SNMP Monitoring Optimization

Contents

1. Introduction

This Services Description document ("SDD") describes Simple Network Management Protocol (SNMP) Monitoring Optimization Service ("services") delivered by Juniper Networks to a Juniper Care Plus customer or Juniper Service Specialist ("customer"). Juniper Networks SNMP Monitoring Optimization Services provide an in-depth audit of the customer's SNMP setup for Juniper Networks® Junos operating system-based devices and offer recommendations for achieving optimal configuration.

2. Eligibility and Purchasing

Services are available only to end users who hold a valid Juniper Care Plus contract, or to Juniper Operate Specialists who hold a valid Advanced Partner Support or Advanced Customer Support contract. Services may be purchased using consulting credits; four (4) consulting credits are required for service delivery.

3. Service Features and Deliverables Description

As Juniper Networks will provide the customer with the following:

3.1. A study of current tools used for network management, with a focus on ensuring the SNMP configuration is current and optimal.

3.2. A gap analysis of SNMP polling, with a focus on ensuring the configuration matches the software version and is optimal for the customer's mission.

3.3. A defined process that will help the customer respond effectively to SNMP messages.

3.5. Assurance that the proposed SNMP traps and polling do not hit a known Problem Request (PR) for the Junos OS version running on the customer network.

3.6. The elements listed above will be captured in a report that features the following format:

- Summary
- Review of current collection and support structure, with a focus on SNMP traps needed to support this
- Gap analysis of SNMP traps and polling against the customer's Junos OS version
- MS Excel table listing proposed SNMP traps and polling
- Recommendations for response methodology
- Device list

The conclusions and recommendations from this report will be based on the customer's network and will not require a manual review of tools such as Pathfinder and Knowledge Base.

3.7. Juniper is available to review the report with the customer, clarifying the recommendations and benefits, provided the customer submits a written request within 10 days of the report's delivery.

4. Customer Responsibilities

Juniper's obligation to provide applicable services is conditional upon the customer meeting the following conditions:

4.1. Service will be for Junos OS-based devices (Juniper Networks MX Series 3D Universal Edge Routers, T Series Core Routers, SRX Series Services Gateways, and EX Series Ethernet Switches). To allow delivery of the report, the customer must provide the supporting ASCE Team Member with the following command outputs from customer's routers:

1. SNMP MIBs being monitored, both for traps and polling

2. Configuration outputs: one device output per set of devices with similar configurations

   I. show version | no-more

   II. show configuration | except SECRET | display set | no-more

   III. show configuration | except SECRET | display inheritance | no-more

   IV. show chassis hardware detail | no-more

   V. show chassis hardware detail | display xml | no-more

   VI. show security alg status (only for SRX Series)

The provision of services also assumes that the customer will:

4.2. Review all data and highlight any sensitive data such as IP addresses

4.3. Provide hardware and software inventory along with configuration data as and when requested by Juniper to enable delivery of the service deliverables in this offering

4.4. Provide a primary and backup technical contact who will be responsible for providing the network information required for the services deliverables in this offering

4.5. Participate in ongoing communications with Juniper's primary contact(s) who will help in the delivery of the service deliverables in this offering

4.6. (Optional) Initiate a follow-up meeting with Juniper within 10 days of service completion

5. Availability

5.1. Services are available in EMEA only.

5.2. Services will be delivered between the hours of 9 a.m. and 5 p.m. local time, Monday through Friday, excluding Juniper Networks observed holidays.

5.3. Services will be delivered remotely from an authorized Juniper Networks location unless specified otherwise. Customer understands and agrees that Juniper may, in its sole discretion, subcontract the performance of part of the service.

5.4. SNMP monitoring reports are available in English only.

6. Scope

6.1. The services require four (4) consulting credits if redeemed using the AS Credits purchased by the customer.

6.2. Unit price for this service is limited to one SNMP Monitoring Optimization Report.

6.3. SNMP Monitoring Optimization Services deliverables are based on the network profile information provided by the customer. The scope of services may be impacted if the required information and documentation are not provided completely and in a timely fashion.

6.4. Implementation of recommendations and guidance are not included in the scope of the services. Implementation of recommendations and guidance are at the customer's discretion.

7. Glossary

- ASCE: Juniper Advanced Services Consulting Engineer
- Simple Network Management Protocol (SNMP): An Internet standard protocol for collecting and organizing information about managed devices on IP networks and for modifying that information to change device behavior.
- Polling: An SNMP request made by an SNMP manager to an SNMP supported device; the device will respond to the request with data about the device.
- Trap: Alert messages sent from a remote SNMP-supported device to a central SNMP manager.

About Juniper Networks

Juniper Networks challenges the status quo with products, solutions and services that transform the economics of networking. Our team co-innovates with customers and partners to deliver automated, scalable and secure networks with agility, performance and value. Additional information can be found at Juniper Networks or connect with Juniper on Twitter and Facebook.

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