

JUNOS PULSE COLLABORATION

Product Overview

Junos Pulse Collaboration is a cost-effective, simple, and secure online meeting and collaboration tool. It enables real-time application and desktop sharing for employees, partners, and consultants across a variety of endpoint devices, including Microsoft Windows desktops and laptops, and Apple iPads and iPhones. End users can easily schedule, host, or participate in online meetings. Help desk staff can also provide remote assistance to any user or customer. As an extension of Juniper Networks Junos Pulse Secure Access Service, Junos Pulse Collaboration leverages the best-in-class authentication, authorization, and accounting (AAA) capabilities found in Juniper's SSL VPN platform.

Product Description

As the enterprise becomes ever more global, face-to-face meetings have become increasingly impractical and costly. Today's users are more mobile than ever and want to use their device of choice—laptop, desktop, smartphone, tablet or similar device—to securely collaborate with their colleagues, anywhere, anytime. These trends make online Web meetings and remote collaboration a key capability that enterprise IT must support to enhance end user productivity. However, many online meeting services can quickly drive up IT costs with recurring per-host charges, expensive pay-per-minute fees, and IT OpEx for provisioning and de-provisioning accounts. In balancing user productivity with costs, IT must carefully consider the nature of day-to-day meetings in the enterprise, and the type of features that are commonly used and required.

While any given employee's typical usage may not fully justify a per-host cost for Web meetings, IT is challenged with making this functionality readily available to each employee when there is a critical need. In many cases, the IT organization chooses to trade off cost by paying a per-host fee for every employee. In other cases, they trade off end user productivity by having the employee go through a series of justification steps before they can sign up for a Web conferencing account. Further, the IT administrator also has to deal with provisioning and de-provisioning of the hosted accounts, which increases operational costs and security risks.

An IT organization must also consider the features and functionality that their employees typically use in a Web meeting application. Many of these solutions provide advanced, fee-based options that quickly add to costs. These additional functions are great for specific scenarios (e.g., a large webinar or Executive Board Room meeting) but are often unused when it comes to the day-to-day meetings that an average user conducts or attends.

Juniper Networks® Junos® Pulse Collaboration addresses these enterprise IT challenges and increases end user productivity through a simple, cost-effective, and highly functional Web meeting and remote assistance solution that can deliver a strong, fast return on investment.

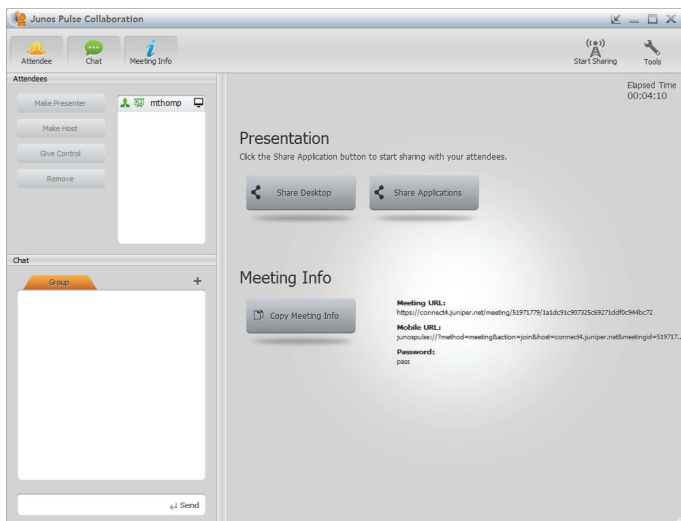


Figure 1: Junos Pulse Collaboration: Windows desktop user interface

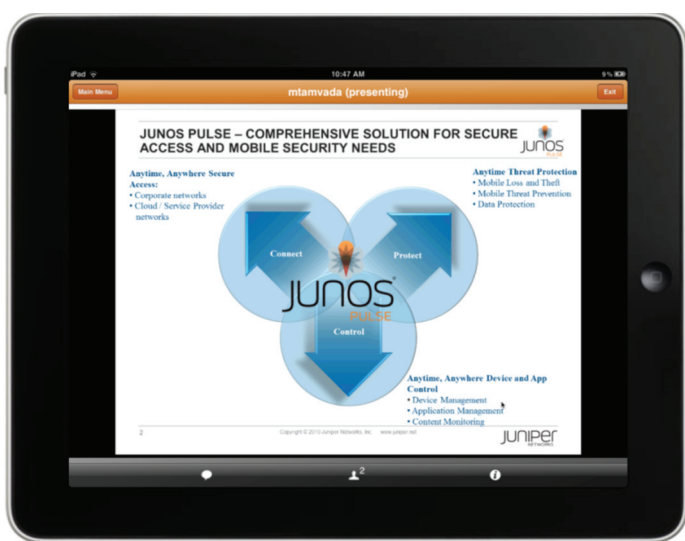


Figure 2: A Junos Pulse Collaboration secure online meeting in process

Architecture and Key Components

Enabled through a license option in Junos Pulse Secure Access Service—Juniper’s industry-leading SSL VPN platform—running on the Juniper Networks MAG Series Junos Pulse Gateways, Junos Pulse Collaboration eliminates the need for IT to provision or manage meeting host accounts, and it greatly reduces time to deployment by leveraging your existing authentication infrastructure and policies.

Native Active Directory integration and strong multifactor authentication capabilities provide enterprises with the required security. And, via single-click collaboration through Juniper Networks Junos Pulse on users’ endpoint devices, Junos Pulse Collaboration significantly simplifies the entire end user experience for online meetings and remote collaboration.

Features and Benefits

Increased Productivity

Junos Pulse Collaboration enables end users to schedule, host, attend, and participate in online Web meetings simply and easily. Virtual and remote teams can collaborate effectively by sharing specific applications or their entire desktop while chatting online. Meeting organizers can schedule meetings from a Web-based portal or through a plug-in that integrates directly into their Microsoft Outlook e-mail client on Windows devices. Windows users can use single sign-on (SSO) into their meeting Web portal and quickly schedule or launch new meetings directly from Junos Pulse. Apple iPad and iPhone users can use Junos Pulse on their mobile devices to join Junos Pulse Collaboration-based online meetings.

In addition, the MyMeeting feature adds support for “reservationless,” fixed URL Junos Pulse Collaboration deployments. Customers can create fixed URLs or “meeting rooms” for their end users based on predefined strings, username, or directory/session variables. When joining these types of meetings, attendees specify the fixed meeting URL, their name, and the meeting password. Administrators can specify the URL format and can choose whether or not they want to allow users to create additional meeting URLs for other purposes. Junos Pulse Collaboration eliminates the need for IT to provision any client on the endpoint in advance. Users can click on a link to dynamically download a client, if necessary, and collaborate via online meetings. Moreover, Junos Pulse Collaboration’s highly intuitive user interface does not require the end user to have any prior training to use the application.

Integrated with Junos Pulse Gateways and Services

The Junos Pulse Collaboration license allows an administrator to provide both secure remote access and secure collaboration services from a single MAG Series gateway running the Junos Pulse Secure Access Service. Administrators benefit because they only have one system to manage and a single management interface to learn and configure. End users benefit from having a single, simple user interface to securely access their organization’s network and resources, and to remotely participate in online meetings and collaborate with other users worldwide. MAG Series gateways can be clustered for high availability (HA) and stateful failover. Moreover, administrators can easily select a MAG Series gateway that works for their company’s size and can scale over time to meet their Web meeting or remote assistance requirements.

Enterprise-Class Security

Junos Pulse Collaboration leverages Juniper’s market-leading, secure SSL VPN gateway architecture and SSL/HTTPS transport security for all traffic. Administrators can rest assured that their Web meeting solution adheres to high levels of enterprise security requirements.

Junos Pulse Collaboration is easily managed via a Web-based console, allowing your enterprise IT administrator to set strong security policies. Administrators can choose from a variety of security options available from the Junos Pulse Secure Access Service administrator console. For example, password options such as complexity and expiry can easily be set through administrative policy. In addition to complete SSL

transport security, meetings can be subject to strong, group-based authentication and authorization policies, and detailed, event-driven auditing. Utilizing Juniper's market-leading device assessment and endpoint security functionality, a user's endpoint device can be denied entry to a meeting if it is not compliant with a company's endpoint security policy.

Greatly Reduces the Total Cost of Providing Remote Assistance

Support agents can take advantage of Junos Pulse Collaboration's capabilities to quickly troubleshoot issues by viewing the user's desktop and making corrections by remotely controlling a user's application or system settings. Support staff can save time by not having to walk their customers through a software installation process to gain visibility and control over the user's desktop. This can aid in timely resolution of help desk and customer support problems.

Licensing and Availability

On the MAG Series Junos Pulse Gateways, Junos Pulse Collaboration is licensed through a concurrent user model with six license options for up to 25, 50, 100, 250, 500, or 1,000 concurrent users. Please note that the "meeting" user count is separate from the concurrent SSL VPN user count on the MAG Series. Also, there is a limit to the maximum number of Junos Pulse Collaboration licenses that can be supported on certain MAG Series models.

- A single Juniper Networks MAG2600 Junos Pulse Gateway will support up to 100 concurrent users.
- A single MAG4610 Junos Pulse Gateway will support up to 500 concurrent users.
- The MAG-SM160 service module (for the MAG6610 or MAG6611 Junos Pulse Gateway chassis) will support up to 500 concurrent users.
- The MAG-SM360 service module (for the MAG6610 or MAG6611 chassis) will support up to 1,000 concurrent users.

Junos Pulse Collaboration licenses are additive up to the maximum limit supported on a given platform. For example, on a single MAG2600, the customer can start with a 50-user license and then add another 50 users to support up to 100 concurrent users (maximum limit) on that platform.

In a cluster, additional users can be supported with Junos Pulse Collaboration; however, the maximum user count across any platform cluster cannot exceed twice the total user or meeting count supported on that platform. For example, a MAG-SM360 service module (for either MAG6610 or MAG6611 chassis) when clustered, will support a maximum of 2,000 concurrent users across the cluster. Please note that the MAG2600 supports a maximum of 100 concurrent users, even when clustered.

Juniper Networks Services and Support

Juniper Networks is the leader in performance-enabling services that are designed to accelerate, extend, and optimize your high-performance network. Our services allow you to maximize operational efficiency while reducing costs and minimizing risk, achieving a faster time to value for your network. Juniper Networks ensures operational excellence by optimizing the network to maintain required levels of performance, reliability, and availability. For more details, please visit www.juniper.net/us/en/products-services.

Ordering Information

Model Number	Description
ACCESSX600-MTG-xU	Add x simultaneous meeting users to MAG (X600) Series Junos Pulse Gateways (x options: 25, 50, 100, 250, 500 or 1000 users)
SA2500-MTG*	Junos Pulse Collaboration for SA2500
SA4500-MTG*	Junos Pulse Collaboration for SA4500
SA6500-MTG*	Junos Pulse Collaboration for SA6500

*Junos Pulse Collaboration is also supported on Juniper Networks SA Series SSL VPN Appliances running version 7.2 or higher. SA2500 SSL VPN Appliance supports up to 50 users/25 meetings; SA4500 SSL VPN Appliance supports up to 100 users/50 meetings; SA6500 SSL VPN Appliance supports up to 250users/125 meetings.

Systems must be running Junos Pulse Secure Access Service 7.2 or SA v7.2 or higher software to support Junos Pulse Collaboration. Customers running SA v7.1 or earlier software on their MAG Series gateways or SA Series appliances will be confined to the capabilities and licensing limits of Secure Meeting—the predecessor to Junos Pulse Collaboration.

Licensing limits for Secure Meeting on MAG Series gateways running SA v7.1 are as follows:

- A single MAG2600 device will support up to 50 concurrent meeting users
- A single MAG4610 device will support up to 100 concurrent meeting users
- A MAG-SM160 blade will support up to 100 concurrent meeting users
- A MAG-SM360 blade will support up to 250 concurrent meeting users

Please note that the new and enhanced desktop meeting interface is only supported on Windows devices at this time. Users on Mac and Linux endpoints will see the Secure Meeting style interface when they use Junos Pulse Collaboration. Apple iPad and iPhone users will receive the new Junos Pulse Collaboration user interface via Junos Pulse.

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.

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