis and impact information. Users can also subscribe to PRs of interest to receive automated updates as specific PRs change.
- Complete product documentation: [www.juniper.net/techpubs](http://www.juniper.net/techpubs).
- The latest software updates: [www.juniper.net/customers/csc/software](http://www.juniper.net/customers/csc/software).
- Complete online case (support request) management via the CSC Case Manager: [www.juniper.net/cm](http://www.juniper.net/cm).

For instructions on creating an account on the CSC, please see Appendix C.

**Note:** To verify service entitlement by product serial number, please use our Serial Number Entitlement (SNE) tool located at: [www.juniper.net/SerialNumberEntitlementSearch](http://www.juniper.net/SerialNumberEntitlementSearch).

## Graphic: JTAC Support Flow



## 2 Juniper Networks Customer Service Team

The Juniper Networks Customer Service Team consists of a number of groups within Juniper, all working together to quickly answer questions and resolve network issues. In addition to JTAC, there are two other primary support groups that make up the Customer Service Team: Customer Care and Global Logistics.

### 2.1 Customer Care

The Juniper Networks Customer Care Center is available on a 24x7x365 basis to anyone who requires nontechnical assistance for the following types of issues:

- Entitlement of technical support cases
- CSC or Partner Center account registration
- Product registration
- Activation of support e-certificate
- Downloading software within the CSC or Partner Center
- License key management (VSYS, SSL, content security, etc.)
- Warranty and contract questions and issues
- Assistance with SMART tool (partners only)
- Transfer of product ownership
- Resolving incorrect shipment issues
- Export compliance
- Return Materials Authorization (RMA) status inquiry
- Time and material support sales
- Self-service enablement
- Grey market support reinstatement
- Partner enablement

#### Customer Care Contact Information

Open a Customer Care case via Case Manager located at: [www.juniper.net/cm](http://www.juniper.net/cm).

Note: A CSC account is required for access. If you are having trouble creating an account, please call Juniper at +1-888-314-JTAC (U.S., Canada, and Mexico), or call +1-408-745-9500 outside of the United States, or visit us at [www.juniper.net/support/support\\_contacts.html](http://www.juniper.net/support/support_contacts.html) for a listing of our local phone numbers.

For non-English speaking customers, Customer Care agents have access to translation services to help facilitate communication.

### 2.2 Global Logistics

If JTAC determines that your product is defective, a RMA is issued. The RMA is dispatched to a customer service representative (CSR) within the Global Service Operations Team (GSO). You receive instructions and status on your RMA via e-mail from the regional CSR.

## 3 Reporting and Resolving Problems with JTAC

### 3.1 Technical Support Entitlements

Any end user who has a Juniper Care Technical Services contract, or any qualified Juniper Partner with an active contract (see [www.juniper.net/us/en/partners](http://www.juniper.net/us/en/partners)), or any Juniper Partner Operate Specialist with an active contract 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), use our Serial Number Entitlement tool located at: [www.juniper.net/SerialNumberEntitlementSearch](http://www.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 their benefits, please contact your Juniper Partner or your Juniper Networks inside sales team at: [insidesales-all@juniper.net](mailto:insidesales-all@juniper.net) or +1-866-298-6428.

### 3.2 General Questions and Problems

If you have a product question or issue that you cannot resolve yourself and it is not of a time-sensitive nature, please follow these guidelines 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:

- Find product documentation: [www.juniper.net/techpubs](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 release notes: [www.juniper.net/support/products](http://www.juniper.net/support/products)
- Subscribe to Technical Bulletins for relevant hardware and software notifications: [www.juniper.net/alerts](http://www.juniper.net/alerts)
- Join and participate in the Juniper Networks Community Forum: <http://forums.juniper.net>
- Open a case online in the CSC Case Manager: [www.juniper.net/cm](http://www.juniper.net/cm)

Table 1: Priority Ranking Guidelines for Cases

Priority	Juniper Responsibilities	Customer Responsibilities	Examples
P1: Critical	Resources dedicated 24x7x365 until a resolution or workaround is in place.	Designated resources that are available 24x7x365*.  Ability to provide necessary diagnostic information.  *If the assigned JTAC engineer cannot reach the customer within one hour, the priority is temporarily lowered.	Total loss or continuous instability of mission critical functionality.  Network or system is down causing users to experience a total loss of service.  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 a resolution or workaround is in place.	Resources available Monday through Friday during local business hours until a resolution or workaround is in place.  Ability to provide necessary diagnostic information.	Issues that are impairing, but not causing a total loss of mission critical functionality.  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 a resolution or workaround is in place.	Resources available Monday through Friday during local business hours until a resolution or workaround is in place.  Ability to provide necessary diagnostic information.	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 preproduction 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 a resolution or workaround is in place.	Resources available Monday through Friday during local business hours until a resolution or workaround is in place.  Ability to provide necessary diagnostic information.	Information requests.  Standard questions on configuration or functionality of equipment.  Nonurgent 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: [www.juniper.net/support/requesting-support.html](http://www.juniper.net/support/requesting-support.html).

### 3.3 Nonurgent Technical Cases

Cases can be opened on the Web using the Case Manager tool under the CSC: [www.juniper.net/cm](http://www.juniper.net/cm).

This option should be used for any technical inquiry or product problem, including RMAs. You must 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 is routed directly to a Technical Support Engineer (TSE).

Case examples include:

- Defect (bug) reporting
- RMA processing
- Configuration assistance
- Standard network troubleshooting

### 3.4 Urgent Problem Reporting

The next 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: [www.juniper.net/support/support\\_contacts.html](http://www.juniper.net/support/support_contacts.html).

For non-English speaking customers, JTAC has access to translation services to help facilitate communication.

### 3.5 Escalation of JTAC Cases

If for any reason you are not satisfied with the progress of your case, you can escalate the case at any time.

#### Escalating a Case through Case Manager

If you feel that your case isn't progressing as required, you can request an escalation of your case via Case Manager at: [www.juniper.net/cm](http://www.juniper.net/cm). Click through to the Case Details of the case in question and click on the “Escalate this case” link. You will be presented with six options (see Table 2 for details).

**Table 2: Case Escalation Options**

Option	When to Select	Juniper Action
Faster progress	Select this option if you need faster progress on your case.	A Juniper Escalation Manager will be assigned to your escalation to ensure that your case is properly prioritized and progress toward resolution is accelerated.
Case status update	Select this option if you require an update on your case.	A Juniper Escalation Manager will work with the Support Engineer that is assigned to your case to provide an update to your case.
Support Engineer now	Select this option if you need a JTAC Support Engineer to contact you. Be as specific as possible in the additional information text field to help the Support Engineer better serve you.	A JTAC Support Engineer will contact you in a reasonable amount of time using your preferred method of communication (telephone or e-mail). When possible, the current owner of your case will contact you.
Case reassignment	Select this option if you feel that the case needs to be reassigned for any reason.	A Juniper Escalation Manager will be assigned to your escalation and will have your case reassigned per your request.
RMA status update	Select this option if you require an update to the RMA (part replacement) shipment or request for your case.	A Juniper Customer Care agent will be assigned to your request and will respond back with an update on your RMA request.
Other	Select this option only when the other options do not meet your needs. Please be as specific as possible in the additional information text field so that we may assign your escalation request properly.	A Juniper Escalation Manager will be assigned to your escalation and will take action according to your request.

Note that these options are subject to change. They may be modified to better meet your needs.

For all options, we request that you provide additional details in the text box presented. This will help us serve you better. Once the submit button is clicked, a Juniper CSR or manager will be assigned to your escalation request and will take action.

### **Escalating a Case to a JTAC Escalation Manager Over the Phone**

Please call any of the JTAC phone numbers and select Option #2 to reach Customer Care. Once you reach Customer Care, ask to speak to a "JTAC Escalation Manager." Please be prepared to provide the case number and the reason for case escalation.

JTAC Escalation Managers are available 24x7 and will follow up directly with you to understand the issue and outline the next steps for resolution.

### **3.6 Product Defect (Bug) Reporting Process**

Please check the product Release Notes for the latest information on known issues or existing bugs with our products. Any new and suspected product defects (bugs) found in the field should be reported to JTAC using the problem reporting procedure described above. The JTAC verifies all issues before they are escalated to development engineering, and all known product defects are documented.

### **3.7 Feature Enhancement Requests**

All feature enhancement requests are directed to a Juniper Networks Systems Engineer (SE) either directly or through your Juniper Partner. These requests are forwarded to the Juniper Networks product management team. All feature enhancement requests are managed and prioritized by the local account managers and SEs. If a reported JTAC issue results in a feature request, JTAC notifies the appropriate account team to engage with you.

### **3.8 RMA Process**

For hardware troubleshooting and product replacement, a JTAC case should be opened. If a hardware failure is determined to be the cause of the problem, or if a hardware repair/replacement is required for any other reason, the Technical Support Engineer will create an RMA. The RMA number is 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 Global Logistics 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.

## 4 Using JTAC Systems

### 4.1 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 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 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 website by entering your login and password.
2. Select Case Management to create a case at: [www.juniper.net/cm](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 in Table 3.

### 4.2 Tracking Cases or RMAs via Case Manager

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

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

- Search by case number using format YYYY-MMDD-NNNN where NNNN is the unique case identifier for that date. (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 (example: 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 can be sorted. 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).

### 4.3 Using JTAC Phone System

#### 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 Customer Care agent.
3. Be prepared to provide the Customer Care agent with the following information:
  - Serial number
  - Definition of the problem in detail
  - Priority level and impact of the problem (see Table 1: Priority Ranking Guidelines for Cases 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 (such as modem) for Juniper Networks engineers to log into the switches, if required

#### For Existing Cases

1. Telephone your local JTAC.
2. Enter your 12-digit case number followed by the pound or hash (#) sign. Please do not include the dashes (example, 2006-0811-0120 is entered as 200608110120#).
3. If the engineer assigned to your case is not available, your call will be routed to the general queue and answered by the next available engineer. You will also have an option to leave a voicemail for the currently assigned engineer.

### 4.4 Junos Space Service Now Cases

Junos Space Service Now is available today to all customers with a Juniper support contract. Service Now is the center point of the Juniper service automation solution, enabling users to automatically detect incidents, collect diagnostic data, and simplify incident escalation. It also automates inventory management, thus reducing time spent in manual asset tracking. Service Now is integrated with Juniper Case Manager, allowing it to open a case with Juniper on any incidents detected by Advanced Insight Scripts (AI-Scripts), when necessary. Cases are automatically populated with all relevant device and incident information, including configuration and context. This substantially reduces time to resolution by providing JTAC engineers with all relevant network and product data at the time a case is opened, so that they can immediately begin case resolution in real time.

For details in the Service Now User Guide on how AI-Scripts detect incidents and how to open a case on those incidents through Service Now, please go to: [www.juniper.net/techpubs/en\\_US/junos-space1.4/information-products/topic-collections/junos-space-service-now/junos-space-service-now.pdf](http://www.juniper.net/techpubs/en_US/junos-space1.4/information-products/topic-collections/junos-space-service-now/junos-space-service-now.pdf).

## 5 Case Work Flow Within JTAC

Once a case is opened with JTAC, a TSE is 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 is assigned to an appropriate subject matter expert within JTAC who works the case to completion. This engineer may engage other resources within JTAC and with engineering teams that have additional product and technology knowledge specific to your case to help resolve the issue in a timely manner. The JTAC TSE remains the case owner and acts as your primary interface for the duration of your case.

### 5.1 JTAC Engineer Responsibilities

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

- Take ownership of the case.
- Begin troubleshooting, diagnostics, and problem replication as appropriate.
- Provide you with periodic updates on problem status and escalate 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 is provided to you and noted in the CSC.
- Close the case when you agree that 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 that you only have access to those cases you initiate within the Case Manager portal: [www.juniper.net/cm](http://www.juniper.net/cm).

### 5.2 Resolution Process

The assigned TSE will make use of 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.

To keep you informed of the progress on all open issues, the TSE will update the online case notes. You can log into the Case Manager ([www.juniper.net/cm](http://www.juniper.net/cm)) tool located on the CSC website 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 product defect

### 5.3 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. 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 continue to 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 required in a shorter time frame, the TSE can work with you and JTAC Escalation to determine if an interim release can be provided.

### 5.4 Customer Communications Guidelines

The chart below provides JTAC targets for providing responses and communication to customer issues. These targets are based on the priority assignment of the case.

**Table 3: Response and Communication Guidelines**

Case Priority	Initial Response Target	Update Frequency*
P1	within 1 hour	Updated every four hours
P2	within 1 hour	Updated every business day
P3	within 8 hours	Updated every three 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 assigned 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: [www.juniper.net/support/requesting-support.html](http://www.juniper.net/support/requesting-support.html).

## 6 Reporting Security Vulnerabilities with SIRT

### Security Incident Response Team (SIRT)

SIRT is the focal point and accountable for all security vulnerabilities with or related to Juniper products or services. The team's role is to respond to and manage vulnerability reports from start to finish. In addition, SIRT plays a support role for customer security incidents ranging from distributed denial of service (DDoS) attacks to full network penetrations.

SIRT works with the Operational Security Community, other CSIRT Teams, our customers, and other media to maintain situational awareness of the threats to Juniper (be it our products, services, or customers). This information is processed and communicated to the larger SIRT Team, our peers in the company, and our customers. Additionally, SIRT fosters new Best Common Practices (BCPs) and drives industry operational security communities which safeguard our customers' networks.

### To Report a Potential Security Vulnerability

#### Call JTAC:

JTAC numbers throughout the world are listed at: [www.juniper.net/support/requesting-support.html](http://www.juniper.net/support/requesting-support.html).

Communicate the following: "I need to talk to your SIRT Team, I have a potential vulnerability to report."

JTAC will open a case and contact the SIRT Team on your behalf.

#### Send an E-mail:

E-mail: [sirt@juniper.net](mailto:sirt@juniper.net)

We encourage the use of PGP. Public keys are posted on our website at [www.juniper.net/support/security/report\\_vulnerability.html](http://www.juniper.net/support/security/report_vulnerability.html) and on other key public PGP key servers.

### Security Bulletins Overview

Juniper practices an Entitled Disclosure Policy. Only individuals and groups with entitled access to Juniper Support pages can access Juniper Security Bulletins.

Starting in 2009, SIRT Security Bulletins have been divided into two groups:

- Security Advisories that describe real vulnerabilities in Juniper products or services, whether caused by our errors or external sources such as protocol flaws.
- Security Notices that discuss issues not related to a direct vulnerability in Juniper products or services, but still deserve attention from our customers, partners, and the public (as warranted).

Both types of Security Bulletins may contain mitigation information.

### Sign Up to Receive Security Bulletin Alerts

1. To sign up to receive Security Bulletins, please visit [www.juniper.net/alerts/subscribe.jsp?actionBtn=Modify](http://www.juniper.net/alerts/subscribe.jsp?actionBtn=Modify), and login with your CSC user ID.
2. Select Security Bulletins – SIRT:
  - SIRT Security Advisory
  - SIRT Security Notice

## 7 Return Materials Authorization (RMA) Procedures

Additional details can be found at: [www.juniper.net/support/rma-procedure.html](http://www.juniper.net/support/rma-procedure.html).

### 7.1 Requesting an RMA

To request an RMA, please create a JTAC case via the Juniper Networks password-protected CSC website. You can also request an RMA by contacting your local JTAC via phone.

If no active support contract exists, you can purchase time and materials service via the CSR team.

If any equipment arrives at a 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 at the sender's cost.

### 7.2 RMA Troubleshooting

In most cases, troubleshooting of the unit is conducted before an RMA is issued 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 diagnostics.
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. E-mail notification will be sent to customer with a copy to the support case.
6. Customer returns the faulty unit to Juniper for repair or receives equipment with instructions on how to return the defective unit.

### Handling of Returned Goods

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

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

Please refer to [www.juniper.net/support/rma-procedure.html](http://www.juniper.net/support/rma-procedure.html) for specific addresses, as returns vary by contract manufacturer.

### 7.3 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, such 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 Repair Analysis and Failure Analysis Reports

As part of our ongoing effort to provide world-class support, Juniper has added a service feature to its Advanced Hardware Replacement (AHR) entitlement and return and repair process. You or JTAC can request Repair Analysis (RA) of any particular RMA by flagging either RA in the case. RA definitions 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, then repair data uploaded into Juniper Networks case tracking system. If you and the JTAC engineer agree that RA is not sufficient in providing an explanation of the failure, we can perform Failure Analysis (FA) when required.
- **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. Time frames for analysis posting from date of receipt at Juniper Repair Centers are:
  - RA flagged: 30 calendar days
  - FA interim results: 15 calendar days (with further FA timelines to be determined thereafter)

Please note that in some countries there may be delays in returns due to country-specific export policies, and in some countries it may not be possible to export failed product.

### 7.4 Returns Not Received

You have ten (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 is included in the confirmation of the RMA that is sent to you on the date of issuance. RMAs that are "not received" can occur in one of the following ways:

- The return is received after 10 business days 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 and submit a proof of delivery to the Juniper Networks RMA repair and return department.

## 8 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: [www.juniper.net/support/warranty](http://www.juniper.net/support/warranty).

### 8.1 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.

### 8.2 Entitlement Details

#### 8.2.1 JTAC Warranty Assistance

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

#### 8.2.2 Software Releases

Software is provided online via CSC tools.

#### 8.2.3 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.

#### 8.2.4 General Warranty Business Rules

All firewall/VPN, antivirus, SSL, intrusion detection and protection (IDP), and remote products must be registered in CSC to activate the warranty. For details on how to register your products, please visit us at: [www.juniper.net/support/warranty/register\\_ra500.html](http://www.juniper.net/support/warranty/register_ra500.html).

For details on how to activate your antivirus product features, please visit us at: [www.juniper.net/support/warranty/register.html](http://www.juniper.net/support/warranty/register.html).

### 8.3 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: [www.juniper.net/support/warranty](http://www.juniper.net/support/warranty).

## 9 Appendix B: Juniper Technical Services

### 9.1 Overview

Juniper Technical Services protect the investment in your high-performance network with the exclusive Junos Space Service Now technology. Service Now reduces the time necessary for problem identification, troubleshooting, and communication with technical support, while increasing your operational effectiveness and lowering your operational expenses.

**Table 4: Juniper Care and Juniper Care Plus Features**

Feature	Juniper Care	Juniper Care Plus*
24x7 JTAC access	✓	Included with Juniper Care
Software releases	✓	Included with Juniper Care
Hardware replacement options	✓	Included with Juniper Care
CSC online e-support	✓	Included with Juniper Care
Junos Space Service Now	✓	Included with Juniper Care
E-learning	✓	Included with Juniper Care
Training credits	Not applicable	✓
Advanced Services credits	Not applicable	✓
Service manager	Not applicable	✓
Junos Space Service Insight	Not applicable	✓
Expert to expert access	Not applicable	✓
Resident engineer	Optional**	Optional**
Resident consultant	Optional**	Optional**
Onsite technician	Not applicable	Optional**

\* An active Juniper Care support contract is a prerequisite to purchasing Juniper Care Plus.

\*\* Additional fees and contracts apply. An active Juniper Care or Juniper Care Plus contract must be in place for all equipment at the customer site.

**Table 5: Juniper Care Hardware Replacement Options**

	Core	Core Plus	Next-Day SHIP	NEXT-DAY DELIVERY	Next-Day Onsite	Same-Day	Same-Day Onsite
JTAC access 24x7	▪	▪	▪	▪	▪	▪	▪
Software releases	▪	▪	▪	▪	▪	▪	▪
CSC Online tools	▪	▪	▪	▪	▪	▪	▪
Return-to-factory		▪					
Next business day parts shipment			▪				
Next business day parts delivery				▪	▪		
Same day parts delivery						▪	▪
Onsite technician					▪		▪

### 9.2 Juniper Care Services

Juniper Care services offer exclusive automation technology to reduce the time to identify, troubleshoot, and communicate problems. For complete details, please visit: [www.juniper.net/us/en/products-services/technical-services/juniper-care](http://www.juniper.net/us/en/products-services/technical-services/juniper-care).

### 9.3 Juniper Care Plus Services

Juniper Care Plus services optimize your network readiness through proactive and personalized services to ensure network alignment with your goals. For complete details, please visit: [www.juniper.net/us/en/products-services/technical-services/juniper-care-plus](http://www.juniper.net/us/en/products-services/technical-services/juniper-care-plus).

### 9.4 Service Now Solutions—Innovative and Powerful Support Technology that Enables Juniper Care Technical Services

Service Now delivers automation features that serve as an expert analysis system, bringing the experience and insight of Juniper Networks development teams directly into our platforms to detect and report incidents, provide a data mining system that stores and tracks potential risks, alarms, and other potential problem conditions in the platform, and provide inventory management.

To learn more about Service Now technology, please visit: [www.juniper.net/us/en/products-services/software/junos-platform/junos-space/applications/service-now](http://www.juniper.net/us/en/products-services/software/junos-platform/junos-space/applications/service-now).

### 9.5 Upgrading Your Juniper Care Technical Services Contract

As your business expands, your needs evolve. Juniper Care Technical Services portfolio recognizes this and provides a comprehensive way for you to adapt to new business requirements and take advantage of the different features and levels of coverage provided in Juniper Care Technical Services.

Please contact your regional Juniper Networks Sales Manager or Juniper Partner and allow us to assist you in upgrading your Juniper Care Technical Services contract to ensure that you are receiving the comprehensive and industry-leading support that your business requires.

## 10 Appendix C: Obtaining a CSC Login and Password

Creating a Juniper Networks online account will enable you to access secured resources like the 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: [www.juniper.net/entitlement/setupAccountInfo.do](http://www.juniper.net/entitlement/setupAccountInfo.do).

You are required to use your company e-mail domain for your CSC account user ID. This will allow Juniper to properly identify you, link your account to the appropriate company profile, and ensure proper entitlement. Individual account e-mail addresses must match the company's e-mail 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 to download software.

**Note:** The Compliance Agreement is a legal document that Juniper is required to obtain 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 you will not receive access to the software download tools.

**Step 4:** You will receive an e-mail in about 15 minutes confirming your request for an account that includes 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 have access to:

- Knowledge Base
- White papers
- Support documentation

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

## 11 Industry Recognition

We highly value the Technology Services Industry Association (TSIA) as a leading proof point of our strategy to offer and deliver the best mission critical support in the industry, and we welcomed the TSIA's rigorous evaluation and feedback based on our entry for Service Excellence in Mission-Critical Support for Hardware. Juniper had carefully articulated a service and support vision, strategy, and proof points on its service execution. Throughout Juniper's STAR Award entry, the judges found a significant long-term track record that demonstrated service excellence in mission critical support across a wide set of industry best practice metrics, including customer satisfaction, operational quality, financial metrics, and peer validation through industry associations. Juniper believes that long-term demonstrated success over this diversified set of group benchmarks is truly indicative of service excellence in mission critical support, and the TSIA judges agreed for the second consecutive year that no company was executing better than Juniper.

**“Juniper continues to demonstrate leadership in the development and execution of mission-critical support for enterprise hardware companies. Winning the STAR Award two years in a row is an accomplishment not achieved by many companies.”**

JB Wood, President and CEO of TSIA

**Juniper Networks sets a new standard for online support excellence as the company is ranked among the world's best for the sixth consecutive time. Juniper becomes the first and only company in the 13 year history of the Association of Support Professionals competition ever to earn six (6) consecutive ASP Awards—an unprecedented industry accomplishment.**

Juniper Networks global customer support website, the Customer Support Center, has been recognized for the sixth consecutive year as one of the “Ten Best Web Support Sites” of 2010 by the ASP. No other networking company has ever earned more than two consecutive ASP awards. This prestigious award showcases excellence in online service and support. In addition, Juniper was named to the ASP's Web Support Hall of Fame in 2009, which honors sites that have been named among the “Ten Best Web Support Sites” for at least four years. The award winners were selected by a panel of judges with expertise in Web support design and implementation, using a scoring system based on 25 separate performance criteria. The evaluation process considers overall usability, design, and navigation; knowledge base and search implementation; interactive features; customer experience; and how companies addressed a major site development challenge. The ASP is an international membership organization for customer support managers and professionals.

**“There's clearly no sense of complacency at Juniper. The company continues to invest serious resources and creative energy into their Web support site, constantly finding new challenges to overcome.”**

Jeffrey Tarter, Executive Director, ASP

## 12 About Juniper Networks

Juniper Networks is in the business of network innovation. From devices to data centers, from consumers to cloud providers, Juniper Networks delivers the software, silicon and systems that transform the experience and economics of networking. The company serves customers and partners worldwide. Additional information can be found at [www.juniper.net](http://www.juniper.net).



#### **Corporate and Sales Headquarters**

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](http://www.juniper.net)

#### **APAC Headquarters**

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

#### **EMEA Headquarters**

Juniper Networks Ireland  
Airside Business Park  
Swords, County Dublin, Ireland  
Phone: 35.31.8903.600  
EMEA Sales: 00800.4586.4737  
Fax: 35.31.8903.601

Copyright 2012 Juniper Networks, Inc. All rights reserved. Juniper Networks, the Juniper Networks logo, Junos, NetScreen, and ScreenOS are registered trademarks of Juniper Networks, Inc. in the United States and other countries. All other trademarks, service marks, registered marks, or registered service marks are the property of their respective owners. Juniper Networks assumes no responsibility for any inaccuracies in this document. Juniper Networks reserves the right to change, modify, transfer, or otherwise revise this publication without notice.

 Printed on recycled paper