

# About This Reference

This preface provides the following guidelines for using the *JUNOS® Software XML API Operational Reference* and related Juniper Networks, Inc., technical documents:

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## Objectives

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This reference provides complete information about the tag elements in the JUNOS Extensible Markup Language (XML) application programming interface (API) that JUNOScript and NETCONF client applications can use to request information about the operational status of a routing platform. The tag elements are equivalent to operational mode commands in the JUNOS command-line interface (CLI).

The JUNOS XML API also defines tag elements for configuration information. Client applications can use the operations in the JUNOScript and NETCONF APIs to request and change this information. For more information, see the *JUNOScript API Guide* and *NETCONF API Guide*.



**NOTE:** This reference documents the JUNOS XML API for JUNOS Release 9.3. For additional information about the JUNOS XML API software—either corrections to or information that might have been omitted from this reference—see the software release notes at <http://www.juniper.net/>.

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## Audience

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This reference is designed for Juniper Networks customers who want to write custom applications for monitoring routing platforms that run the JUNOS software. It assumes that you are familiar with basic terminology and concepts of XML, with XML-parsing utilities such as the Document Object Model (DOM) or Simple API for XML (SAX), and with the JUNOS command-line interface (CLI).

In addition, you need a broad understanding of networks in general, the Internet in particular, networking principles, and network configuration. You must also be familiar with one or more of the following Internet routing protocols:

- Border Gateway Protocol (BGP)
- Distance Vector Multicast Routing Protocol (DVMRP)
- Intermediate System-to-Intermediate System (IS-IS)
- Internet Control Message Protocol (ICMP) router discovery
- Internet Group Management Protocol (IGMP)
- Multiprotocol Label Switching (MPLS)
- Open Shortest Path First (OSPF)
- Protocol-Independent Multicast (PIM)
- Resource Reservation Protocol (RSVP)
- Routing Information Protocol (RIP)
- Simple Network Management Protocol (SNMP)

Personnel operating the equipment must be trained and competent; must not conduct themselves in a careless, willfully negligent, or hostile manner; and must abide by the instructions provided by the documentation.

## Supported Routing Platforms

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For the features described in this manual, the JUNOS software currently supports the following routing platforms:

- EX-series
- J-series
- M-series
- MX-series
- T-series

## Using the Examples in This Manual

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If you want to use the examples in this manual, you can use the `load merge` or the `load merge relative` command. These commands cause the software to merge the incoming configuration into the current candidate configuration. If the example configuration contains the top level of the hierarchy (or multiple hierarchies), the example is a *full example*. In this case, use the `load merge` command.

If the example configuration does not start at the top level of the hierarchy, the example is a *snippet*. In this case, use the `load merge relative` command. These procedures are described in the following sections.

### Merging a Full Example

To merge a full example, follow these steps:

1. From the HTML or PDF version of the manual, copy a configuration example into a text file, save the file with a name, and copy the file to a directory on your routing platform.

For example, copy the following configuration to a file and name the file `ex-script.conf`. Copy the `ex-script.conf` file to the `/var/tmp` directory on your routing platform.

```
system {
  scripts {
    commit {
      file ex-script.xsl;
    }
  }
}
interfaces {
  fxp0 {
    disable;
    unit 0 {
      family inet {
        address 10.0.0.1/24;
      }
    }
  }
}
```

2. Merge the contents of the file into your routing platform configuration by issuing the `load merge` configuration mode command:

```
[edit]
user@host# load merge /var/tmp/ex-script.conf
load complete
```

## Merging a Snippet

To merge a snippet, follow these steps:

1. From the HTML or PDF version of the manual, copy a configuration snippet into a text file, save the file with a name, and copy the file to a directory on your routing platform.

For example, copy the following snippet to a file and name the file `ex-script-snippet.conf`. Copy the `ex-script-snippet.conf` file to the `/var/tmp` directory on your routing platform.

```
commit {
  file ex-script-snippet.xml;
}
```

2. Move to the hierarchy level that is relevant for this snippet by issuing the following configuration mode command:

```
[edit]
user@host# edit system scripts
[edit system scripts]
```

3. Merge the contents of the file into your routing platform configuration by issuing the `load merge relative` configuration mode command:

```
[edit system scripts]
user@host# load merge relative /var/tmp/ex-script-snippet.conf
load complete
```

For more information about the `load` command, see the *JUNOS CLI User Guide*.

## Documentation Conventions

Table 1 defines notice icons used in this guide.

**Table 1: Notice Icons**



Icon	Meaning	Description
	Informational note	Indicates important features or instructions.
	Caution	Indicates a situation that might result in loss of data or hardware damage.

Table 2 defines the text and syntax conventions used in this guide.

**Table 2: Text and Syntax Conventions**

Convention	Element	Example
<b>Bold text like this</b>	Represents text that you type.	To enter configuration mode, type the <b>configure</b> command:  user@host> <b>configure</b>
Fixed-width text like this	Represents output on the terminal screen.	user@host> <b>show chassis alarms</b> No alarms currently active
<i>Italic text like this</i>	<ul style="list-style-type: none"> <li>Introduces important new terms.</li> <li>Identifies book names.</li> <li>Identifies RFC and Internet draft titles.</li> </ul>	<ul style="list-style-type: none"> <li>A policy <i>term</i> is a named structure that defines match conditions and actions.</li> <li><i>JUNOS System Basics Configuration Guide</i></li> <li>RFC 1997, <i>BGP Communities Attribute</i></li> </ul>
<i>Italic text like this</i>	Represents variables (options for which you substitute a value) in commands or configuration statements.	Configure the machine's domain name: [edit] root@# <b>set system domain-name</b> <i>domain-name</i>
Plain text like this	Represents names of configuration statements, commands, files, and directories; IP addresses; configuration hierarchy levels; or labels on routing platform components.	<ul style="list-style-type: none"> <li>To configure a stub area, include the <b>stub</b> statement at the [edit protocols ospf area <i>area-id</i>] hierarchy level.</li> <li>The console port is labeled <b>CONSOLE</b>.</li> </ul>
< > (angle brackets)	Enclose optional keywords or variables.	stub <default-metric <i>metric</i> >;
(pipe symbol)	Indicates a choice between the mutually exclusive keywords or variables on either side of the symbol. The set of choices is often enclosed in parentheses for clarity.	broadcast   multicast ( <i>string1</i>   <i>string2</i>   <i>string3</i> )
# (pound sign)	Indicates a comment specified on the same line as the configuration statement to which it applies.	rsvp { # Required for dynamic MPLS only
[ ] (square brackets)	Enclose a variable for which you can substitute one or more values.	community name members [ <i>community-ids</i> ]
Indentation and braces ( { } )	Identify a level in the configuration hierarchy.	[edit] routing-options { static { route default { nexthop <i>address</i> ; retain; } } }
; (semicolon)	Identifies a leaf statement at a configuration hierarchy level.	
<b>J-Web GUI Conventions</b>		
<b>Bold text like this</b>	Represents J-Web graphical user interface (GUI) items you click or select.	<ul style="list-style-type: none"> <li>In the Logical Interfaces box, select <b>All Interfaces</b>.</li> <li>To cancel the configuration, click <b>Cancel</b>.</li> </ul>
> (bold right angle bracket)	Separates levels in a hierarchy of J-Web selections.	In the configuration editor hierarchy, select <b>Protocols &gt; Ospf</b> .

## List of Technical Publications

Table 3 lists the software and hardware guides and release notes for the supported Juniper Networks J-series, M-series, MX-series, and T-series routing platforms and describes the contents of each document. Table 4 on page lxxi lists the books included in the *Network Operations Guide* series. Table 5 on page lxxi lists the manuals and release notes supporting JUNOS software with enhanced services. All documents are available at <http://www.juniper.net/techpubs/>.

Table 6 on page lxxii lists additional books on Juniper Networks solutions that you can order through your bookstore. A complete list of such books is available at <http://www.juniper.net/books>.

**Table 3: Technical Documentation for Supported Routing Platforms (1 of 4)**

Document	Description
<b>JUNOS Internet Software Configuration Guides</b>	
<i>Access Privilege</i>	Explains how to configure access privileges in user classes by using permission flags and regular expressions. Lists the permission flags along with their associated command-line interface (CLI) operational mode commands and configuration statements.
<i>Class of Service</i>	Provides an overview of the class-of-service (CoS) functions of the JUNOS software and describes how to configure CoS features, including configuring multiple forwarding classes for transmitting packets, defining which packets are placed into each output queue, scheduling the transmission service level for each queue, and managing congestion through the random early detection (RED) algorithm.
<i>CLI User Guide</i>	Describes how to use the JUNOS command-line interface (CLI) to configure, monitor, and manage Juniper Networks routing platforms. This material was formerly covered in the <i>JUNOS System Basics Configuration Guide</i> .
<i>Feature Guide</i>	Provides a detailed explanation and configuration examples for several of the most complex features in the JUNOS software.
<i>High Availability</i>	Provides an overview of hardware and software resources that ensure a high level of continuous routing platform operation and describes how to configure high availability (HA) features such as nonstop routing (NSR) and graceful Routing Engine switchover (GRES).
<i>MPLS Applications</i>	Provides an overview of traffic engineering concepts and describes how to configure traffic engineering protocols.
<i>Multicast Protocols</i>	Provides an overview of multicast concepts and describes how to configure multicast routing protocols.
<i>Multiplay Solutions</i>	Describes how you can deploy IPTV and voice over IP (VoIP) services in your network.
<i>MX-series Layer 2 Configuration Guide</i>	Provides an overview of the Layer 2 functions of the MX-series routers, including configuring bridging domains, MAC address and VLAN learning and forwarding, and spanning-tree protocols. It also details the routing instance types used by Layer 2 applications. All of this material was formerly covered in the <i>JUNOS Routing Protocols Configuration Guide</i> .
<i>MX-series Solutions Guide</i>	Describes common configuration scenarios for the Layer 2 features supported on the MX-series routers, including basic bridged VLANs with normalized VLAN tags, aggregated Ethernet links, bridge domains, Multiple Spanning Tree Protocol (MSTP), and integrated routing and bridging (IRB).
<i>Network Interfaces</i>	Provides an overview of the network interface functions of the JUNOS software and describes how to configure the network interfaces on the routing platform.

**Table 3: Technical Documentation for Supported Routing Platforms (2 of 4)**

Document	Description
<i>Network Management</i>	Provides an overview of network management concepts and describes how to configure various network management features, such as SNMP and accounting options.
<i>Policy Framework</i>	Provides an overview of policy concepts and describes how to configure routing policy, firewall filters, forwarding options, and cflowd.
<i>Routing Protocols</i>	Provides an overview of routing concepts and describes how to configure routing, routing instances, and unicast routing protocols.
<i>Secure Configuration Guide for Common Criteria and JUNOS-FIPS</i>	Provides an overview of secure Common Criteria and JUNOS-FIPS protocols for the JUNOS Internet software and describes how to install and configure secure Common Criteria and JUNOS-FIPS on a routing platform.
<i>Services Interfaces</i>	Provides an overview of the services interfaces functions of the JUNOS software and describes how to configure the services interfaces on the routing platform.
<i>Software Installation and Upgrade Guide</i>	Describes the JUNOS software components and packaging and explains how to initially configure, reinstall, and upgrade the JUNOS system software. This material was formerly covered in the <i>JUNOS System Basics Configuration Guide</i> .
<i>System Basics</i>	Describes Juniper Networks routing platforms, and provides information about how to configure basic system parameters, supported protocols and software processes, authentication, and a variety of utilities for managing your router on the network.
<i>VPNs</i>	Provides an overview and describes how to configure Layer 2 and Layer 3 virtual private networks (VPNs), virtual private LAN service (VPLS), and Layer 2 circuits. Provides configuration examples.
<b>JUNOS References</b>	
<i>Hierarchy and RFC Reference</i>	Describes the JUNOS configuration mode commands. Provides a hierarchy reference that displays each level of a configuration hierarchy, and includes all possible configuration statements that can be used at that level. This material was formerly covered in the <i>JUNOS System Basics Configuration Guide</i> .
<i>Interfaces Command Reference</i>	Describes the JUNOS software operational mode commands you use to monitor and troubleshoot interfaces.
<i>Routing Protocols and Policies Command Reference</i>	Describes the JUNOS software operational mode commands you use to monitor and troubleshoot routing protocols and policies, including firewall filters.
<i>System Basics and Services Command Reference</i>	Describes the JUNOS software operational mode commands you use to monitor and troubleshoot system basics, including commands for real-time monitoring and route (or path) tracing, system software management, and chassis management. Also describes commands for monitoring and troubleshooting services such as CoS, IP Security (IPSec), stateful firewalls, flow collection, and flow monitoring.
<i>System Log Messages Reference</i>	Describes how to access and interpret system log messages generated by JUNOS software modules and provides a reference page for each message.
<b>J-Web User Guide</b>	
<i>J-Web Interface User Guide</i>	Describes how to use the J-Web graphical user interface (GUI) to configure, monitor, and manage Juniper Networks routing platforms.
<b>JUNOS API and Scripting Documentation</b>	
<i>JUNOScript API Guide</i>	Describes how to use the JUNOScript application programming interface (API) to monitor and configure Juniper Networks routing platforms.
<i>JUNOS XML API Configuration Reference</i>	Provides reference pages for the configuration tag elements in the JUNOS XML API.
<i>JUNOS XML API Operational Reference</i>	Provides reference pages for the operational tag elements in the JUNOS XML API.
<i>NETCONF API Guide</i>	Describes how to use the NETCONF API to monitor and configure Juniper Networks routing platforms.

**Table 3: Technical Documentation for Supported Routing Platforms (3 of 4)**

Document	Description
<i>JUNOS Configuration and Diagnostic Automation Guide</i>	Describes how to use the commit script and self-diagnosis features of the JUNOS software. This guide explains how to enforce custom configuration rules defined in scripts, how to use commit script macros to provide simplified aliases for frequently used configuration statements, and how to configure diagnostic event policies.
<b>Hardware Documentation</b>	
<i>Hardware Guide</i>	Describes how to install, maintain, and troubleshoot routing platforms and components. Each platform has its own hardware guide.
<i>PIC Guide</i>	Describes the routing platform's Physical Interface Cards (PICs). Each platform has its own PIC guide.
<i>DPC Guide</i>	Describes the Dense Port Concentrators (DPCs) for all MX-series routers.
<b>JUNOScope Documentation</b>	
<i>JUNOScope Software User Guide</i>	Describes the JUNOScope software graphical user interface (GUI), how to install and administer the software, and how to use the software to manage routing platform configuration files and monitor routing platform operations.
<b>Advanced Insight Solutions (AIS) Documentation</b>	
<i>Advanced Insight Solutions Guide</i>	Describes the Advanced Insight Manager (AIM) application, which provides a gateway between JUNOS devices and Juniper Support Systems (JSS) for case management and intelligence updates. Explains how to run AI scripts on Juniper Networks devices.
<b>J-series Services Router Documentation</b>	
<i>Getting Started Guide</i>	Provides an overview, basic instructions, and specifications for J-series Services Routers. The guide explains how to prepare your site for installation, unpack and install the router and its components, install licenses, and establish basic connectivity. Use the <i>Getting Started Guide</i> for your router model.
<i>Basic LAN and WAN Access Configuration Guide</i>	Explains how to configure the interfaces on J-series Services Routers for basic IP routing with standard routing protocols, ISDN backup, and digital subscriber line (DSL) connections.
<i>Advanced WAN Access Configuration Guide</i>	Explains how to configure J-series Services Routers in virtual private networks (VPNs) and multicast networks, configure data link switching (DLSw) services, and apply routing techniques such as policies, stateless and stateful firewall filters, IP Security (IPSec) tunnels, and class-of-service (CoS) classification for safer, more efficient routing.
<i>Administration Guide</i>	Shows how to manage users and operations, monitor network performance, upgrade software, and diagnose common problems on J-series Services Routers.
<b>Release Notes</b>	
<i>JUNOS Release Notes</i>	Summarize new features and known problems for a particular software release, provide corrections and updates to published JUNOS, JUNOScript, and NETCONF manuals, provide information that might have been omitted from the manuals, and describe upgrade and downgrade procedures.
<i>Hardware Release Notes</i>	Describe the available documentation for the routing platform and the supported PICs, and summarize known problems with the hardware and accompanying software. Each platform has its own release notes.
<i>JUNOScope Release Notes</i>	Contain corrections and updates to the published JUNOScope manual, provide information that might have been omitted from the manual, and describe upgrade and downgrade procedures.
<i>AIS Release Notes</i>	Summarize AIS new features and guidelines, identify known and resolved problems, provide information that might have been omitted from the manuals, and provide initial setup, upgrade, and downgrade procedures.



**Table 3: Technical Documentation for Supported Routing Platforms (4 of 4)**

Document	Description
<i>AIS AI Script Release Notes</i>	Summarize AIS Scripts new features, identify known and resolved problems, provide information that might have been omitted from the manuals, and provide instructions for automatic and manual installation, including deleting and rolling back.
<i>J-series Services Router Release Notes</i>	Briefly describe the J-series Services Router features, identify known hardware problems, and provide upgrade and downgrade instructions.

**Table 4: JUNOS Internet Software Network Operations Guides**

Book	Description
<i>Baseline</i>	Describes the most basic tasks for running a network using Juniper Networks products. Tasks include upgrading and reinstalling JUNOS software, gathering basic system management information, verifying your network topology, and searching log messages.
<i>Interfaces</i>	Describes tasks for monitoring interfaces. Tasks include using loopback testing and locating alarms.
<i>MPLS</i>	Describes tasks for configuring, monitoring, and troubleshooting an example MPLS network. Tasks include verifying the correct configuration of the MPLS and RSVP protocols, displaying the status and statistics of MPLS running on all routers in the network, and using the layered MPLS troubleshooting model to investigate problems with an MPLS network.
<i>MPLS Log Reference</i>	Describes MPLS status and error messages that appear in the output of the <b>show mpls lsp extensive</b> command. The guide also describes how and when to configure Constrained Shortest Path First (CSPF) and RSVP trace options, and how to examine a CSPF or RSVP failure in a sample network.
<i>MPLS Fast Reroute</i>	Describes operational information helpful in monitoring and troubleshooting an MPLS network configured with fast reroute (FRR) and load balancing.
<i>Hardware</i>	Describes tasks for monitoring M-series and T-series routing platforms.

To configure and operate a J-series Services Router running JUNOS software with enhanced services, you must also use the configuration statements and operational mode commands documented in JUNOS configuration guides and command references. To configure and operate a WX Integrated Services Module, you must also use WX documentation.

**Table 5: JUNOS Software with Enhanced Services Documentation**

Book	Description
<i>JUNOS Software with Enhanced Services Design and Implementation Guide</i>	Provides guidelines and examples for designing and implementing IP Security (IPSec) virtual private networks (VPNs), firewalls, and routing on J-series routers running JUNOS software with enhanced services.
<i>JUNOS Software with Enhanced Services J-series Services Router Quick Start</i>	Explains how to quickly set up a J-series router. This document contains router declarations of conformity.
<i>JUNOS Software with Enhanced Services J-series Services Router Getting Started Guide</i>	Provides an overview, basic instructions, and specifications for J-series Services Routers. This guide explains how to prepare a site, unpack and install the router, replace router hardware, and establish basic router connectivity. This guide contains hardware descriptions and specifications.
<i>JUNOS Software with Enhanced Services Migration Guide</i>	Provides instructions for migrating an SSG device running ScreenOS software or a J-series router running the JUNOS software to JUNOS software with enhanced services.

Book	Description
<i>JUNOS Software with Enhanced Services Interfaces and Routing Configuration Guide</i>	Explains how to configure J-series router interfaces for basic IP routing with standard routing protocols, ISDN service, firewall filters (access control lists), and class-of-service (CoS) traffic classification.
<i>JUNOS Software with Enhanced Services Security Configuration Guide</i>	Explains how to configure and manage security services such as stateful firewall policies, IPSec VPNs, firewall screens, Network Address Translation (NAT), and router interface modes, Public Key Cryptography, and Application Layer Gateways (ALGs).
<i>JUNOS Software with Enhanced Services Administration Guide</i>	Shows how to monitor the router and routing operations, firewall and security services, system alarms and events, and network performance. This guide also shows how to administer user authentication and access, upgrade software, and diagnose common problems.
<i>JUNOS Software with Enhanced Services CLI Reference</i>	Provides the complete JUNOS software with enhanced services configuration hierarchy and describes the configuration statements and operational mode commands not documented in the standard JUNOS manuals.
<i>WCX Integrated Services Module Installation and Configuration Guide</i>	Explains how to install and initially configure a WCX Integrated Services Module in a J-series router for application acceleration.
<i>JUNOS Software with Enhanced Services Release Notes</i>	Summarize new features and known problems for a particular release of JUNOS software with enhanced services on J-series routers, including J-Web interface features and problems. The release notes also contain corrections and updates to the manuals and software upgrade and downgrade instructions for JUNOS software with enhanced services.

**Table 6: Additional Books Available Through <http://www.juniper.net/books>**

Book	Description
<i>Interdomain Multicast Routing</i>	Provides background and in-depth analysis of multicast routing using Protocol Independent Multicast sparse mode (PIM SM) and Multicast Source Discovery Protocol (MSDP); details any-source and source-specific multicast delivery models; explores multiprotocol BGP (MBGP) and multicast IS-IS; explains Internet Gateway Management Protocol (IGMP) versions 1, 2, and 3, lists packet formats for IGMP, PIM, and MSDP; and provides a complete glossary of multicast terms.
<i>JUNOS Cookbook</i>	Provides detailed examples of common JUNOS software configuration tasks, such as basic router configuration and file management, security and access control, logging, routing policy, firewalls, routing protocols, MPLS, and VPNs.
<i>MPLS-Enabled Applications</i>	Provides an overview of Multiprotocol Label Switching (MPLS) applications (such as Layer 3 virtual private networks [VPNs], Layer 2 VPNs, virtual private LAN service [VPLS], and pseudowires), explains how to apply MPLS, examines the scaling requirements of equipment at different points in the network, and covers the following topics: point-to-multipoint label switched paths (LSPs), DiffServ-aware traffic engineering, class of service, interdomain traffic engineering, path computation, route target filtering, multicast support for Layer 3 VPNs, and management and troubleshooting of MPLS networks.
<i>OSPF and IS-IS: Choosing an IGP for Large-Scale Networks</i>	Explores the full range of characteristics and capabilities for the two major link-state routing protocols: Open Shortest Path First (OSPF) and IS-IS. Explains architecture, packet types, and addressing; demonstrates how to improve scalability; shows how to design large-scale networks for maximum security and reliability; details protocol extensions for MPLS-based traffic engineering, IPv6, and multitopology routing; and covers troubleshooting for OSPF and IS-IS networks.

Book	Description
<i>Routing Policy and Protocols for Multivendor IP Networks</i>	Provides a brief history of the Internet, explains IP addressing and routing (Routing Information Protocol [RIP], OSPF, IS-IS, and Border Gateway Protocol [BGP]), explores ISP peering and routing policies, and displays configurations for both Juniper Networks and other vendors' routers.
<i>The Complete IS-IS Protocol</i>	Provides the insight and practical solutions necessary to understand the IS-IS protocol and how it works by using a multivendor, real-world approach.

## Documentation Feedback

We encourage you to provide feedback, comments, and suggestions so that we can improve the documentation. Send your comments to [techpubs-comments@juniper.net](mailto:techpubs-comments@juniper.net), or fill out the documentation feedback form at <https://www.juniper.net/cgi-bin/docbugreport/>. If you are using e-mail, be sure to include the following information with your comments:

- Document name
- Document part number
- Page number
- Software release version (not required for *Network Operations Guides [NOGs]*)

## Requesting Support

Technical product support is available through the Juniper Networks Technical Assistance Center (JTAC). If you are a customer with an active J-Care or JNASC support contract, or are covered under warranty, and need postsales technical support, you can access our tools and resources online or open a case with JTAC.

- JTAC policies—For a complete understanding of our JTAC procedures and policies, review the JTAC User Guide located at <http://www.juniper.net/customers/support/downloads/710059.pdf>.
- Product warranties—For product warranty information, visit <http://www.juniper.net/support/warranty/>.
- JTAC Hours of Operations—The JTAC centers have resources available 24 hours a day, 7 days a week, 365 days a year.

### Self-Help Online Tools and 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:

- Find CSC offerings: <http://www.juniper.net/customers/support/>
- Search for known bugs: <http://www2.juniper.net/kb/>
- Find product documentation: <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:  
<http://www.juniper.net/customers/csc/software/>
- Search technical bulletins for relevant hardware and software notifications:  
<https://www.juniper.net/alerts/>
- Join and participate in the Juniper Networks Community Forum:  
<http://www.juniper.net/company/communities/>
- Open a case online in the CSC Case Manager: <http://www.juniper.net/cm/>

To verify service entitlement by product serial number, use our Serial Number Entitlement (SNE) Tool located at  
<https://tools.juniper.net/SerialNumberEntitlementSearch/>.

### ***Opening a Case with JTAC***

You can open a case with JTAC on the Web or by telephone.

- Use the Case Manager tool in the CSC at <http://www.juniper.net/cm/>
- Call 1-888-314-JTAC (1-888-314-5822 toll-free in the USA, Canada, and Mexico).

For international or direct-dial options in countries without toll-free numbers, visit us at <http://www.juniper.net/support/requesting-support.html>.