1. Introduction

Product Health Check Services (“Services”) are described in this Services Description for Services delivered by Juniper Networks to Juniper Care Plus customer or Juniper Operate Specialist (“Customer”).

Juniper Networks’ Product Health Check Services uses sampling data from targeted Juniper devices to check key indicators of device health and utilization to determine if product is maintaining performance expectations based on Juniper recommended best practices. The Services focus on identify potential mal-functioning hardware components, dormant problems, any abnormalities in the trend data for potential improvement and any other performance related issues. Juniper engineers will analyze Customer data and provide recommended actions to help Customer identify potential risk and issue with their Juniper products before impacting their network and proactively improve network performance.

2. Eligibility and Purchasing

Services are available only to End User who holds a valid Juniper Care Plus contract or Juniper Operate Specialist who holds a valid Advanced Partner Support contract or Advanced Customer Support contract. Services may be purchased using consulting credits.

3. Service Features and Deliverable Description

As part of the Services, Juniper Networks will use commercially reasonable efforts to provide Customer with the following:

3.1. Device Data Collection and Analysis

Juniper engineers will work with the customer to collect sample device data and analyze the data to determine areas of improvement. Juniper engineers will performance the following key activities:

3.1.1. Discuss and understand customer existing network design, architecture and configuration

3.1.2. Provide customer Juniper data collection software tool and instruction to collect required data from customer’s network based on customer network criticality, stability, performance concerns and other customer priority.

3.1.3. Review Juniper device data collected and analyze key device health indicators to identify potential hot-spots or problem areas in the network, for example:

- JUNOS devices: CPU utilization, Memory utilization, Task Memory, Chassis and System Alarms, Media utilization, Packet Forward Engine Traffic and Error Check, Routing and Switching Table Check, network interfaces, etc

3.1.4. ScreenOS devices: Task / Flow CPU utilization, Memory utilization, Session counts, Chassis and System alarms, ASIC / FPGA status and errors, Interface statistics and errors, Zone / Screening counters, Redundancy / NSRP operation status, Vsys related information, etc.

3.1.5. Notify customer in advance if critical issues are found during the process that may have immediate impact on customer’s network. Provide customer workaround or solution if available and assist JTAC on issue resolution

3.2. Optimization recommendation

Juniper engineers provide recommendation to optimize Customer’s network health and utilization based on suggested best practices. A written Product Health Check report will be delivered to the customer as the key deliverable of the service. Juniper engineers will perform the following key activities:
3.2.1. Provide recommendations on appropriate solutions or workaround to identified problem areas
3.2.2. Identify performance trend and provide recommendation on areas for improvement
3.2.3. Deliver a written report with a summary of key findings and recommendation
3.2.4. Conduct call with the customer to review the findings and recommendations.

4. Customer Responsibilities

Juniper Networks’ obligation to provide the applicable Services is conditional upon Customer meeting the following obligations. The provision of the Services assumes that Customer will:

4.1. Provide information on the current network design, software releases running in their network infrastructure and current configurations as and when requested by Juniper to enable delivery of the service deliverables mentioned in this offering.
4.2. Collect necessary device data using Juniper provided software tool or customer’s own method to enable delivery of the service deliverables
4.3. Upload the collected data in a Juniper specified location
4.4. Provide any business or technical constraints Customer may have.
4.5. Provide technical point of contact(s) to work with Juniper throughout the process.

5. Availability

5.1. Services shall be delivered during the hours of 9:00 a.m. to 5:00 p.m., local time, Monday through Friday, excluding Juniper Networks observed holidays.
5.2. Services shall be delivered remotely from an authorized Juniper Networks location unless specified otherwise. Customer understands and agrees that Juniper Networks may, in its sole discretion, subcontract the performance of part of the Service.
5.3. Product Health Check service reports are available in English only.

6. Scope

6.1. The Services require five (5) consulting credits for one time Product Health Check and fifteen (15) consulting credits for quarterly Product Health Check (4 times a year), if redeemed using the Consulting Credits purchased by the Customer.
6.2. The scope of this service is limited to Juniper Networks’ JUNOS (M, T, and MX) and ScreenOS devices.
6.3. The scope of this service is limited to one (1) Product Health Check Report. One (1) report is defined as either JUNOS or ScreenOS
6.4. This service scope is limited to Juniper Networks devices health check only and does not include network level performance analysis.

7. Glossary

- JTAC: Juniper Technical Assistance Center
- ASIC: Application-Specific Integrated Circuit.
- FPGA: field-programmable gate array
- NSRP: NetScreen Redundancy Protocol
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](http://www.juniper.net).